

Notice about Temporary Changes to the Consular Section's Business Hours

In order to protect all visitors the novel coronavirus (COVID-19) outbreak while continuing to effectively provide consular services, our consular office hours will be temporarily changed starting April 1 (WED).

Our Consulate will be operating with limited staff, so unless it is urgent, we kindly ask that you come to our office at a later date, once the COVID-19 situation has subsided. We thank you in advance for your cooperation and understanding.

1. Consular service hours

- **Regular hours:** 9 AM to 12:30 PM, and 1:30 to 5 PM

- **Revised hours:** 10 AM to 12:30 PM, and 1:30 to 3 PM

* Between 9 and 10AM, and 3 to 5 PM, you may contact us by phone (emergencies only) or by email.

2. Business days

Business days will remain unchanged (Monday to Friday, excluding holidays).

3. About the access to the Consulate

Following the request from the Quebec provincial government, the access to our Consulate is being restricted at the security control counter on the ground floor of 1 Place Ville-Marie (operating like on holidays and weekends).

Please tell the front desk agent your name and the purpose of your visit to the Consulate General of Japan, and he/she will let you enter.

4. About non-urgent requests and inquiries

Considering the current novel coronavirus (COVID-19) outbreak, we would ask you to kindly refrain from visiting our Consulate for the time being for non-urgent requests and matters, in consideration for your health and safety, as well as to reduce the risk of further community contamination.

- **Passport applications:**

For applicants whose passports are still valid for a while, please wait until the COVID-19 situation has subsided before visiting our Consulate.

* Passports will be issued in 8 business days.

- **Certificate applications:**

For applicants for whom the issuance of a certificate is not urgent immediately, please wait until the COVID-19 situation has subsided before visiting our Consulate.

* Certificates will be issued in 5 business days.

- **Declarations relating to the Family register:**

Please verify the deadline by which you must submit the declaration. If there is still a lot of time left before the deadline, we would ask you to please wait until the COVID-19 situation has subsided before visiting our Consulate.

Consulate General of Japan in Montreal

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