

**Guidelines for single entry tourist visa application through travel agency recognized as accredited agency**

The Embassy of Japan in Cambodia

Revised 10 October 2022

**1. Conditions to register as accredited agency**

**1.1.** In order to register to be accredited agency, all the following requirements must be satisfied:

- a. Having got a license to operate travel service in Cambodia.
- b. Having commercially registered in Cambodia. In addition, it shall be the travel agency company which pays tax properly, and shall have a past record of business operation for more than three years since its registration in Cambodia.
- c. The price list that clearly indicates the fee must be displayed in the agency.
- d. It is recommended that the agency join overseas travel insurance.

**1.2.** Regarding the Japanese travel companies (local companies) and branches/ offices established with the investment of a travel company with a Type 1 travel business registration in Japan, the submission of copies of each registration certificate described in the requirements of 1.1 (b) shall be exempted when applying for accreditation.

**2. Validity period of qualifications as the accredited agency**

The qualifications as an accredited agency shall remain valid until December 31 of the year registered, regardless of the date of registration.

**3. Staff of Travel agency who can handle proxy applications**

- a. Cambodian nationals.
- b. A third-country citizen with a long-term resident status in Cambodia.

**4. Visa applicants who can be accepted through the accredited agency**

- a. Cambodian national and third-country citizens who are eligible for long-term stay in Cambodia can apply for a short-term stay visa.

**5. Types of visas that can be applied through the accredited agency**

- a. Tourist Visa (single entry Visa) within 15 days of stay in Japan.
- b. However, for attendants who accompany the group, may apply for

multiple-entry visa (duration of stay: 15 days, validity: 1 year) by submitting:

- A travel schedule planned for 1 year
- A guarantee letter issued by the travel company (stating to comply with Japanese laws, compensation for staying expenses)
- A certificate of employment

#### **6. Documents submitting at the time of visa applications by the accredited agency and application method**

The accredited agency must submit the following documents to the Embassy of Japan in Cambodia:

- a. Proxy application request form (in a format as specified by the Embassy of Japan in Cambodia).
- b. Receipt (in a format as specified by the Embassy of Japan in Cambodia).
- c. Name list of visa applicants (fill out full name, date of birth, passport number).
- d. Passports of the visa applicants (please remove the cover and avoid inserting any papers in the passport at the time of applying for visas. Also, please submit them in order of cardinal number as per the name list of the visa applicants).
- e. Visa application form of each applicant (the visa application form should be signed by the applicant).
- f. Documents required by the Embassy by the time of applications. (Please visit Embassy website for requirement documents)

#### **7. Special notes on visa application through accredited agency**

- a. After the submission of application documents, in principle withdrawal of applications (or a temporary pick up of a passport) is not permitted. However, in case the visa processing period requires more than 5 working days, the applicant may write a letter to request the withdrawal of visa application (or a temporary pick up of a passport).
- b. The revocation of issued visas will not be accepted unless the visa applicant makes a written request.
- c. If the trip is suspended due to force majeure, the proxy application organization may request the withdrawal of the applications and the revocation of the visas by submitting documents that prove this.

#### **8. Report to Embassy of Japan in Cambodia**

If the visa applicant has made a tort (including an illegal stay) in Japan, the Incident

Report shall be submitted without delay to the Embassy of Japan in Cambodia.

**9. Registration as accredited agency and application for extension of period as the agency**

**9.1.** The agency applying for the new registration and the extension of the registration period shall submit the following documents:

- a. Request form of Proxy Visa Application /Receiving agency Registration  
1 Copy
- b. Valid of Tourism License in Cambodia  
1 Copy
- c. Certificate of Patent Tax  
1 Copy
- d. Certificate of Incorporation and Tax registration (VAT)  
1 Copy  
(Only for new registration agency)
- e. Annual Income Tax Return Declared Document  
1 Copy
- f. Visa applicants lists of the previous year (in case of registration renewal)

**9.2.** The proxy application organization may apply for the extension of the registration period from October 1 onwards to the same year.

**9.3.** If it is still in the period of suspension, it cannot apply for extension until its suspension period is over.

**10. Change of Person in charge of registered proxy application organization**

- a. If the proxy applicant leaves the company, promptly notify it to Embassy of Japan in Cambodia.
- b. If the proxy applicant has been changed, the agency must submit request form of Proxy Visa Application / Receiving agency Registration.
- c. When the tour conductor, who has received multiple entry visa for Japan, leaves the agency, the proxy application organization will promptly notify it to the Embassy of Japan in Cambodia and must submit a passport of the person for the process of multiple-entry visa revocation.

**11. Warning**

**11.1.** A warning is issued if the following actions are identified:

- a. Completing and preparing application documents in the consular window waiting room.
- b. Contamination of visa application documents.
- c. Violation of this guideline.

- d. When an unregistered proxy applicant applies for visas.
- e. In case of failing to follow the instructions of the embassy regarding the execution of proxy application's work.
- 11.2.** If it is subject to a certain number of warnings during the registration period, it will be subject to disposal based on the following provision 12.
- 11.3.** Warnings will be notified to the filing agency in writing.
- 11.4.** If registration renewal is allowed, the cumulative number of warnings will be reset.
- 11.5.** If the agency is disposed of in accordance with the provisions 12 and then re-registration is permitted, the cumulative number of warnings will be reset.
- 11.6.** If minor violations and errors in documents completion and preparation are repeated, verbal attention will be given, but if this is not improved despite multiple verbal attention, warnings will be issued.

## **12. Disposition rule**

If the proxy application organization and the proxy applicant have been fraudulent, the following disposition shall be made:

- 12.1.** Suspension of the right as accredited company (3 months).
  - a. If more than two warnings have been issued during the registration period
  - b. If there is severe negligence on the side of the proxy application organization, one warning will be counted twice.
- 12.2.** Suspension of the right as accredited company (6 months)
  - a. When it is determined that the proxy applicant has made proxy application on a false basis (when it is found that, while on vacation, the registered staff with the representative of the registered organization, has personally submitted false proxy application).
  - b. Inappropriate management of visa application documents, such as causing damage or loss.
  - c. When it is recognized that there is a defect in the management of personal information although it may not lead to a leak.
- 12.3.** Suspension of the right as accredited company (1 year)
  - a. In case of the loss of passports.
  - b. When personal information is leaked due to negligence.

- c. In the case of an illegal stay by the visa applicant who obtained a visa through proxy application.
- d. When the visa applicant acknowledges that he has committed an illegal act, but fails to report to the Japanese Embassy.
- e. In case of the Embassy of Japan in Cambodia determines that the registration should be suspended.

**12.4. Cancellation of proxy application registration.**

- a. When a proxy application organization systematically makes a false application or declaration.
- b. When a proxy application organization deliberately leaks personal information.
- c. When a proxy application organization aides or assists the applicant's illegal stay in Japan.
- d. When there is an irregularity in the acceptance of fees, such as charging additional fees without prior explanation to the applicant.
- e. When the Embassy of Japan in Cambodia determines that it is necessary to cancel the registration due to an illegal act by the proxy application organization.
- f. In all other cases, regardless of the above, when the Embassy of Japan in Cambodia judges that the registration should be cancelled.

**12.5.** If the applicant is subject to registration suspension or cancellation for more than 6 months, the examination of visa documents already submitted will be suspended and returned to the proxy application organization.

**12.6.** If a proxy application organization is subject to a qualification suspension or removal, that effect will be posted on the website of the Embassy of Japan in Cambodia and the consular window in the embassy, and will be deleted from the list of registered proxy application organizations.

**13. Duration of proxy application measures**

**13.1.** The proxy application measures will be effective until they are notified that they will be suspended or terminated at the discretion of the Ministry of Foreign Affairs of Japan or the Embassy of Japan in Cambodia, which starts on 03 February 2020.

**13.2.** Visa applications received by the Embassy of Japan in Cambodia until the date stated in the Notice will be reviewed and issued under the conditions described above.

**14. Other**

For groups traveling of applicants who want to stay for more than 15 days in Japan, a representative from each family must come to the Embassy. In addition, in the case of visa applications other than visas subject to proxy application described in 5.1 above, the same visa application procedures shall be implemented as before. However, visa applicants under the age of six who travel to Japan accompanied by a legal representative are exempted from coming to the Embassy.