

March 19, 2020

NOTICE: Shortened Reception Hours for Consular Services

Please be advised, in an effort to protect our visitors and our staff, while ensuring the continuation of consular duties, our office will be taking measures to reduce the risk of infection amid the COVID-19 outbreak. We ask that all cooperate with the following details:

Effective March 23rd, 2020 the Consulate-General of Japan in Chicago will be reducing its number of staff present and the hours for which certain services are available.

- Window Reception hours for all services such as Visa, Passport, Certificate, etc... will be now become Monday-Friday (excluding holidays), 10:00 AM to 12:15 PM and 1:15 PM to 3:00 PM.
- If you are feeling unwell or suspect you are sick, do not come in person. Only come to our office if you have recovered or are otherwise feeling of normal condition.
- In cooperation with the US Federal Government to reduce the number of people gathering to under 10, please limit your visits to this Consulate to include essential business only.
- In the past, Visa applications have been processed in 5 business days. Please be aware under these new operations, it may take as much as 8 business days to process.
- Finally, please understand that due to the reduction in staff, it may take additional time to help applicants at the window, by phone or by email. Wait times are likely to increase.

For more information on how these changes will affect services available only to Japanese Nationals, please see the [Japanese portion of our website](#).

We thank you in advance for your understanding and cooperation.