

Required Documents for Refund

Eligibility for Refund

- You reside outside Japan (non-resident).
- You have a scheduled departure from Japan.
- After receiving the refund, you will not reuse Maido Coins in the region where the refund was issued.
- Your application passes our review process.

*Residents of Japan are not eligible for refunds.

Documents Required

You must submit one of the following types of documents. Photos taken with a smartphone are acceptable.

A. If you have a reservation confirmation that shows your entire travel itinerary (most recommended)

If you have a document issued by a travel agency or an online travel site that shows your arrival date, departure date, and full stay period in Japan, screening can usually be completed with this single document.

Examples:

- Package tour reservation confirmation
- Itinerary issued by a travel agency
- Trip details page from an online travel site (PDF / screenshot)

B. If you do not have a full itinerary document (multiple documents required)

If you do not have the document listed in A, please submit a combination of the following:

1. A document confirming your departure from Japan (one of the following):

- Japan departure flight ticket (E-ticket)
- Flight booking confirmation email
- Reservation documents for cruise ships or other departure methods

2. Documents showing your stay or domestic travel in Japan (one or more):

- Accommodation reservation confirmation
- Partial itinerary issued by a travel agency
- Domestic travel booking information (Shinkansen, highway bus, etc.)

How to Submit Documents

- Open the app menu and select "Upload Documents."
- The in-app web browser (WebView) will open.
- Enter the required information in the displayed web form.
- Attach the necessary documents and submit.

* The app does not include camera or upload features; all submissions are completed via the web form.

* Please review this page before applying.

Review Process

- Review typically takes 2–3 business days (processing time may vary).
- Results will be sent via app notification or email.
- Additional documents may be requested if information is missing or unclear.
- Refunds may be declined if eligibility conditions are not met.

How to Receive Your Refund

- After approval, you can display a refund QR code under “Withdrawal” in the app.
- Scan the QR code at a supported SMART EXCHANGE foreign currency machine.
- Follow the on-screen instructions to receive your refund.

Notes

- Refunds are available only to overseas travelers who meet the required conditions.
- Residents of Japan are not eligible.
- Documents are used only for refund screening and fraud prevention.
- Content may be updated due to service improvements or policy changes.

Contact

If you have any questions, please contact us using the form below:

<https://maido.geo.jp/#contact>