



Before You Go – Useful information



Arrival & Departure



Visas

Foreign travelers may obtain tourist visas if they hold foreign passports or travel documents valid for more than six months in the Republic of China for purposes of sightseeing, business, family visits, study or training, medical treatments, or other legitimate activities. Visa requirements included one completed application form, incoming and outgoing travel tickets, one photo, documents verifying the purpose of the visits, and other relevant documents. The Visitor Visa Application Form can be downloaded from the website of the Bureau of Consular Affairs, Ministry of Foreign Affairs. The completed form should be submitted to an overseas mission of the Republic of China for visa issuances.

- [Ministry of Foreign Affairs](#)
- [Overseas mission of the Republic of China](#)
- [Taiwan Taoyuan International Airport](#)

- [Countries eligible for Visa-exempt entry](#)
- [Countries eligible for Landing Visas](#)

Visa-free privileges are afforded to citizens of 43 countries and landing visas are afforded to citizens of more than 2 countries. For any further information, please visit the website of the Bureau of Consular Affairs, Ministry of Foreign Affairs. For any further questions about visa application, please contact: e-mail: post@boca.gov.tw TEL: +886-2-2343-2888.



Traveler Luggage Clearance

Foreign Currencies: value over US\$10,000 should be declared.

New Taiwan Currency: under NT\$60,000. A traveler should apply for the permission to the Central Bank for amounts over such value. There is no restriction on the amount of gold that a traveler can bring out of Taiwan; however, a traveler should declare to the customs office. When carrying out gold valued over US\$20,000 out of Taiwan, a traveler should apply for an export permit to the Board of Foreign Trade, MOEA (Tel : +886-2-2351-0271 ext. 352) and apply for customs clearance to the customs office.

NB: A traveler should register at the customs office counter when bringing out of Taiwan gold, foreign currencies or New Taiwan currency in excess of the said amount. (Tel: +886-3-398-2308, +886-3-398-3222)

[Inbound Travelers' Luggage Inspection Flow](#)



Customs

Custom hints for Passenger please check directorate General of Customs' website at [Taipei Customs Office](#).



Emergency

• Useful Phone Numbers

Emergency Numbers(Free Service)	Fire, Ambulance	119
	Police	110
Overseas Operator		100
Chinese Local Directory Assistance		104
Chinese Long Distance Directory Assistance		105
English-language Directory Assistance		106
Telephone Repair		112
Time		117
Weather		166
Traffic		168
Tourist Information Hotline		+886-2-2717-3737
24-Hour Toll-Free Travel Information Call Center		0800-011-765
International Community Service Hotline		0800-024-111
Taiwan Taoyuan International Airport Terminal 1 Service Counter, Tourism Bureau		+886-3-383-4631
Taiwan Taoyuan International Airport Terminal 2 Service Counter, Tourism Bureau		+886-3-398-3341
Tourist Service Center, Kaohsiung International Airport, Tourism Bureau		+886-7-805-7888-9
Board of Foreign Trade		+886-2-2351-0271
Taiwan External Trade Development Council (TAITRA)		+886-2-2725-5200
Taiwan Visitors Association		+886-2-2594-3261
Ministry of Foreign Affairs		+886-2-2348-2999
Police Radio Station		+886-2-2388-8099

• Hospitals

Region	Hospital	Address	Telephone No.
Taipei	Taiwan Adventist Hospital	No. 424, Sec. 2, Bade Rd., Taipei City	+886-2-2771-8151
	Taipei Chang Gung Memorial Hospital	No. 199, Dunhua N. Rd., Taipei City	+886-2-2713-5211
	Mackay Memorial Hospital	No. 92, Sec. 2, Zhongshan N. Rd., Taipei City	+886-2-2543-3535
	National Taiwan University Hospital	No. 7, Zhongshan S. Rd., Taipei City	+886-2-2312-3456
	Cathay General Hospital	No. 280, Sec. 4, Ren-ai Rd., Taipei City	+886-2-2708-2121
	Taipei City Hospital	No. 145, Zhengzhou Rd., Taipei City	+886-2-2552-3000
	Taipei Show Chwan Hospital	No. 1, Lane 116, Guangfu S. Rd., Taipei City	+886-2-2771-7172

	Far Eastern Memorial Hospital	No. 21, Sec. 2, Nanya S. Rd., Banqiao District, New Taipei City	+886-2-8966-7000
Taichung	China Medical University Hospital	No. 2, Yude Rd., Taichung City	+886-4-2205-2121
	Taichung Veterans General Hospital	No. 160, Sec. 3, Zhonggang Rd., Taichung City	+886-4-2359-2525
Kaohsiung	Kaohsiung Chang Gung Memorial Hospital	No.123, Dabi Rd., Niasong District, Kaohsiung City	+886-7-731-7123
	Kaohsiung Medical University, Chung-Ho Memorial Hospital	No.100, Shiquan 1st Rd., Kaohsiung City	+886-7-312-1101
	Kaohsiung Veterans General Hospital	No. 386, Dazhong 1st Rd., Kaohsiung City	+886-7-342-2121
Hualien	Buddhist Tzu Chi General Hospital	No. 701, Sec. 3, Zhongyang Rd., Hualien County	+886-3-856-1825



Currency

The Republic of China's unit of currency is the New Taiwan Dollar (NT\$), which has five denominations in paper money and five in coins. Paper money comes in NT\$2000, NT\$1000, NT\$500, NT\$200, and NT\$100 denominations. Coins come in NT\$50, NT\$20, NT\$10, NT\$5 and NT\$1 denominations.

For different currencies, please visit the Currency Converter at [Currency Conversion 1](#), and [Currency Conversion 2](#).



NT\$2000



NT\$1000



NT\$500



NT\$200



NT\$100



NT\$ 50



NT\$ 20



NT\$ 10



NT\$ 5



NT\$ 1

Foreign currencies can be exchanged at government-designated banks and hotels. Receipts are given when currency is exchanged, and must be presented in order to exchange unused NT dollars before departure.

Major credit cards such as American Express, Master Card, Visa, and Diners Club are accepted and traveler's checks may be cashed at foreign-exchange banks, some tourist-oriented businesses, and (by room guests) most international tourist hotels.

※For further information about New Taiwan Dollar notes, please visit the [Central Bank of the Republic of China \(Taiwan\) website](http://www.cbc.gov.tw).

• **Banks to Exchange Foreign Currency:**

Bank	Address	Telephone No.
Taipei Fubon Bank	No.50, Sec. 2, Zhongshan N. Rd., Taipei City	+886-2-2542-5656
SinoPac Bank	No.36, Sec. 3, Nanjing E. Rd., Taipei City	+886-2-2506-3333
Taiwan Cooperative Bank	No.77, Guanqian Rd., Taipei City	+886-2-2311-8811
First Bank	No.30, Sec. 1, Chongqing S. Rd., Taipei City	+886-2-2348-1111
Chang Hwa Bank	No.27, Sec. 1, Chongqing S. Rd., Taipei City	+886-2-2361-7211
Hua Nan Bank	No.38, Sec. 1, Chongqing S. Rd., Taipei City	+886-2-2371-3111
Cathay United Bank	No.65, Guanqian Rd., Taipei City	+886-2-2312-5555
The Shanghai Commercial & Savings Bank, Ltd.	No.2, Sec. 1, Minquan E. Rd., Taipei City	+886-2-2581-7111
Mega International Commercial Bank	No.123, Sec. 2, Zhongxiao E. Rd., Taipei City	+886-2-2563-3156
Bank of Taiwan	No.120, Sec. 1, Chongqing S. Rd., Taipei City	+886-2-2349-3456
Mizuho Corporate Bank	2F., No.167, Dunhua N. Rd., Taipei City	+886-2-2715-3911
CitiBank	No.117-1, Sec. 3, Minsheng E. Rd., Taipei City	+886-2-2715-5931

※Office Hours : (Mon.-Fri.) 09:00 - 15:30

For more information, please visit the [Central Bank of the Republic of China \(Taiwan\)](#) or [Financial Supervisory Commission, Executive Yuan, R.O.C](#) website.



Useful Information



Tipping & Tax

Tipping is customary charge 10% in hotel or restaurant.

Foreigners who work legally in Taiwan are required to file an income tax return in May each year. The deadline is May 31. For guidelines on how to file taxes as a foreigner, please contact:

- [Taipei National Tax Administration](#)
- [Kaohsiung National Tax Administration](#)



Public Holidays

2013	
January 1	Foundation Day of the ROC
Chinese Lunar year	Lunar New Year's Eve; 1st, 2nd, 3rd of the 1st month by lunar calendar
February 28	Peace Memorial Day
April 4	Tomb Sweeping Day
5th of the 5th month by the lunar calendar	Dragon Boat Festival
15th of the 8th month by the lunar calendar	Mid-Autumn Festival
October 10	Double Tenth National Day

For more information please visit [Central Personnel Administration](#).



Electricity



Taiwan uses electric current of 110 volts at 60 cycles, appliances from Europe, Australia or South-East Asia will need an adaptor or transformer. Many buildings have sockets with 220 volts especially for the use of air conditioners.



Telecommunications

Public phones in Taiwan are divided primarily into two types, coin and card operated.

Coin operated phones accept coins in denominations of NT\$1, NT\$5, and NT10. For local calls, NT\$1 buys one minute of phone time. Phone cards are divided into magnetic strip stored value cards and IC stored value cards, and can be used all over Taiwan. Magnetic strip cards sell for NT\$100 each, and IC cards are available in NT\$200 and NT\$300 versions. The cards are sold in railway stations, bus stations, scenic spots, and convenience stores.

When making local calls it is not necessary to dial the area code; when making long-distance calls, however, the area code of which the recipient stay must be dialed in first (see explanation on the public telephone) and then the recipient's phone number. International calls can be made from private cell phones, public IDD phones, or hotel IDD phones. International calls are charged in units of six seconds.

· [International E-Call Card](#)

The procedure for making international direct dial calls from Taiwan is as follows:

1. Dial Taiwan's international access code, 002 or 009.
2. Dial the country code of the country being called (1 for the U.S., 86 for mainland China, etc.)
3. Dial in the area code of the called party (leaving out the long-distance recognition digit, "0")
4. Dial in the number of the called party.

For operator-assisted international calls, please dial "100."

For international information, call this free number: 0800-080100.

Reduced price periods and fees for International Subscriber Dialing (ISD) are as follows: 10:00 p.m. - 8:00 a.m. daily, 12:00 noon Saturday - all day Sunday - 8:00 a.m. Monday, and all day on national holidays.

· **Public Phone International Direct Dialing Fees**

Continent	Fee Rate Country/Time Period	Original Rate NT\$10/Sec.		New Rate NT\$5/Sec.		Rate of Reduced
		General	Reduced	General	Reduced	
Asia	Hong Kong	24	26	30	32	39.87%
	Singapore, Japan, South Korea, Mainland China	23	25	23	24	
	Philippines, Malaysia, Thailand, Indonesia, Macau	19	21	17	18	
	Vietnam	17	20	8	9	
	Other	17	20	10	11	
Oceania	Australia, New Zealand	23	25	23	24	39.87%
	Others	17	20	9	11	

Europe	England, France, Germany	20	23	15	16
	Spain, Italy, Holland, Belgium, Luxembourg, Sweden, Switzerland, Norway, Denmark, Ireland	19	21	15	16
	Others	17	19	10	11
American	United States (including Hawaii, Alaska)	38	42	50	52
	Mexico	18	26	9	14
	Others	13	15	8	9
Middle East		14	17	8	10
Africa		13	15	8	9

For reverse charges or credit calls, dial 008 + the communication number for the country being called, as follows :

Australia 008-061-0061

Canada 008-012-0012

Germany 008-049-0049

Hong Kong 008-085-2111

Italy 008-039-0039

Japan (via KDD) 008-81-0051

South Korea 008-082-0082

Malaysia 008-60-0060

Philippines 008-63-0063

Singapore 008-065-6565

England 008-044-0044

United States (AT&T) 008-010-2880



Information for Foreign Mountaineers

Before entering into highly restricted mountain areas, foreign mountaineers are asked to apply for entrance permits. If necessary, the ROC Mountain Association can arrange an English guide for a group of more than 4 members. But for those mountain areas less restricted, the local police stations are responsible for the issue of B Class entrance permit. The applicants have to provide their personal IDs or passports.

What's the procedure to apply for an entrance permit? The applicant has to submit an application form with the attachment of passport or alien residence permit, ID or any approval documents issued by competent authorities, to the Police Affairs Department, local police stations or the police team in the National Parks. But if the foreign visitor applies for the permit in company with a ROC citizen for a same reason, he can follow the same procedures of the ROC people.

· [Apply for a Foreigner's Mountain Pass](#)

Where to apply? Foreign Affairs Section of your local police bureau's Application procedure. Fill out one application form Present following materials:

1. Passport, visa, or alien resident certificate (for inspection)
2. Certification of reason for entering mountains
3. Processing fee of NT\$10

Processing time: Immediate

For further details,

please check with National Police Administration at Tel: +886-2-2357-7377

· [Application of Entrance Permit](#)

· [National Police Agency, Ministry of The Interior](#)



Business Hours

Government	Weekdays	8:30~12:30 13:30~17:30
	Weekends	Closed
Business	Weekdays	09:00~18:00
Department Stores	Open almost daily	11:00~21:30
Shops	Open almost everyday except for the Chinese Lunar New Year.	10:00/11:00 ~ 21:00/ 22:00
Convenience Stores	Open daily	24 hours a day (some stores open at 07:00-23:00)
Restaurants	Most open daily	Lunch 11:00~14:00 Dinner 17:00~22:00 (afternoon tea at 14:00-17:00)



Traveler's Check

Many Taiwan's local stores do not receive Traveler's Check, therefore travelers who have Traveler's Check, please exchange for NT dollars.



VAT Refund Guidelines for Foreign Travelers

· [Requirements for VAT Refund](#)

1. Foreign travelers holding passports from countries other than the R.O.C., travel documents or R.O.C. passports without personal ID numbers attached.
2. Foreign travelers who make purchases of at least NT\$3,000 on the same day from the same Tax Refund Shopping (TRS)-posted store, are eligible for a refund of the 5% VAT paid on those purchased goods. To claim the refund, they must apply at the port of their departure from the R.O.C. within 30 days following the date of purchase, and they must

take the purchased goods out of the country with them.

· **Where to claim your refund**

"Foreign Passenger VAT Refund Service Counter" at the airport or seaport of departure.

The following chart gives the locations of these counters:

Point of Departure	Location of Refund Counter
Taipei Songshan Airport	Customs Service Counter
Taiwan Taoyuan Int'l Airport Terminal 1	Departure Hall, 1F, Customs Service Counter
Taiwan Taoyuan Int'l Airport Terminal 2	Departure Hall, 3F, Customs Service Counter
Keelung Harbor	East 2nd Pier, West 2nd Pier
Taichung Airport	Customs Service Counter
Taichung Harbor	Customs Service Counter
Hualien Airport	1F, Customs Service Counter
Hualien Harbor	1F, Customs Service Counter
Kaohsiung Airport	3F, Customs Service Counter
Kaohsiung Harbor	3F, Passenger Terminal
Kinmen Harbor	Customs Service Counter

· **Refund application procedures**

1. Present Application Form for VAT Refund, passport or other designated travel document, purchased goods to be taken out of the country, and original copy of uniform invoice to Customs officers.
2. After verification, Customs officers will issue a "VAT Refund Assessment Certificate."
3. Present "VAT Refund Assessment Certificate" to designated bank at airport or seaport for issuance of refund due.

[Guidelines for Foreign Passengers Claiming VAT Refund for Purchase of Goods Eligible for VAT Refund](#)



Post

The rate for domestic express letters are NT\$5, and NT\$12 for prompt delivery. There is also a domestic super-express mail, which is expensive, but your letter is guaranteed to be delivered anywhere in just a few hours. International express mail service is available.

For further information, please check with [Chunghwa Post](#), or contact the Post Service Line : 0800-700-365



Tourist Conversation

你好！	How are you.	ni hao
謝謝！	Thank you	xie xie
對不起！	Excuse me.	dui bu qi
再見！	See you	zai jian
請幫個忙	Please do me a favor.	qing bang ge mang
請等一下	Please wait a moment.	qing deng yi xia
沒關係	That's all right.	mei guan xi
很高興認識你	It's a pleasure to meet you.	hen gao xing ren shi ni
不用客氣	Don't mention it.	bu yong ke qi
請再說一次	Could you please repeat that?	qing zai shuo yi ci
請說慢一點	Please speak more slowly.	qing shuo man yi dian
這個多少錢？	How much?	zhe ge duo shao qian
左轉	Turn left	zuo zhuan
右轉	Turn right	you zhuan
計程車	taxi	ji cheng che
公車	bus	gong che
警察局	police office	jing cha ju
洗手間	lavatory	xi shou jian
公共電話	public telephone	gong gong dian hua
醫院	hospital	yi yuan
超市	supermarket	chao shi
書店	bookstore	shu dian
百貨公司	department store	bai huo gong si

火車站	railway station	huo che zhan
捷運站	MRT station	jie yun zhan
藥局	pharmacy	yao ju
那裡可以兌換美金？	Where can I exchange US dollars?	na li ke yi dui huan mei jin
最近的銀行在那裡？	Where is the nearest bank?	zui jin de yin hang zai na li
請問捷運站在那裡？	Could you tell me where the MRT station is?	qing wen jie yun zhan zai na li
請問哪裡有公車？	Could you tell me where I can catch the bus?	qing wen na li you gong che
請問現在幾點？	Excuse me, could you tell me the time?	qing wen xian zai ji dian
請拿菜單給我。	Please bring me a menu.	qing na cai dang gei wo
我要點這道菜。	I would like to order this dish.	wo yao dian zhe dao cai
我可以坐這裡嗎？	Can I sit here?	wo ke yi zuo zhe li ma
請問(國父紀念館)在那裡？	Could you tell me where (the Sun Yat-sen Memorial Hall) is?	qing wen (guo fu ji nian guan) zai na li
可以幫我照張相嗎？	Could you help me take a photo?	ke yi bang wo zhao zhang xian ma
那裡可以買到票？	Where can I buy tickets?	na li ke yi mai dao piao
我迷路了，請幫幫忙？	I'm lost. Could you please help me?	wo mi lu le, qing bang bang mang
你可不可以幫我畫張地圖？	Could you draw a map for me?	ni ke bu ke yi bang wo hua zhang di tu
你可以帶我去那裡嗎？	Could you take me there?	ni ke yi dai wo qu na li ma
請快一點。	Please hurry up.	qing kuai yi dian
便宜一點可以嗎？	Could you give me discount?	pian yi yi dian ke yi ma
多少錢	How much is it?	duo shao qian

這件衣服多少錢？	How much are these clothes?	zhe jian yi fu duo shao qian
這裡有什麼東西好吃？	Is there anything good to eat here?	zhe li you she mo dong xi hao chi
請問有人會說英文嗎？	Excuse me, does anyone here speak English?	qing wen you ren hui shuo ying wen ma
一	One	yi
二	Two	er
三	Three	san
四	Four	si
五	Five	wu
六	Six	liu
七	Seven	qi
八	Eight	ba
九	Nine	jiu
十	Ten	shi
二十	Twenty	er shi
三十	Thirty	san shi
四十元	Fourty Dollars	si shi yuan