




## [Advance reservation required]

You will not be allowed to enter the museum without reservations.

Please be sure to make reservations before your visit.

As an exception, the Museum Shop does not require reservations.

For reservations, click the “  “button to go to the reservation page, select the number of visitors and the scheduled date, and complete the reservation process.

### **Reservation method**

Reservations can be made from one week prior to your visit until 5:00PM the day before.

1. Select a time slot for your desired day of visit.
  - (1) Morning (11AM to 1PM)
  - (2) Afternoon (2PM to 4PM)
2. Select "Toei Animation Museum Reservation" from the menu.
3. Select the number of visitors. If you see a ○ or △, reservations are still being accepted.
  - ※Make sure to enter the correct number of visitors.
  - ※If you see a △, there is a chance your reservation will not go through.
4. Enter the required information.
5. Please check that all information is correct, then confirm your reservation.
6. After confirmation, you will receive an email with your reservation details.
  - ※If you do not receive a confirmation email, please contact the museum.

## **Cancellations**

In the event you have to cancel your visit, go to the reservation confirmation page that is linked in your confirmation email, and follow the cancellation procedure. Cancellations using this method can be made until 9:00AM on the day of your visit.

Should you need to cancel after 9:00AM, please call the museum directly.

New reservations may be refused should you have missed your previous reservation without a cancellation notice.

## **Visiting the museum**

Please have your confirmation email ready to present. (a printed copy is OK)

1. Show your confirmation email to the staff at the entrance.

We will check your details such as your name and contact information.

2. You will be handed a sticker as proof of entry, so please put it in a visible place before you enter.

Please pay attention to the final admission period for your reservations time slot and be sure to enter the museum within the designated time.

## **Re-entry**

If you want to leave the museum and enter again, you will need your entry sticker, so make sure not to lose it.

Re-entry is only possible within the time slot you reserved. It's not possible to re-enter the museum during a later time slot.

## **Notes**

- Reservations can be made from one week prior to your visit until 5:00 PM the day before.
- **Same-day reservations are not available.**
- **We do not accept reservations by phone.**
- You can make a reservation for up to 5 people at a time.
- Please be sure to keep the reservation confirmation email until the day of admission.

- If your schedule changes and you are unable to visit the museum, please be sure to cancel your reservation from the link at the bottom of the confirmation email.

In the case of cancellation, do so by 9:00 AM on the day of your visit.

- Please note that the museum may be temporarily closed or operating hours may change without notice.

Please check our official website or Twitter for the latest updates and information.

- Personal data you provide as part of the reservation process will be used for the confirmation and management of the person making the reservation, and for the prevention of the spread of COVID-19 (including reports to Public Health Center).