

ISUF FAQ

■ Tickets: Purchase, Loss, and Refunds

Q. I lost my ticket. Can it be reissued?

A. Tickets cannot be reissued under any circumstances (loss, damage, fire, or theft). Even if you can provide proof of purchase, you will not be admitted without the physical ticket. Thank you for your understanding.

Q. Can I get a refund for my ticket?

A. Refunds cannot be issued for personal reasons. In addition, ticket resale is strictly prohibited, and the organizer assumes no responsibility for any troubles arising from such activities.

Q. Can I change my ticket after purchase?

A. Tickets cannot be changed, exchanged, or refunded after purchase.

Q. From what age is a ticket required?

A. Tickets are required for elementary school-aged children and older. Admission is free for preschoolers.

Q. Are tickets sold on the day of the event?

A. Same-day tickets are available at the ticket booth. However, if advance tickets sell out, same-day tickets will not be available.

Q. Is there a discount for people with a disability certificate?

A. We are sorry, but no discounts are available.

Q. Can I re-enter the venue?

A. Yes. A re-entry pass will be provided at the venue exit.

Q. Will tickets be refunded if the event is canceled?

A. If the event is canceled after it has started due to unavoidable circumstances, refunds will not be issued.

If the event is canceled *before* it starts due to severe weather or other unforeseen circumstances, details regarding refunds will be announced on the official website.

Please note that the physical ticket is required for refunds. Lost tickets cannot be refunded.

Refund procedures must follow the instructions provided by each ticket outlet. Refunds cannot be processed after the designated deadline, so please check the latest information.

■ On the Event Day

Q. Is there a cloakroom?

A. No. Please refrain from bringing large items such as suitcases.

Q. Am I allowed to take photos?

A. Photography is permitted. However, the use of tripods or similar equipment is prohibited as it may disturb other guests.

Q. Can I put up banners or flags?

A. For the safety and comfort of all spectators, banners and similar displays are not allowed.

■ Access and Entry

Q. About bag inspections

A. To ensure safety and prevent prohibited items from being brought into the venue, bag inspections may be conducted upon entry.

Q. Can I come by car? Is parking available?

A. Parking is available, but the number of spaces is limited. You may not be able to park depending on availability. For details, please see the “Access” page on our website.