

April 27th, 2020
Tobu Tower SKYTREE Co., Ltd

Dear Customers,

Extension of TOKYO SKYTREE Closure: Pre-purchased Ticket Refund Procedure

Procedures will vary depending on your ticket type, please refer to the relevant information below.

Details:

1. Tickets pre-purchased through travel agents

Please contact your travel agent for further instruction.

2. Tickets pre-purchased through the TOKYO SKYTREE homepage (Webket)

If your pre-purchased ticket was dated for admission during the closure period, your refund will be processed automatically five days after the admission date with no cancellation charge.

3. Tickets purchased through SevenTicket (Seven Eleven)

Please refer to the information on the SevenTicket homepage for refunds. If your pre-purchased ticket was dated for admission during the closure period, please cancel your ticket within the refund period.

SevenTicket: <http://7ticket.jp/go/i000018>

*For information about pre-purchased tickets dated for admission in April please refer to point 2. below

[Tickets Eligible for Refund]

1. Admission date during March 1st (Sunday) ~ March 31st (Tuesday), 2020, inclusive

Refund period: March 3rd (Tuesday) ~ March 31st (Tuesday), 2020

2. Admission date during April 1st (Wednesday) ~ April 9th (Thursday), 2020, inclusive

Refund period: April 1st (Wednesday) from 10am ~ April 14th (Tuesday), 2020

*Refunds are not available at Seven Eleven stores.

*Pre-purchased tickets dated for admission within the period above
will not be valid for use after TOKYO SKYTREE re-opens.