

September 21, 2026

Notification of Tokyo Skytree admission fee refund
due to the strong winds

Dear Guests,

Thank you for your continued support of Tokyo Skytree.

Due to the impact of Typhoon No. 25, elevator operations may be significantly affected today, September 21, 2026. Therefore, we regret to inform you that Tokyo Skytree will close at **5:00 p.m.** today.

For guests holding observation deck admission tickets or reservations for **5:00 p.m.** or later on September 21, we will provide assistance as outlined below.

Guests falling under categories ① through ⑤ below will receive a full refund of their observation deck admission fee with no cancellation charge.

① Guests who purchased admission tickets at the ticket counter or ticket machine

➡ Refunds will be processed at the Tokyo Skytree Ticket Counter on 4F today.

② Guests who purchased admission tickets through Seven Ticket (Web / in-store)

➡ Please contact the Seven Ticket Call Center at 0077-787-711
(9:00–20:00, Available in Japanese only).

※ Application period: September 21 (Mon) - September 30 (Wed), 2026

③ Guests who purchased admission tickets through the Tokyo Skytree official website
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④ Guests who purchased admission tickets only through online travel agents other than the Tokyo Skytree official website.

(Plans that include accommodation, transportation, etc. are excluded.)

➡ Refunds will be issued by the ticket seller.

No action or contact from the customer is required.

※ Please be advised that it may take some time for the refund to be processed.

⑤ Guests who purchased admission tickets at the front desk of your hotel.

➡ Refunds will be issued by the hotel. Please contact your hotel.

We apologize for any inconvenience caused.

If you have any further questions, please contact Tokyo Skytree staff members.

TOKYO SKYTREE®