

February 23, 2026

Dear Valued Guests

Apology for the Elevator Suspension and Guest Entrapment at TOKYO SKYTREE®

We would like to extend our deepest apologies regarding the elevator incident that occurred at TOKYO SKYTREE® on Sunday, February 22, 2026.

At approximately 8:15 p.m., two elevators operating between the 4th floor and the Tembo Deck(350m) came to an unexpected stop during operation. In one of these elevators, 20 guests were trapped until approximately 2:02 a.m. the following day.

While none of the affected guests suffered injuries or health concerns, we deeply regret the prolonged entrapment and the considerable stress and discomfort this must have caused. We also extend our deepest apologies to all visitors at the observatory who experienced significant delays in descending from the Tembo Deck as a result of this incident.

The cause of the elevator malfunction is currently under investigation. To prevent any recurrence of such incidents, we are conducting a comprehensive inspection of all elevators and further reinforcing our maintenance and safety management systems.

Sincerely,

Tobu Tower Skytree Co., Ltd.