

February 24, 2026

## Notice of the Temporary Closure and Refund Policy

Dear guests,

TOKYO SKYTREE will be closed on the following date due to elevator maintenance.

Guests who had reservations on this date will be eligible for a refund as follows. We sincerely apologize for any inconvenience this may cause and appreciate your understanding.

### **【Date】 February 23 (Monday), 24 (Tuesday) and 25 (Wednesday) 2026**

Updates regarding operations from February 26 onward will be provided on the official Tokyo Skytree website.

### **【REFUND】**

Guests with reservations for the listed below are eligible for a refund of the Skytree admission fee without cancellation charges.

① Guests who purchased admission tickets on the official website

- Linktivity
- Asoview!
- Enjoy Pack

② Guests who purchased admission tickets through OTA online sales sites other than the Skytree official website.

(Plans that include accommodation, transportation, etc. are not eligible.)

➔ Full refund will be made by the ticket seller.

No action or contact from the guest is required.

Please note that refunds may take up to approximately 10 days.

③ Guests who purchased admission tickets through Seven Ticket (Online / In-store)

➔ - For customers who purchased tickets online (WEB purchase)

A refund form will be sent to the email address you registered at the time of purchase.

Submission deadline: Tuesday, March 10 at 23:59

- For customers who purchased tickets at the store (in-person purchase)

Refund requests will be accepted through the Seven Ticket Call Center:

Tel: 0077-787-711 (9:00–20:00) Refund period: Tuesday, February 24 – Tuesday, March 10

For details on the Seven Ticket refund, please visit: <https://7ticket.jp/go/i000018>

For guests who have other types of vouchers : Please use them again within the validity period.

TOKYO SKYTREE®