

Rules and Guidelines

Please observe the following rules and requests and manners so that our customers can enjoy their lives more safely and securely.

General Facility Rules

- We strictly prohibit any behavior that may disturb other guests or staff, or interfere with facility operations.
- If you violate these rules (including specific facility usage rules) or fail to comply with staff requests, we may deny entry, ask you to leave, or ban you from future visits to this facility and all Anpanman Children’s Museums throughout Japan. We appreciate your understanding.
- Except where legally required, we cannot be held responsible for accidents due to visitor negligence or disputes between guests. Please be responsible for your valuables and belongings.
- Facility operations may be modified or temporarily suspended due to weather conditions and other circumstances. In such cases, we cannot provide compensation for transportation, accommodation, or other expenses.

2F Museum Information

- One ticket per person is required. Tickets cannot be shared among group members.
- Ticket resale is prohibited. Entry with resold tickets will be denied.
- Children in elementary school or younger must be accompanied by a parent or guardian.
- For children’s safety, a parent or guardian must stay with their children at all times.
- No food or drinks are permitted inside the museum except those for hydration purposes. Water fountains are available. You may bring drinks in sealable containers such as water bottles and thermoses.
- Please do not reserve spaces by leaving blankets or belongings unattended. Such items may be collected as lost property.

Photography and Video Guidelines

- Flash photography during stage performances is prohibited.
 - The following are strictly prohibited:
 - ◇ Commercial photography, video recording, or publication of such content (including posts on social media and video sites)
 - ◇ Photography, video recording, or publication of such content that may infringe upon the privacy rights of other guests or staff
 - ◇ Photography, video recording, or publication of such content that may disturb other guests
 - ◇ Live-streaming within the facility
- Staff may request you to stop any activity deemed disruptive or dangerous, even if not specifically listed above.

Stroller Policy

- Strollers are not permitted inside the museum. However, strollers may be used as wheelchairs for children with disabilities.
- Strollers are permitted in the mall but must be parked in designated stroller stands, not in walkways. Staff may relocate strollers if determined to be obstructing passage.
- The facility is not responsible for lost strollers or belongings at stroller stands. Please manage your belongings responsibly.

1F Mall Policy

- Items must be paid for before leaving each shop. Please complete your purchase at the respective store registers.

Locker Usage

- Please ensure that lockers are properly locked.
- Unlocked lockers and items left after closing will be treated as lost property.
- Items must be retrieved during business hours.

Prohibited Activities:

- Actions that violate laws or public decency
- Verbal abuse, threats, unreasonable demands, and other harassing or violent behavior toward staff
- Defamation or insults toward other guests, the facility, or staff (including social media posts)
- Commercial activities or gatherings (meetings, speeches, unauthorized sales, advertising, or filming)
- Space occupation or distribution of flyers
- Use of wheeled transportation (except wheelchairs, strollers, and stretchers)
- Smoking
- Public intoxication
- Any other behavior that may disturb guests or staff or interfere with facility operations

Prohibited Items:

- Dangerous items (sharp objects, weapons, firearms, flammables, poisons, or other items generally prohibited in public places, including replicas)
- Drones or remote-controlled devices
- Pets or animals (except service dogs)
- Alcoholic beverages
- Any other items that may disrupt operations or disturb other guests

Violation of these rules or bringing prohibited items may result in denied entry, removal from the premises, and/or being banned from this facility and all Anpanman Children’s Museums throughout Japan. We appreciate your understanding.