

## Pictogram Descriptions



### Accessibility Center

Provides support for guests through various services and the lending of wheelchairs, walking aids and other accessibility related items.



### First Aid

Provides first aid for people who are injured or feeling unwell.



### Toilet

Accessible toilet that wheelchair users and others can use.



### Children's Toilet

Toilet for young children.



### Ostomy Friendly Toilet

Specialized cleaning equipment is installed.



### Care Bed (adult changing table)

An adult-sized changing table is installed in this toilet.



### Lost Child Center and Baby Center

The Lost Child Center takes care of and searches for lost children and adults. The Baby Center has strollers available.



### Baby Care Room

Diapers can be changed here.



### Nursing Room (for women)

A women-only nursing room.



### Nursing Room (unisex)

A nursing room that anyone can use.



### Information

Provides information for visitors.



### Drinking Fountain

Please rehydrate here in order to prevent heatstroke.



### Quiet Room

These rooms provide a peaceful space where visitors can rest and recover if they feel over-stimulated, stressed, or dysregulated.



### Rest Area

Please feel free to rest here.



### Prayer Room

Visitors are welcome to use this space for spiritual activities such as prayer, meditation, and quiet contemplation.



### Elevator

There are six elevators in the Grand Ring.



### Escalator

There are five escalators in the Grand Ring.



### e Mover Stop

There are six e Mover stops in the venue.

--- e Mover Route



### Lockers

There are two locations, one at the East Gate and one at the West Gate. Baggage that does not contain valuables can be checked here.



### Toilet



### Toilet (Grand Ring Upper Level)

All restrooms are equipped with accessible toilets, which may be used by anyone regardless of gender. Please refer to the information on the back for details.

## Staff·Volunteers

If you have any problems at the venue, please ask the staff or volunteers in these uniforms:



West Gate East Gate

## About the Accessibility Center



The Accessibility Center provides support for guests through services such as written and sign language communication and lending wheelchairs, walking aids and other accessibility related items.

# Expo 2025

Osaka, Kansai, Japan

## Official Accessibility Map

The Expo site is designed to be accessible so that all visitors can enjoy Expo 2025 Osaka, Kansai, Japan safely and comfortably.



Yumeshima Bicycle Parking

Yumeshima Accessible Parking

e Mover East Gate North Stop

Yumeshima Stn.

East Entrance Plaza

East Gate

East Gate Zone

East Gate Plaza

e Mover East Gate South Stop

Light Plaza

Empowering Lives Zone

Harmony Plaza

e Mover Grand Ring East Stop

## e Mover

You can enjoy riding electric buses, including self-driving buses and buses that can be charged while in motion, on a route that connects various parts of the Expo site.



## Official Expo App

EXPO 2025 Visitors

iPhone / iPad

Android™

Download on the App Store

GET IT ON Google Play



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## Venue Service Attendant Staff

These staff members mainly work indoors providing information at information centers and other locations, attending to distinguished guests, and providing interpretation services.



## Operations Staff

These staff members perform operational duties. You can find them walking around the venue and at each of the service facilities.



## Expo Site Volunteers

Volunteers wearing these uniforms will welcome and guide visitors at the Expo site.



# Expo 2025, Osaka, Kansai, Japan

Dates

April 13, 2025–October 13, 2025

Opening Hours

9:00 a.m.–10:00 p.m.

Venue

Yumeshima, Osaka

Theme

Designing Future Society  
for Our Lives

Subthemes

Saving  
Lives

Empowering  
Lives

Connecting  
Lives



## Information

HP

<https://www.expo2025.or.jp/en/>

Frequently Asked Questions

<https://faq.expo2025.or.jp/hc/en-gb>

Inquiries

Expo 2025 Osaka, Kansai, Japan  
General Contact Center  
**0570-200-066**

Reception Hours: 9:00 a.m.–10:00 p.m.

\*From 9:00 a.m.–5:00 p.m. until April 12, 2025.

\*For inquiries within the Expo site, please contact the nearest information desk (refer to the map on the back).

## Requests and Notices

### 1. Accessibility

There are two Accessibility Centers – one in front of the East Gate and one in front of the West Gate. They provide accessibility related information for visitors and lend wheelchairs, walking aids and other accessibility related items.

### 2. Baggage Inspection

There will be a security check at the gate before entering. Please take any drinks out of your bags before you line up. Please check the prohibited items list before coming to the Expo.

### 3. Cashless Payments

Cash cannot be used for any purchases or payments within the Expo site. (However, some transactions at post offices can only be made with cash.) Please prepare a credit card, e-money, or smartphone code payment method. If you do not have any payment method other than cash, please use a prepaid card that can be charged and used within the site.

### 4. Re-entry

If you wish to re-enter the Expo site after exiting, please ask the staff at the “multi-purpose lane” at the entrance/exit gate when you leave. They will guide you through the re-entry process.

### 5. In case you get separated

Because the venue is large, we recommend that you decide where to meet in advance, such as at one of the information centers. If you are separated from your companion, please tell the nearest staff member.

### 6. Preventing Heat Stroke

Please be careful of heatstroke, avoid direct sunlight and take frequent breaks. Rest areas and water supply facilities are available throughout the site.

### 7. If you see someone who is sick or injured

Please tell the nearest security guard or staff member. There are eight first aid locations in the venue.

### 8. About Evacuation

If a disaster (earthquake, typhoon, lightning, fire, etc.) or major accident occurs or is likely to occur, an announcement will be made throughout the venue. Please evacuate as instructed by security personnel and staff.

### 9. No Smoking

Smoking is not allowed inside the Expo site. If you wish to smoke, please exit through the East Gate and go to a designated smoking area after consulting with the staff about re-entry.

## Information

### For those with a mobility disability

At the accessibility center, wheelchairs, wheelchair rainingear, walking aids, and canes are available on a first-come-first-served basis.

### For those with impaired hearing

- The Accessibility Center provides remote sign language interpretation services (9:00 to 18:00), support for handwritten communication using tablets with an app, and lends hearing amplifiers.
- A system is in place so that visitors can check transcriptions of announcements made over the loudspeaker at the Expo site by scanning a two-dimensional code with their smartphone or other device.
- 55 inch information displays, which show information on events, various announcements, and disaster information in the event of an emergency, are installed in 17 locations across the Expo site.

### For those with a service dog

Guests are welcome to enter all facilities with assistance dogs. However, if there is something your assistance dog partner is uncomfortable with (e.g., loud noises, smells, etc.), please inquire at the entrance. Assistance dogs certified by an organization designated under the Assistance Dogs for Persons with Physical Disabilities Act are allowed to use the same restroom as visitors. Please prepare puppy pads or a toileting harness etc. for your dog to use and ensure they are trained to use it.

### For those with impaired vision

- Tactile maps are available at the Accessibility Center and the Gate Information Center to provide information on locations in the venue to those with impaired vision.
- Visitors can access audio guides by using a dedicated app to scan the NaviLens codes on information signs inside the venue or the two-dimensional codes on the tactile paving.

Scan the code to download each application and access explanation videos.



### For those with children

The Baby Center has a nursing room and a baby care room where diapers can be changed. Strollers (push chairs) are also available.

### About using the Quiet Room

There are 11 rooms in eight locations, including at the Accessibility Centers, service facilities, and rest areas. There is also one location at Yumeshima Accessible Parking.

### About other services

The Lost Child Center takes care of and searches for lost children and adults. Please contact your nearest staff member for help.

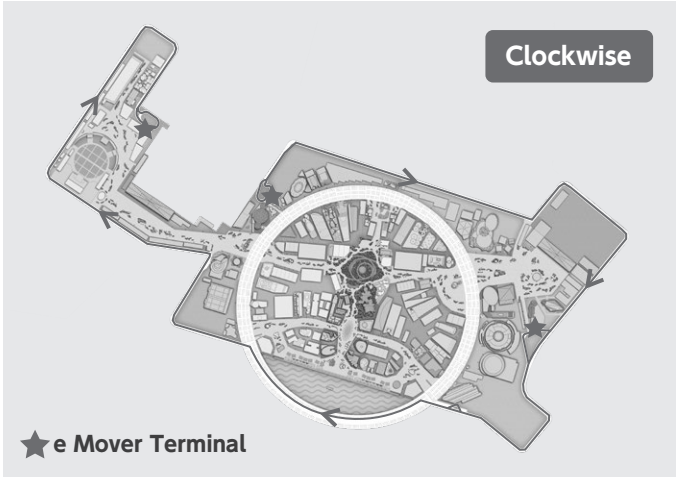
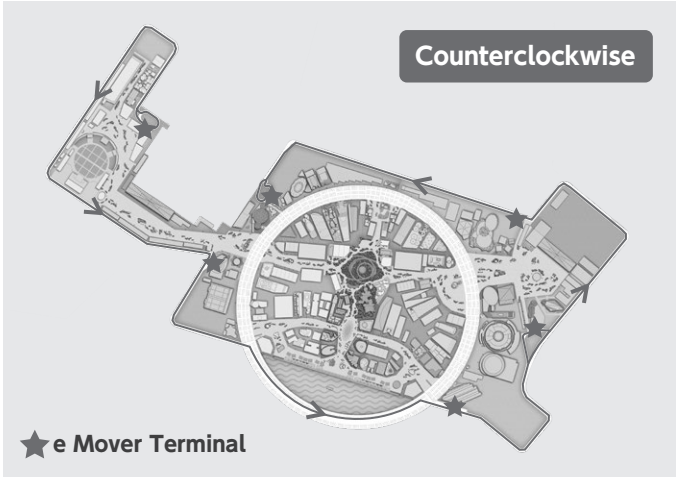
Publisher: Japan Association for the 2025 World Exposition  
\*Information on this map is current as of February 20, 2025.  
It may differ from the actual venue.



# e Mover Guide

Buses equipped with automated driving and in-transit power supply run along a route that connects various parts of the Expo site. The buses are wheelchair and stroller (push chair) accessible.

Fare	One ride: JPY ¥400
	Unlimited rides for one day: JPY ¥1,000



## About Yumeshima Accessible Parking

Special Ticket holders and those who have difficulty getting around without wheelchairs or walking aids due to injury or illness are welcome to use Yumeshima Accessible Parking, adjacent to the East Entrance Plaza of the Expo Site.

### How to Make A Reservation

Reservations are required and must be made by the previous day.

Reservation page <https://parking-reserve.expo2025.or.jp/en/>



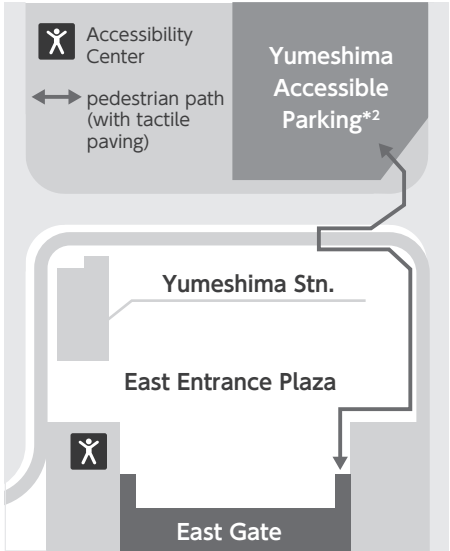
(JPY ¥)

### Parking fee (Private car)

Parking fee	Basic fee	Variable fees/discounts				Expressway Incentive
		Day			Peak hours	Use of central Osaka expressway diversion route
		Peak season	Normal season	Off-peak season	8:00 to 10:00	
2,250-3,250	2,750	+250	0	-250	+250*1	-250

\*1 Application of the variable fee for private cars during peak hours is determined based on the reserved start time for parking.

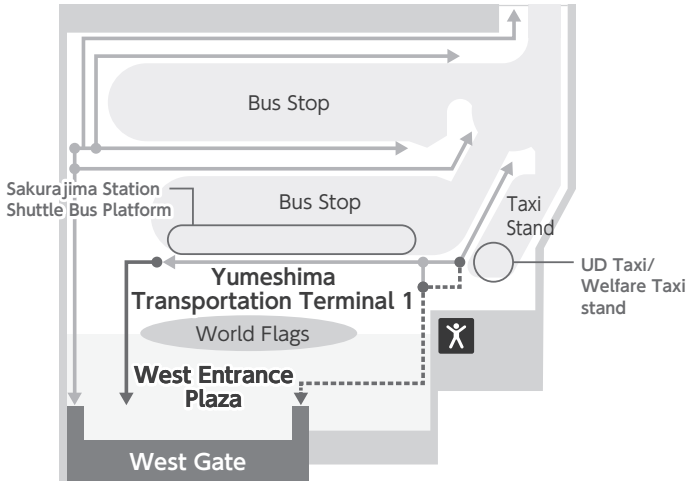
\*2 Inside Yumeshima Island Accessible Parking there is a bus stop for disabled groups.



## Guide to Yumeshima Transportation Terminal 1

Shuttle buses and accessible/wheelchair taxis will arrive at the taxi stand at Yumeshima Transportation Terminal 1 in front of the West Gate of the Expo site.

- Accessibility Center
- pedestrian path (with tactile paving)
- pedestrian path
- tactile paving



## Accessible Toilet Information

Both movable and fixed handrails are installed on the left and right sides of the toilet seat. Assistance dogs certified by corporations designated under the Act on Assistance Dogs for Persons with Physical Disabilities also use the same toilet as visitors. Thank you for your understanding.

### Example of an accessible toilet

