

Expo 2025 Osaka, Kansai, Japan Terms of Use for Pavilion Reservation (for General Visitors)

Please read these Terms of Use for Pavilion Reservation (for General Visitors) (hereinafter ‘Terms’) carefully when using the Expo 2025 official digital ticket sales /reservations website operated by the Japan Association for the 2025 World Exposition (hereinafter ‘Association’). By making relevant reservations, Customers are deemed to have agreed to these Terms.

Article 1 (Notes)

1. Even if a pavilion booking is obtained, entry to the pavilion may be refused, or the hours changed due to the pavilion's circumstances. In such cases, Customers will not be able to assert their right to the reservation. Furthermore, the Association will not make any adjustments in the event of a change in the time of an event booking or other events as stipulated in other terms and conditions of use, even if the change results in an overlap with another pavilion booking that has already been made.
2. In principle, if Customers are late for their booking, they will not be allowed to enter the pavilion.
3. If the conditions for entry to the pavilion are not met, the visitor may be refused entry,
4. If the visitor changes the date of their visit, the completed pavilion booking becomes invalid.

Article 2 (Types and conditions of bookings)

1. Customers who have registered their Expo ID and hold a ticket can make ①Individual advance pavilion reservations, ②Available Slot reservations, and ③ On-site pavilion registration.
2. General groups and school groups can make ④ Group pavilion reservations.
3. If Customers select ④ Group pavilion reservations, they cannot make a ① Individual advance pavilion reservation.
4. General groups and school groups that have chosen to enter with the ticket ID of the representative cannot make ①Individual advance pavilion reservations, ② Available slot reservations, or ③ On-site pavilion registrations.

Article 3 (Number of People per Booking)

1. ① Individual advance pavilion reservations and ③On-site pavilion registrations may be made for 14 persons or fewer, and no more than the maximum number of persons permitted by each pavilion.
2. For ④ Group pavilion reservations, the group representative may make a collective booking for school groups or general groups of 15 or more people up to the number of people permitted by each pavilion.

Article 4 (Special lottery for super early bird tickets)

1. Customers who have registered their Expo ID and purchased a “One-day ticket (Super early bird ticket)” (hereinafter ‘Super early bird one day ticket’) can enter the Special lottery for super early bird tickets between 25 September 2024 and 6 October 2024.
2. In the application for the Special lottery for super early bird tickets, Customers can select up to their fifth

choice of visit date and time, and time slot for pavilions they wish to enter.

3. For visit date and time of pavilions for which there are more applications than the booking slots set by the pavilion organisers, the Association will conduct a fair and impartial lottery between 7 and 12 October 2024, and the winners will be informed of the results by email as well as a personal message on the Expo 2025 official digital ticket sales /reservations website.

Article 5 (2-month advance lottery (Pavilions))

1. Customers who fall under Article 2.1 and do not fall under Article 2.2, and who have booked the date and time of their visit, may enter the 2-month advance lottery during the one month between the day three months before their visit (or the following day if no such day exists) to the day two months before their visit (or the following day if no such day exists).

2. In the application for the 2-month advance lottery, customers can select up to a fifth choice of time slot for pavilions they wish to enter.

3. For visit date and time of pavilions for which there are more applications than the booking slots set by the pavilion organisers, the Association will conduct a fair and impartial lottery on the day two months prior to the visit. The winners of which will be notified by email and a personal message on the Expo 2025 official digital ticket sales /reservations website.

Article 6 (7-day advance lottery (Pavilions))

1. Customers who fall under Article 2.1 and do not fall under Article 2.2, who have booked the date and time of their visit, may enter the 7-day advance lottery between the day one month before their visit (or the following day if there is no such day) and the day eight days before their visit.

2. In the application for the 7-day advance lottery, customers can select up to a fifth choice of time slot for pavilions they wish to enter.

3. For visit date and time of pavilions for which there are more applications than the booking slots set by the pavilion organisers, the Association will conduct a fair and impartial lottery seven days prior to the visit. The winners of which will be notified by email and a personal message on the Expo 2025 official digital ticket sales /reservations website.

Article 7 (Available slot pavilion reservations)

Customers falling under Article 2.1 who have reserved the date and time of their visit may make one booking per ticket ID for pavilions that have available slots during the period from three days prior to their visit to the day before their visit on a first-come-first-served basis.

Article 8 (Group pavilion reservations)

1. Customers who wish to enter the pavilion as a group may apply for ② Group pavilion reservations via a sales vendor.

2. The method of group pavilion reservations shall be determined separately.

Article 9 (On-site pavilion registrations)

1. Visitors who do not fall under Article 2.3 may make on-site registrations for pavilions with available slots ten minutes after entry to the Expo site.
2. On-site registrations are limited to one slot per ticket ID. Another on-site registration cannot be made until 10 minutes after entry to the registered pavilion, or until the existing registration is cancelled.

Article 10 (Management of bookings)

1. The QR Code of the booking must be properly managed at the Customer's own risk. If the QR Code is used first by a third party due to the Customer's intention or negligence, the Customer shall not be allowed to enter the pavilion.
2. The Association shall not be liable for any damage incurred by the Customer as a result of the booking's QR Code being used by a third party, except in the case of wilful intent or gross negligence on the part of the Association.

Article 11 (Acquisition and use of personal information)

1. The Association shall handle personal information provided by Customers in accordance with the Association's privacy policy (<https://www.expo2025.or.jp/en/privacy/>).
2. The Association may provide personal information provided by the Customer to the police and other authorities for safety and security reasons.
3. Customers who have purchased tickets from a sales agent or who have transferred their tickets must check the sales agent's handling of customer personal data, in addition to the Association's privacy policy.

Article 12 (Compensation for damages, etc.)

1. If the Customer violates these Terms and causes damage to the Association, the Association may claim compensation from the Customer.
2. If the Customer causes damage to another Customer or a third party and a dispute arises, the Customer and the third party will resolve the problem between themselves, and the Association shall not be involved in the dispute.
3. The Association shall not be involved in disputes even if a dispute arises between the Customer and a third party as a result of the Customer violating these Terms and the Association invalidating the ticket ID.

Article 13 (Governing law, etc.)

1. These Terms shall be governed by and interpreted in accordance with the laws of Japan.
2. These Terms have been prepared in Japanese.
3. The Association may provide translations of these Terms into other languages through the Expo 2025 official digital ticket sales /reservations website. If there is any conflict between the Japanese version and the translated version of these Terms, the Japanese version shall prevail.

Article 14 (Agreed Jurisdiction)

The Osaka District Court shall be the court of exclusive jurisdiction of the first instance in the event of any dispute between Customers and the Association arising from or in connection with these Terms.

Article 15 (Changes to these Terms and Conditions)

1. The Association may change these Terms without the agreement of the Customer individually in the following cases.

(1) When changes to these Terms conform to the general interests of the Customer.

(2) The changes to these Terms are reasonable in light of the circumstances surrounding the change.

II. The Association shall announce the amended Terms, including the date of enforcement, at least three days before the amended Terms come into effect, on the Expo 2025 official digital ticket sales /reservations website. However, in case of urgency, the announcement may be made after the fact.

Supplementary provisions

1. These Terms shall come into effect from 3 September 2024.

* QR Code is a registered trademark of DENSO WAVE INC.