

2025 World Exposition Ticket Purchase/Usage Terms of Use

The Japan Association for the 2025 World Exposition (hereinafter “Association”), a public interest incorporated association, has established the terms and conditions regarding the purchase and use of tickets for the 2025 World Exposition (hereinafter “Terms”) as follows. Guests considering visiting the Expo (hereinafter “Guest(s)”) should thoroughly familiarize themselves with these Terms. When Guests purchase or use tickets, they are deemed to have understood and agreed to these Terms.

Article 1 (Definition of Terms)

The terms used in these Terms are defined as follows, unless otherwise specified in these Terms.

- (1) Expo refers to the 2025 World Exposition scheduled to be held from April 13 to October 13, 2025, abbreviated as the “Osaka-Kansai Expo.”
- (2) Expo venue refers to all areas in which the Expo is held, for which presentation of a ticket is required for admission.
- (3) 2025 World Exposition Admission Ticket System refers to stipulated matters regarding tickets, including ticket types, conditions, prices, and Guest categories. The 2025 World Exposition Admission Ticket System is available for perusal on this Association’s website.
- (4) Ticket refers to an admission ticket issued by this Association that admits its holder, under the condition that he/she complies with these Terms, to the Expo venue.
- (5) Free ticket refers to an admission ticket that admits its holder free of charge. The following Guests are eligible for free tickets:
 - (i) Guests who are three years old or younger as of April 1, 2025 (those born on or after April 2, 2021), and
 - (ii) other Guests who are determined by this Association to be eligible for free tickets.
- (6) Guest category refers to the age categories of adults, youths, and children, as well as school group categories such as high school students, junior high school students, elementary school students, and kindergarteners, established by this Association. Details of each category are provided in the 2025 World Exposition Admission Ticket System.
- (7) Association-authorized sales channel refers to all sales channels through which tickets can be purchased, including the official ticket site by this Association, direct sales by this Association, and ticket sales operators and their designated sales channels (secondary agents, etc.).
- (8) Official ticket site refers to the official ticket sales website of this Association (<https://ticket.expo2025.or.jp>) that provides information about tickets and opportunities to

purchase tickets.

(9) Ticket sales operators refers to businesses that have entered into a sales agreement (purchase and sales contract, deposit sales contract, consignment sales contract) with this Association and are authorized to sell tickets, A list of ticket sales operators is available on the website of this Association.

(10) Visiting date and time reservation refers to the procedure for reserving the date and time of admission to the Expo venue in advance.

(11) Pavilion reservation refers to a reservation for admission to a pavilion exhibited at an Expo venue.

(12) Event reservation refers to a reservation for participation in an event held at an Expo venue.

(13) Ticket ID refers to a code assigned to each Guest to identify the Guest using the ticket.

(14) Identification card refers to a passport, My Number card, or a document issued by a public institution or affiliated institution that indicates the name, date of birth, and name of the issuing institution (photo ID only), which can prove the identity of the cardholder.

Article 2 (General Terms and Conditions of Sale)

1. All tickets are issued in accordance with these Terms.

2. These Terms apply from the moment the Guest acquires a ticket.

3. This Association may require the Guest to present his/her ticket ID when entering the Expo venue. Guests must present their ticket ID in accordance with the method prescribed by this Association. Guests eligible for free tickets will not be admitted to the Expo venue unless they present the ticket ID assigned as the free ticket.

4. This Association may request Guests to present their ticket ID at any time during their stay at the Expo venue. Guests must be prepared to present their ticket ID at any time within the Expo venue.

5. If the Guest is a minor, the parent or guardian is responsible for the minor's conduct and compliance with these Terms. This applies also to cases where minors enter the Expo venue without a guardian.

6. This Association reserves the right to amend these Terms at any time, and such amendments will be effective from the date they are posted on this Association's website. Guests are deemed to have agreed to these Terms and their revisions, and are therefore urged to check them regularly.

Article 3 (Ticket Types)

1. Each ticket type varies in the applicable terms, restrictions, or conditions, such as the

number of admissions to the Expo venue allowed, the dates and times the ticket can be used, and personal identification and authentication requirements. Ticket types cannot be changed after purchase. For details, please refer to the 2025 World Exposition Admission Ticket System.

2. This Association may change ticket types , conditions, prices, Guest categories, and other matters stipulated in the 2025 World Exposition Admission Ticket System.

Article 4 (Ticket Prices)

1. Ticket prices are determined by this Association in Japanese yen. Ticket prices shown include taxes. For details, please refer to the 2025 World Exposition Admission Ticket System.

2. Additional fees may be required for participation in events, admission to facilities, and use of additional services within the Expo venue.

Article 5 (Ticket Purchases and Transfers, and Restriction of Resales, Etc.)

1. This Association provides tickets through Association-authorized sales channels. Tickets are only valid if purchased from an Association-authorized sales channel, except in cases where transfer is applicable pursuant to Clause 4 of this article. Guests must purchase tickets through Association-authorized sales channels.

2. This Association may restrict a Guest from purchasing a large number of tickets in one or more transactions.

3. Guests may not transfer tickets (including reselling or gifting; the same shall apply hereinafter) to unspecified people or to a large number of specified people.

4. Guests may transfer tickets only to family members, friends, colleagues, and other similar people who have a personal relationship with the Guest. However, all of the following conditions must be met.

(1) The resale price must be equal to or lower than the ticket purchase price.

(2) The Guest receiving the transfer must belong to the Guest category of the ticket type.

5. For multiple admission passes, the Guest's identity will be verified when the pass is first used. After a pass is used once, it may not be used by another Guest for any reason.

6. To prevent fraudulent ticket purchases, this Association may request Guests to provide personal information such as name and date of birth when purchasing tickets. This Association may refuse to sell tickets if the Guest refuses to provide personal information, there is any doubt about the information provided, or this Association otherwise determines that it is inappropriate.

7. If a minor purchases tickets through the official ticket site, consent from a legal

representative such as a parent or guardian is required. This Association may refuse ticket purchase applications from minors without the consent of a legal representative.

8. Tickets may not be used for advertising, promotional, auction, fundraising, or marketing purposes without the prior written approval of this Association.

9. If a Guest transfers a ticket to a third party in violation of the scope and conditions stipulated in Clause 4, this Association may invalidate the ticket ID assigned to such ticket.

10. In addition to the preceding clause, if a Guest fraudulently obtains a ticket in violation of the provisions stipulated in these Terms, this Association may invalidate the ticket ID assigned to such ticket.

11. If a ticket ID is invalidated, a Guest holding the said ticket ID will not be permitted to enter the Expo venue, and if the violation is discovered after entry, the Guest will be asked to leave the Expo venue.

12. This Association will not refund tickets with invalidated ticket IDs. However, this excludes cases of willful misconduct or gross negligence on the part of this Association.

Article 6 (Ticket Price Payment)

1. Guests should pay the purchase price using the payment method specified by each Association-authorized sales channel.

2. Depending on the ticket issuance method, payment method, etc., fees and other costs may be incurred.

Article 7 (Visiting Date and Time Reservation)

1. Guests must make a visiting date and time reservation in order to be admitted to the Expo venue. Guests who have not made visiting date and time reservations will not be allowed to enter the Expo venue.

2. Visiting date and time reservations can be made up to six months in advance of the planned visit date. However, some ticket types may come with visiting date and time reservations more than six months in advance. For details, please refer to the 2025 World Exposition Admission Ticket System.

3. There is a limit on the number of admitted Guests per day/time, and therefore, a visiting date and time reservation may not be possible due to the limit being reached.

4. Guests may change their visiting date and time reservation up to three times. However, if a change is made, pavilion reservations and event reservations made in connection with the original reservation date will be cancelled. Please note that this clause does not apply to Guests who are subject to group rules separately established by this Association.

5. Even if a Guest is unable to visit the Expo venue on the day of the visiting date and time

reservation, which was the result of the third change as specified in the provisions of the preceding clause, such Guest may make a same-day admission reservation after 0:00 (12:00 am) on another day to visit the Expo, if there is a vacant slot. However, if the Guest makes a same-day admission reservation and does not show up on the reserved day, the ticket will be invalidated and the ticket holder will no longer be able to make further reservations or enter the venue. Please note that this clause does not apply to Guests who are subject to group rules separately established by this Association.

6. Changes to reservations pursuant to the preceding Clauses 4 and 5 apply only to the date and time of the visit. Regarding other reserved services, please make reservation changes using the method specified by each service.

Article 8 (Ticket ID Assignment and Notification)

1. Guests will receive their tickets electronically in the form of ticket IDs.
2. For tickets purchased through this Association's official ticket site, ticket IDs will be assigned to the Guest's registered account and notified to the Guest via email.
3. For tickets purchased through this Association's direct sales department, ticket IDs will be assigned to the ticket purchaser based on the contract between this Association and the ticket purchaser.
4. For tickets purchased through ticket sales operators and their designated sales channels, ticket IDs will be assigned in a manner notified to the Guest by the ticket sales operator and its designated sales channel.

Article 9 (Forgery, Etc. of Ticket IDs)

1. If an attempt is made to use an unauthorized ticket ID due to theft, forgery, etc., this Association will invalidate the fraudulent ticket ID as well as all official ticket IDs assigned to the Guest.
2. If the ticket ID is unreadable due to deterioration, soiling or damage, the Guest may not be permitted to enter the Expo venue.

Article 10 (Cancellation/Modification)

1. This Association may stop the Expo for a certain period of time or change the period in which the Expo is held if any of the following events occur. Also, while the Expo is ongoing, the operating hours may be changed, and specific events may be cancelled or moved to different times.
(1) When holding the Expo becomes difficult due to a natural disaster, war, terrorism, fire, spread of an infectious disease, or other force majeure event.

(2) When holding the Expo becomes difficult due to a request for cancellation or other administrative guidance from an administrative agency, power outages (including rolling blackouts), suspension of public transportation, or other reasons not attributable to this Association.

(3) When holding the Expo is deemed difficult by this Association.

2. If this Association stops the Expo for a certain period of time or changes the period in which the Expo is held, the Guests shall change their visiting date and time reservations pursuant to Article 7, Clause 4 of these Terms.

3. This Association will not issue refunds for tickets. However, refunds may be made in case of cancellation due to reasons attributable to this Association or for specific cases to which this Association agrees.

4. Regardless of the reason, this Association shall not be liable for travel or accommodation expenses, or any other ancillary monetary damages incurred by the Guests.

Article 11 (Identity Verification, Age Verification, Etc.)

1. This Association may require all Guests to present identification for verification purposes before entry to or within the Expo venue.

2. Guests who wish to enter the Expo venue using tickets with age restrictions or free tickets may be asked when necessary to provide proof, such as by presenting identification, etc., that they meet the age requirements of the ticket type. When it cannot be proven that the Guest meets the age requirement, such Guest may be refused entry to the Expo venue using the ticket in question.

3. Special ticket holders may be asked when necessary to provide proof, such as by presenting certificates, etc., that they are eligible for the special discount, so they must bring the certificates, etc. on the day of the visit.

4. All Guests using multiple admission passes will be required to provide this Association with a facial image for image verification. Guests who do not provide facial images may be refused entry to the Expo venue.

5. If a third party uses a ticket fraudulently by impersonating another person, borrowing a name, or by other means, this Association will prohibit entry to the Expo venue by such fraudulent user, and if the violation is discovered after entry, such user may be removed from the Expo venue.

6. This Association will not grant refund requests from Guests to which the preceding clause applies.

Article 12 (Outside Items Prohibited within the Expo Venue, Acts Prohibited within the

Expo Venue, Etc.)

1. To maintain order and safety during the Expo, this Association has determined outside items that may not be brought into the Expo venue and acts prohibited within the Expo venue (hereinafter “Prohibitions within the Expo Venue”).
2. If a Guest's belongings or actions fall under Prohibitions within the Expo Venue, this Association will prohibit entry to the Expo venue by such Guest, and if the violation is discovered after entry, such Guest may be removed from the Expo venue.
3. Depending on the danger and severity of the Guest's violation of Prohibitions within the Expo Venue, this Association may restrict the Guest's future entry into the Expo venue.
4. If a Guest falls under any of the following, this Association will prohibit entry to the Expo venue by such Guest, and if the violation is discovered after entry, such Guest may be removed from the Expo venue.
 - (1) A member of an organized crime group, a person who has ceased to be a member of an organized crime group for less than five years, a quasi-member of an organized crime group, a person associated with an organized crime group, or a person affiliated with any other anti-social forces (hereinafter “Organized Crime Groups, Etc.”).
 - (2) Members of corporations and other organizations whose business activities are controlled by Organized Crime Groups, Etc.
 - (3) Members of a corporation whose officers are members of Organized Crime Groups, Etc.
5. This Association will not grant refund requests from Guests to which the preceding Items 2 to 4 apply.

Article 13 (Acquisition and Use of Personal Information)

1. This Association handles personal information provided by the Guests in accordance with this Association's Privacy policy (<https://www.expo2025.or.jp/privacy/>). Please note that tickets cannot be purchased or used without the above being agreed to.
2. For safety and security reasons, this Association may provide personal information provided by Guests to authorities such as the police.
3. For Guests who have purchased tickets from a ticket sales operator and Guests who have been transferred such tickets, please check this Association's Privacy policy as well as that of the ticket sales operator on the handling of personal information provided to such ticket sales operator.

Article 14 (Compensation for Damage, Etc.)

1. If a Guest violates these Terms and causes damage to this Association, this Association may claim compensation, etc. from the said Guest.

2. In the event that a dispute arises due to a Guest inflicting damage on another Guest or a third party, such dispute must be resolved between the involved Guests and third parties, and this Association shall not be involved in such dispute.

3. Even if a dispute arises between a Guest and a third party due to this Association having invalidated a ticket ID based on a violation of these Terms by the Guest, this Association shall not be involved in such dispute.

Article 15 (Governing Law, Etc.)

1. These Terms shall be governed by and interpreted in accordance with Japanese law.

2. These Terms have been written in Japanese. This Association may provide translations of these Terms into other languages to Guests through its official ticket site. However, in the event of a conflict between the Japanese version and the translated version of these Terms, the Japanese version shall prevail.

Article 16 (Agreed Jurisdiction)

Any dispute involving this Association and Guests caused by or in connection with these Terms shall be subject to the exclusive jurisdiction of the Osaka District Court in the first instance.

Article 17 (Changes to These Terms)

In the following cases, upon changing these Terms, this Association shall assume that there has been an agreement on the updated version of these Terms, and may change the contents of these Terms without individually obtaining the agreement of the Guests.

(1) When the changes to these Terms are in the general interest of the Guests.

(2) When the change to these Terms is reasonable in light of the circumstances surrounding the change.

2. This Association shall announce the updated version of these Terms, including the effective date, on the official ticket site at least three days prior to the effective date.

However, in an emergency, the information may be announced later.

Additional Provisions

1. These Terms shall come into effect from November 30, 2023.