

teamLab Biovortex

Group Admission Guide

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1. Eligibility

One group can consist of 20 to 50 guests with paid admission (limited to school groups and corporate groups).

- * The maximum number of people allowed to enter at one time is 50 guests per every 30 minutes.
- * For groups of 51 guests or more, please reserve two consecutive time slots to accommodate your group appropriately.

2. Availability

Group admission is not available on specific days. Please see the attachment.

- * Opening hours: 9am – 9pm (Last entry at 7pm)
- * Your requested date/time may not be accepted due to other reservations.
- * Please note that these hours are subject to change, and we recommend checking our website for the most up-to-date information on operating hours, facility inspections and any holiday closures.
- * Once your application is accepted, we may ask you to adjust the schedule due to temporary closure or other reasons.

3. Entrance Fees

For the details, please see the Group Ticket Pricing Information.

4. Payment

- * We are asking for payment in advance. Payment can be made either by bank transfer from a Japanese account or by credit card.
- * Within 10 days of your application being confirmed, we will issue an invoice with a payment due date of 2 weeks prior to your visit. If you choose to pay by bank transfer to a Japanese account, the transfer fee shall be borne by the applicant.
- * Application deadline is 3 weeks prior to the visit date.
- * After your application is confirmed, tickets cannot be cancelled or modified. All tickets are non-refundable, except in case of an unscheduled museum closure.
- * We will send you the group ticket file after confirming your payment. On the day of your visit, please have the admission code for your group ticket ready and present it at the information counter.
- * If you would like us to issue a receipt, please notify us at the time of application.

5. Notice

■ Regarding Applications

- * Applications are accepted from the date of admission until 4pm on the date three weeks before the date of admission (or the day before if admission date falls on a weekend or public holiday).
- * All children (junior high school age or under) must be accompanied by an adult (above the age of 18) at all times – Maximum 3 children to 1 adult.

■ Regarding Admission

- * We do not have parking or pick-up/drop-off areas for large buses. As we are located in a residential neighborhood, boarding or parking on nearby streets is not allowed.
We kindly ask tour groups to use public transport hubs such as the **Kyoto Station Hachijo-guchi charter bus area**.
- * Please note that our museum does not have a designated meeting point. We kindly ask that your group gather at a separate location in advance and arrive at the entrance together.
- * We expect visitors to spend approximately 2 hours exploring all artwork. Visitors may be asked to wait in line, depending on the venue's maximum capacity and safety concerns.
- * Curators and guides are not available to accompany visitors.
- * Staff are not available to accompany visitors with disabilities.
- * Due to disaster prevention reasons, maximum 6 wheelchairs are allowed to enter. Please contact us in advance as you may have to wait before entering.

- * We do not cover travel expenses for visiting our facility, even if the facility is closed.
- * Outside food, including candy and gum, is prohibited. Drinks may only be consumed within the designated areas.
- * All group members must enter the museum together with the representative. (If you are running late or unable to attend the time listed on the tickets, we will ask you to wait until the members are present.)
- * Find more information about visiting our museum from the website and make sure to inform everyone.



Official Website (Japanese)



Official Website (English)

■ When leaving the museum

There is no meeting space when you leave the museum. We kindly ask that you do not gather around the exit or entrance area and instead leave the premises promptly and smoothly.

- * Please note that these notes are subject to change, and we recommend checking our website for the most up-to-date information.

6. How to apply

- * If you agree to the above, please visit our group application page on the official website and fill out the form. Please note that the group application page will redirect you to an external page.
- * After filling in the required information and submitting the form, JTB Corporation (which is contracted to process group applications and handle related tasks) will contact you within 3 business days (between 10am – 4pm, except weekends, national holidays, and the New Year's holiday) to confirm and provide information about your visit.
- * The temporary reservation period is one week from the date when the confirmation/information email is sent to you. The deadline will be clearly stated in the email.
- * Your reservation will be confirmed after you reply to the confirmation/information email.
- * Your reservation will be automatically cancelled if you do not reply to the email by the deadline.
- * Refunds cannot be provided even if the number of visitors is less than the number on the application. We recommend reviewing your selections carefully before completing your purchase.