

Terms of Service at SCMAGLEV and Railway Park

The following rules shall be implemented with regards to the use/utilization of the SCMAGLEV and Railway Park (hereinafter referred to as "the Museum"). Customers who do not comply with these regulations, regardless of whether or not they pay admission fees, may be refused entry or forced to leave the Museum. Please be aware that video cameras are used to prevent crime in the Museum.

- 1 The exhibition area of the Museum is available only for customers who pay the prescribed admission fees. When re-entering the Museum, a ticket for admission is required.
- 2 The opening time and the last entry of the Museum are as follows. 10:00 AM to 5:30 PM (Last entry is at 5:00 PM)
- 3 This Museum may be closed temporarily due to natural disasters such as typhoons.
- 4 In principle, we do not refund used tickets.
- 5 Follow the instructions of the personnel in the facility. If there is signage indicating no food or drink, please adhere to that instruction.
- 6 The museum exhibits valuable railroad heritage that should be preserved for future generations. Climbing, hanging or rough handling is prohibited.
- 7 Do not run or make noise in the Museum. The Museum makes every effort to ensure the safety of the facilities so that small children can enjoy, but parents must accompany their children to look at the exhibits. Central Japan Railway Company and our affiliated company disclaim any responsibility for theft, disputes among customers, accidents, or injuries resulting from the intentional or negligent actions of the customer.
- 8 Recording videos within the Museum is permitted solely for personal enjoyment; however, filming video exhibits and using flash photography in the Symbolic Rolling Stock Hall area is strictly prohibited. Using a tripod, camera with a leg, selfie stick, or drone for capturing footage is not allowed, as it may disrupt the experience of other customers. We may also restrict any activities that could cause inconvenience to other customers.

9 We kindly ask that you avoid using your mobile phone in areas where it could disturb other customers. Do not eat, drink or smoke outside the designated area. If you are found to be in possession of alcohol or consuming it, you may be requested to either refrain from entering or to exit the Museum.

10 For safety, wheelchairs that do not meet the following standards cannot be brought in.

- (1) Equipped with a tire lock function
- (2) Total width is less than 1,000 mm
- (3) Won't disturb other customers.

11 For safety reasons, strollers that do not meet the following standards cannot be brought in.

- (1) No self-propelling, Ability to push from behind
- (2) Seat belts and tire locks are provided
- (3) Total width is less than 1,000 mm
- (4) Don't disturb other customers

Additionally, if you need to temporarily store your stroller in the Museum, please use the designated stroller storage area.

12 In addition to the above, the following actions are prohibited.

- (1) Bringing in hazardous materials
- (2) Bringing pets other than guide dogs, service dogs, and hearing dogs
- (3) Carrying in carts, tricycles, kickboards, etc. which may cause danger to other customers due to contact
- (4) Distribution or display of goods
- (5) Apparel that causes discomfort among other customers.
- (6) Obstructing others and delivering speeches
- (7) Acts that infringe or are likely to infringe the rights or incomes (including reputation) of the third parties including the Museum or other customers
- (8) Conduct that is or may be in violation of public policy or conduct that provides information that is contrary to public policy to a third party including other customers
- (9) Religious and political activities and other actions that are not suited to the activities of the Museum
- (10) Profit-making activities conducted without the approval of the Museum
- (11) Violation of laws and regulations
- (12) In addition, the act judged inappropriate by the Museum