

## About Advance Visitor Reservation

At Ibaraki Nature Museum, in order to keep crowds minimal and to reduce the visiting hours, Saturday/Sunday, holidays, and other designated days (middle of August, November 13<sup>th</sup>: Ibaraki Prefecture Citizens day, New Years, etc.) will require advanced reservation. Please check disease prevention measures and reserve by clicking the button on the page below. For group and welfare institutions please see [予約ページへ](#) for advance reservation.

### About Advance Visitor Reservation

- For all museum visitors. For people purchasing same-day tickets (Combination exhibition Outdoor tickets/outdoor tickets), and holders of an annual pass, Tomonokai membership, handicap pass, and all kinds of complimentary tickets, as well as visitors who many enter for free, must reserve in advanced from the museum home page.
- Reservations are free, but the stipulated admission fees are required.
- Those looking to only enter the restaurants or shop areas are required to reserve in advance.
- Reservations are only accepted through the online site. Reservations can not be made by phone.
- Weekday reservations are not required (except for the above designated days mentioned)
- Reservations can only be made by the hour. Park entry within the hour is permitted.

### Warnings in Regards to Reservations

- When making a reservation please use a computer, smartphone, or tablet.
- Feature Phones (traditional phones, flip phones) are not supported.
- Reservations can be made up to 30 days in advanced.
- Reservations can be made for up to 8 people at once. Reservations for more than 8 people will require a secondary reservation form to be filled out. In the event that the system has reached the capacity restrictions for that hour, please reserve under a different time slot.
- Please do not use the facility for reasons other than personal.
- If you do not receive your completed reservation email, please be sure to check your spam folder or your approved senders as there is a chance the email address is blocked. Set **@ibahaku.revn.jp** in your registered domain emails or use a different email address.
- You may make a reservation up until the desired hour. Cancellations should be made before the reserved hour.

- If reservation changes need to be made, please make a new reservation and delete the previous one.
- Due to unforeseen circumstances, sudden museum closures may occur.
- Personal data collected during the reservation will only be used for registration purposes. Personal data may be used in only the following cases:
  - ◇ When disclosure of data is requested based on legal grounds.
  - ◇ When requested by a public institution (such as a health center) for legitimate reasons.

### **How to enter the museum on the day of your visit**

- On the day of your visit, please show the staff member your completed registration email (予約完了メール) by printing out or showing your phone screen. You can then purchase ticket.
- Holders of annual passes, Tomonokai membership, handicap pass, and all kinds of complimentary tickets please go to the group reception or ticket reception staff after showing your reservation confirmation email.
- Entry may not be permitted to the museum for times outside of which the party has reserved for.

### **Request to help stop the spread of infectious disease**

- Please use Amabie-chan (mail notification system). QR codes are posted inside the museum.  
We recommend using Amabie-chan in conjunction with the Japanese Government's official COCOA system.
- Please refrain from entering the park if you are experiencing early signs of fever, slight cough, or sore throat.
- Please be sure to follow proper mask wearing etiquette and coughing manners.
- We ask for your cooperation in thorough hand washing and disinfection.
- Please be sure to keep a 2 meter distance between yourself and other museum park attendees.
- Please do not touch the display items or display cases.
- Please avoid crowds or crowded areas. Certain rooms may have limited entry access.
- Please try to keep a 2 hour limit when visiting the museum on weekends and holidays.
- Please avoid traveling on charter busses and with parties of 10 or more on weekends and holidays.
- Please be quite and refrain from raising your voice.

## Visitor Advanced Reservation System Q&A

- Can I enter the museum without a making a reservation in advanced?
  - ◇ Reservations are required on weekends, holidays, and other designated days. Advanced reservations are required by all visitors regardless of tickets being free or paid. Holders of annual passes, Tomonokai membership, handicap pass, and all kinds of complimentary tickets must also reserve in advanced. Please be sure to reserve for all members in your party (including pre-school).
- Do I have to enter the park by the time my reservation period begins?
  - ◇ No. For example, a visitor with a reservation period from 10:30-11:30 may enter the park anywhere within the hour. You do not have to enter the museum by the time your reservation hour begins. Please come to the museum during your reserved hour.
- If I want to visit for 2 hours, do I have to make two separate reservations?
  - ◇ No. Your reservation hour does not indicate your viewing hour, so you do not have to make multiple reservations in relation to the amount of time you would like to spend at the park. We ask visitors on weekends and holidays to adhere to a 2 hour visit period.
- If I only want to use the outdoor facilities do I still need to make a reservation?
  - ◇ Yes. Outdoor facilities are not open to the public and require an entry fee. After showing your completed registration email please purchase an outdoor ticket.
- Can I enter the outdoor facilities, restaurants, and museum shop before my reserved hour begins?
  - ◇ No. Please reserve for the hour you plan to visit the museum.
- I won't make it in time for my reserved time. Can I still enter the museum?
  - ◇ Please speak with the visitor reception desk. Entry may be permitted if openings are available. In addition, there may be waiting periods during peak hours.
- Can I enter the museum early if I arrive before my reserved time?
  - ◇ You can not enter the museum before your reserved time period if you arrive early. Please wait until your designated time.
- I would like to cross the bridge and come from Mitsukaido Asunaro no Sato. Do I still need a reservation?
  - ◇ Yes, a reservation is required.
- I tried to make a reservation, but the time slot I wanted to reserve for is no longer available.

- ◇ Reservations are made on a first come first serve basis. In the case that you can not make a reservation, you will not be allowed to enter the museum. Morning reservations tend to be full more than a week prior to the reserved date. Reservations can be made 30 days in advanced. Please make your reservation as early as possible.
- I want to cancel my reservation.
  - ◇ Reservation details cannot be modified. Please cancel from the provided URL in your completed reservation email. We ask that you please fill out the cancelation form if you are unable to attend the museum.
- I want to change my reservation hour or the amount of people.
  - ◇ Reservation details cannot be modified. Please make a new reservation with the updated details and cancel the previous reservation (Canceling the previous reservation before making a new updated one may result in that time slot being unavailable. Please exercise caution.). Additionally, if you would only like to increase the attending members for a reservation, please make an additional reservation with the remaining members. Please present your completed reservation emails to the receptionist.
- I want to cancel my reservation but can't successfully enter the confirmation code.
  - ◇ When opening both the mail and cancel page (URL provided in the mail), it is possible for an error to occur.  
**Please try one of the following:**  
Open the mail in the app.  
Use 2 separate devices to open the mail and the cancel screen at the same time. (Ex. Smartphone & Smartphone, Smartphone & Tablet, Smartphone & Computer, etc.)
  - ◇ If none of these work, please contact us by phone where we will be able to proceed with the cancelation for you.
- I registered my email address but I haven't received an email registration or completed reservation message.
  - ◇ Please check that your email is not wrong or that the mail has not gone to your spam folder. Please make sure that the email you entered is not wrong, and register **@ibahaku.revn.jp** in order to receive emails. Please contact your phone or email address provider in regards to email registration info.
- When entering the museum can I present my reservation ID instead of my completed registration email?
  - ◇ No, in order to confirm the registered time slot and number of attendees, the

completed registration email is required.

- I accidentally deleted my completed registration email. What should I do?
  - ✧ You will receive a reminder email with your registration details the day before your registered time slot. You may show this email from your phone, or a printed version to the receptionist the day of your visit.
- I forgot my phone/printed registration details the day of my visit to the museum. What should I do?
  - ✧ Please speak to the museum staff when you arrive. It will take time to confirm the booking details, but you will be permitted to enter once your details have been confirmed.