

Dinosaur Grand Night Parade FAQ

Q: When and where can I purchase tickets? Are there any advance reservations?

A: Information on each ticket agency will be provided on this special website.

Q: If the event is canceled, will there be a refund for the tickets?

A: Full refunds will be provided only in the case of cancellation due to severe weather conditions.

Details will be provided by each ticket agency if the event is canceled.

Q: Are there any age restrictions?

A: Since the event is held in the evening, children under 3 years old cannot be admitted. Thank you for your understanding.

Q: Can I bring my pet?

A: We regret pets cannot be allowed.

Q: Can I make reservations outside the internet?

A: After the general sales start (Saturday, August 24th at 10:00 am), tickets will be available at Seven-Eleven, FamilyMart, Lawson, and MiniStop. Tickets will also be sold through TicketMe and Japan Ticket sequentially.

Q: Where can I buy tickets on the day of the event?

A: Tickets for the day can be purchased at the marquee for same-day tickets located in front of the main gate of the Tokyo National Museum, to the left.

Q: Is wheelchair accessibility available?

A: If you are using a wheelchair, please purchase a "first-class chair seating" ticket and contact Sunrise Promotion Tokyo (Tel 0570-00-3337) in advance.

Q: If I can't get tickets for the desired date, will there be similar shows or dinosaurs at the Tokyo National Museum in the future?

A: There are no current plans for DINO-A-LIVE event at the museum. For information on upcoming DINO-A-LIVE dinosaur live shows in general, please visit DINO-A-LIVE Official website: <https://www.dino-a-live.jp/>

Q: What time does the event start and end? Is there a break?

A: The event starts at 20:15 and is expected to finish around 21:15.
There will be no intermission.

After the event, stalls and food trucks will be open until 22:15,
so you can continue to enjoy the area.

Q: I want to go with 6 adults and 3 children (1 elementary school student,
1 child aged 6, and 1 child aged 2).

Is there a limit on the number of tickets I can buy?

A: There is no limit on the number of tickets you can purchase,
but please note the age restriction.

Children under 3 years old cannot enter,
so please consider this when purchasing tickets.

Q: Is it possible to use a leisure sheet?

A: Yes, but please do not spread the sheet beyond the area of your
purchased seats. Also, leisure sheets cannot be used in standing areas.

Q: What if the seats are wet after rain?

A: The organizer plans to provide pocket seats for each person.

Q: Can I enter if I am late for the starting time?

A: Late entry is possible, but for safety reasons during the evening event,
please try to return to your seat before the performance begins.

Q: Can I go to the restroom during the performance?

A: You may use the restroom during the performance,
but please try to do so in advance as there may be congestion.
Please note that crossing the aisles might not be possible while
dinosaurs are walking.

We appreciate your understanding and cooperation for everyone's safety.

Q: What should I do if I leave something behind at the venue?

A: Lost items will be held at the "Security and Customer Service Center"
of the museum. For inquiries, please call Tel 03-3822-1111 (main phone).
Please contact them as soon as possible.