

## FAQs by School/Other Group

**Q1: Is there any procedures should I taken in advance before visiting?**

**Yes.** Advance registrations are required for all student, kid and adult groups and also any third-party guided tours regardless of size at least one week notice of the visit date by either way, FAX or Email using the registration form. (For the details, please check our website clicking [here](#)) Once it has been processed, we will respond you the confirmation letter by FAX or Email. Please bring it with you on your visit date.

**Q2: We are divided into several groups and admission separately in different time. Is it necessary to register each by each?**

**Not necessary** but please do mention in the column of remark for Registration Form that your group is divided and admission separately in different time (please also mention estimate time for admission each of them.)

**Q3: How many people do I need to qualify for group rates?**

The minimum number of people to qualify as group rates is **20** by the number of adult excludes children under high school students and seniors (65 and older). Teacher/Leader and Chaperon(s) should be charged suggested price no matter how many children they will bring in their group. For more details, please check [Admission](#) via our website.

**Q4: Does the Museum have cafeteria or lounge especially for large groups use?**

**No, we don't have such a huge space for large groups.** We have some benches outside around or on the rooftop\* of Global Gallery total approximately 130 seats that can be used. For your information, there is a cafeteria, a sort of lunchroom called "Lounge" limited seating 120 with desks that the only designed area within the Museum where bag lunches may be eaten (and light meals/beverages are available) sharing for all individual and small groups includes. However, it cannot be accepted any reservation and may not be available during lunch time (11:00 AM to 2:00 PM) particularly in case of rain. Please have alternative plans other than using of the Lounge. We have also a restaurant named Mouseion located in Global Gallery (bag lunches or any other own food/drink cannot be eaten/drunk). For inquiries, please call 0+81-3-3827-2080.

\*Rooftop will be closed due to weather

**Q5: Is it possible to go back inside to the Museum once we existed for having lunch?**

**Yes.** The tickets may be obtained for same-day no extra charge by presenting your Museum admission ticket stub with the stamp of the day. Please ask reception in Japan Gallery on the basement floor.

**Q6: Is there a place where our luggage can be left one bunch?**

**No.** Please use coin returnable lockers (100yen) each by each. Do not leave your baggage unattended in the exhibition halls/galleries, Lounge or other facilities in the museum. It will be moved out away without any notice for security reasons.

**Q7: Can we take group photos at somewhere inside?**

**No.** Group photography is allowed only outside of the buildings, not inside especially in the galleries or in front of the Lounge.

**Q8: Can you give me about accessibility information?**

National Museum of Nature and Science aim to providing a friendly environment for all visitors and the widest possible access to our exhibitions. The Museum is intent on improving wheelchair-accessible washrooms wheelchair lifts (3F and B1 levels in Global Gallery) and baby-changing facilities, has courtesy wheelchairs (all manually operated) and strollers that may be borrowed on a first-come, first-served basis free of charge for use within the building may not be taken outside of the Museum.

Schools for special-needs or resource rooms stipulated in the School Education Law and other

As of April 2015

organizations/groups of people with disabilities exemption to admission. Please contact Customer Service at +81- 3-5814-9866 or 9867(Japanese) or by email at [webmaster@kahaku.go.jp](mailto:webmaster@kahaku.go.jp) for the procedure.

**Q9: Does the Museum have any car or bicycle parking lots?**

**No**, but you will find pay parking lots nearby the Museum and exist “Park Exit”(Koen-Guchi)” of JR Ueno Station. For more details, please check the map via link of [Tokyo Metropolitan Parks and Gardens list](#).

**Q10: What are Museum must-sees?**

The Museum offers a wide variety of exhibits on natural history and history of science and technology dividing into 2 buildings, Japan Gallery and Global Gallery with different theme of permanent exhibitions under each of “The Environment on the Japanese Island” and “The History of Life on the Earth” featured Plesiosaur fossil (*Futabasaurus Suzukii*), minerals in Japan (as “Sakurai Collection”), Akita-inu Dog (Hachi), Troughton astronomical telescope in Japan Gallery and Japanese wolf, Giant panda, The myriad-year clock, Particles captured on asteroid Itokawa and Giant squid in Global Gallery. We have also Theatre 36〇 which is 12.8 meters in diameter with entire surface screen of the inner wall. Museum Guide and a sort of must-sees list (A guide to pinpoint each exhibit’s location that chosen based on frequently inquired from visitors) can be downloaded via [General Information page](#) of our website.

The concept book talking about details for our permanent exhibits is also available at the Museum Shop (only for sale).

**Q11: I’d like to make a work sheet or quick reference guide for my group. Any materials are available?**

Please check [explanations for permanent exhibition](#) and [Museum Guide](#) on our website and also find Q10 as above.

**Q12: Do you have any tools that can be used watching exhibitions effectively?**

**Yes.** [Fee-based Audio Guide](#) to permanent exhibition of either devices, player or tablet are available. It offers more than 160 items of audio/text commentary for permanent exhibition with 5 different versions (for tablet)/ 3 different version(for player) such as English, Chinese, Korean, Japanese and for kids in Japanese which can be switch/selected easily by menu screen.

**Q13: Is there any meeting point inside of the Museum that can be worked for large groups as well?**

**No.** There is no meeting point for any groups inside of the museum including the lobby of entrance. Please gather together all your group somewhere outside of the building before entrance/after exit the main entrance.