

Regarding cancellation policy

If you have already been issued a ticket
(and have already paid) and would like to cancel,

Please apply for cancellation at least 3 days before your visit.
Please note that cancellations cannot be made after the deadline.

attention

After receiving your cancellation request, we will check your ticket and contact you regarding refund procedures.

Refunds can only be made by bank transfer.

*We will contact you to confirm the transfer information.

The refund amount is not the full amount. Please note.

A LAWSON TICKET sales fee of 10% of the amount paid,
a ticketing paper fee of 10 yen per ticket, and bank transfer fees will be borne by the customer.

How to apply for cancellation

If you wish to cancel,
please first submit a "cancellation request" to the contact information below.

Customers making online reservations

[Subject: Cancellation request]

[Registered name] [Date of visit] [Type and number of tickets]

[Ticket reservation number]

Please specify and send us an email.

⟨Cancellation request address⟩

support@safetsutanuma.jp

*Once we have confirmed your email,
we will contact you regarding bank transfer account confirmation at a later date.

Changes to the reservation date are not accepted.
If you wish to change your reservation date, please apply again after applying for cancellation.