

Ticket Refunds

Tickets will be refunded to customers who are unable to attend a performance due to coronavirus (COVID-19) symptoms or because they have been informed by their local public health center they have been in close contact with an infected person.

Refund Period:

February 1st (Mon) 2021 to the date and time of the performance booked
(Please note we will not be able to accept refunds after this period.)

Refund Process:

Please apply for a refund using the refund form below by the performance date and time of your ticket.

➡ Refund Form <https://business.form-mailer.jp/fms/4d1e6eb4139321>

Upon receiving your application, we will send you an email regarding the refund procedure. Please send your ticket and account information to the Kyoto Experiment office by the deadline specified in the email. Please note refunds are only accepted at the Kyoto Experiment office regardless of where the ticket was purchased.

Tickets Eligible for Refunds:

- Tickets that have not been used are eligible for refund.
- If the ticket stub has been removed or tickets have been lost, refunds are not accepted.
- The total amount will be refunded to the name of the person who purchased the tickets.
- The refund amount is limited to the face value of the ticket and does not include ticketing or handling fees.

Kyoto Experiment Ticket Center

Tel 075-213-0820 (11:00-19:00 / Closed Sundays and public holidays)

Kyoto Experiment Office

Email info@kyoto-ex.jp

Tel 075-213-5839 (11:00-19:00 / Closed Sundays and public holidays)