

FAQ

Q: I haven't received E-mail for " application complete" and "winning notification". What should I do?

A: Due to setting of spam mail protection or incorrectly-input your e-mail address, you might not be able to receive our mail. Please check them and apply again in the application period.

Q: I mistakenly deleted the winning notification mail. Will you resend it?

A: We are sorry but we cannot resend the mail. Please be forewarned.

Q: What kind of ID is needed for joining the tuna action tour ?

A: Your ID with a face photo must be presented.

(1) Passport

(2) Driver's license

(3) Student identification card with a face photo

(4) Japanese Basic Resident Registration Card

(5) Physical Disability Certificate, Rehabilitation Certificate, or Mental Disability Certificate

(6) Residence card, or special permanent resident certificate

(7) Credit card with a face photo

(8) Japanese Individual Number Card (known as "My Number Card")

Q. I'd like to change my accompanying persons. What should I do?

A. If in the application period, please apply the lottery again You cannot change accompanying persons after selection of winners.

Q. I'd like to change the tour date. What should I do?

A. If in the application period, please apply the lottery again You cannot change the date after selection of winners.

Q. Can I observe the tuna auction without applying for the lottery? According to your guidance , I can observe the wholesale area (Tuna auction) from the visitor route on the second floor in case that I am not selected by lottery.

A: Yes. You can observe the tuna auction from the visitor route on the second without applying for the lottery. You can observe from 5:00am on the business day.

Q: Is there admission limit to the visitor route on the second floor?

A: No. There is no limit.