

FAQ

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[About admission and admission ticket]

Q. Where can I buy tickets?

- A. You can purchase either at the ticket windows or online. Some tickets are sold only at the ticket windows.

Q. Do you sell tickets on the spot ?

- A. Only same-day tickets are available.
However, you may not be able to enter at your desired time, as there is a maximum number of tickets for sale per hour. You may have to wait for a long time during long vacation periods, weekends and national holidays.

Q. Can I enter Kaiyukan without making a reservation in advance?

- A. You can purchase a timed ticket on the day at the window without making a reservation in advance. However, since there is a maximum number of tickets that can be sold per hour, we recommend purchasing Kaiyukan e-tickets that allow you to specify the date and time in advance.

Q. If I don't make a reservation in advance, will I have to wait to enter?

- A. We adjust the number of visitors to Kaiyukan every 15 minutes. Therefore, if you purchase a ticket at the ticket window on the day, you may have to wait for a long time before entering. We recommend the Kaiyukan e-ticket, which allows you to specify the date and time in advance.

Q. I purchased an Kaiyukan e-ticket. I'm afraid I'll be late for the specified time written on my ticket. What should I do?

- A. Please change the specified time on your ticket under My Page on Webket.
If you cannot change to your desired time, then, you will have to wait.

Q. Can I enter the aquarium earlier than the specified time on the Kaiyukan e-ticket?

- A. You cannot enter before the specified time written on the ticket.

Q. I would like to change the admission date and time for my Kaiyukan e-ticket. What should I do now?

- A. You can make changes up to 2 times within the dates and times that are available for sale. On the ticket purchase screen under My Page of Webket, click "Change date and time", and then select the date and time you want to change.

Q. I want to cancel the Kaiyukan e-ticket I purchased. What should I do now?

- A. In the case of credit card payment, it is possible to cancel by the day before the day of use. Please cancel by yourself on My Page.
Convenience store payments cannot be canceled.

[About facilities and services]

Q. I would like to know about facilities for infants, such as baby care rooms and diaper changing tables.

A. You can purchase either at the ticket windows or online. Some tickets are sold only at the ticket windows.

Q. Do you have temporary baby-sitting service facilities?

A. We do not have facilities to keep children or rest areas for children.

Q.Are there coin lockers?

A. Available in Kaiyukan (paid zone), Kaiyukan Entrance Building, and Tempozan Marketplace (free zone).

There are 5 sizes as below.

Width 355mm x Depth 575mm x Height 257mm (200 yen)

Width 355mm x Depth 575mm x Height 316mm (300 yen)

Width 355mm x Depth 575mm x Height 550mm (400 yen)

Width 355mm x Depth 575mm x Height 843mm (600 yen)

Width 355mm x Depth 575mm x Height 1135mm (700 yen)

Q. Are cashless payments accepted at the Kaiyukan ticket windows, cafes, and shops inside?

A. You can use various credit cards and electronic money.

Accepted credit cards :

JCB, VISA, American Express, Master Card, Diners Club, UnionPay

Available electronic money :

iD, PITAPA (excluding some stores)

※ Stores accept different payment services. For details, please contact us in advance to the number below.

Kaiyukan information: 06-6576-5501

Q. Do you have a public wireless LAN service (Wi-Fi)?

A. There is no free public wifi in the aquarium. However, there is "Osaka Free Wi-Fi" service available outside around Kaiyukan.

Q. Do you have dolphin and sea lion shows?

A. At Kaiyukan, we do not hold dolphin and sea lion shows because we want visitors to be able to observe creatures in a more natural way, in a state that is close to their natural habitat.

Q. Can I re-enter the aquarium?

A. Visitors are allowed to re-enter the aquarium without additional charge only on the date of initial visit. When temporarily exiting from the aquarium, please remember to receive a stamp on the back of your hand at the Service Counter near the exit. You can re-enter the aquarium by simply showing your hand-stamp at the Service Counter.

Q. What is the size of the car that we can park ?

A. Vehicles up to 2m high, 2.5m wide and 5m long can be parked.

Q.Is there a parking lot for motorcycles?

A. You can use the free bicycle parking lot near the bottom of the Tempozan Ferris Wheel.
It is an outdoor bicycle parking lot. If you are concerned, you can park your motorcycle in the car parking lot (for a fee).

Q.Can you make announcements for customer-paging inside the aquarium?

A. We do not offer customer-paging service in the aquarium.
If you can't find a staff member nearby and are in a hurry, please contact us by phone.
Kaiyukan information: 06-6576-5501

[About wheelchairs and strollers]

Q. Can I go around inside with a wheelchair or stroller?

A. Most of the aquarium is sloped, so you can , but some part is only accessible by escalators and stairs. Our staff will guide you to the elevator.→[For more information, please check this video](#)

Q. Do you have rental wheelchairs?

A. Wheelchairs are lent out to visitors free of charge at the KAYUKAN Information Counter. Please contact Kaiyukan Information (06-6576-5501) in advance when using.

Q. Are there toilets that can be used while in a wheelchair?

A. There are wheelchair accessible restrooms at Kaiyukan, Kaiyukan Entrance Building, and Tempozan Market Place.

Q. Do you have stroller rentals?

A. Baby strollers are not lent out to visitors at the aquarium.

Q. Can you keep my stroller?

A. There is a stroller parking area near the entrance.
*Please note that Kaiyukan is not responsible for any damage, loss or theft of strollers at the stroller parking area.

[About viewing]

Q. Do you have restrictins on viewing time?

A. There is no limit to viewing time as long as it is within our opening hours.

Q. Q. How long should I plan for viewing?

A. Many customers take about 2 hours.

Q. Can I bring in food and drink?

A. We allow drinks inside as long as they can be sealed with lids, such as water bottles and plastic bottles.

Q. Can I eat inside the aquarium?

A. No meals are allowed in the viewing corridors of Kaiyukan.
Light meals are available at "cafe R.O.F" on the 4th floor of Kaiyukan.

Q. Can I bring my assistance dog with me?

A. The aquarium accepts the entry of the following guide dogs:
1) Assistance dogs
2) Hearing dogs
3) Service dogs

Q. Can I bring my pet animal into the aquarium?

A. You can enter with your pet animal only if you put it in a pet carrier travel bag covering its entire body.
Also, the size of the carrier bag is limited to Width 50cm x Depth 20cm x Height 30cm.
In addition, we may decline admission with pets that could cause trouble for other visitors.

Q. Can I take photos and videos?

A. Yes, you can. However, filming and using photos for commercial purposes without our permission is strictly prohibited. For filming application and inquiries, please contact the Kaiyukan public relations team (info@kaiyukan.com).
Please refrain from live streaming even if it is not for commercial purposes.

Q. Can I use a tripod?

A. The use of tripods is prohibited. You can basically use a monopod, but please refrain from staying in one place for a long time and disturbing other visitors' viewing.

Q. Is there a smoking space in the aquarium?

A. No. Please use the smoking area outside the building.

Q. Are there any closed days?

A. There are two closed days in January every year.

Q. Is it okay to visit Kaiyukan on a rainy day?

A. Since it is an indoor facility, viewing inside should not be a problem, but depending on where you park, you may need an umbrella to get to the entrance.

[Others]

Q. Could you take in living beings?

A. We do not accept living beings. We receive many different requests, and we decline them uniformly for reasons of fairness, as we cannot accept some and decline others.

Q. I have lost something. Has anyone brought it to you for keeping it for me?

A. We can find out for you if your lost item has been picked up and kept at Kaiyukan or Marketplace. Please contact Kaiyukan Information (06-6576-5501).