

## How to “Hello Tokyo” Capsule Terms and Conditions/Notes on Participation

How to “Hello Tokyo” Capsule is an event organized by the Tokyo Metropolitan Government and the Tokyo Convention & Visitors Bureau to familiarize travelers during their Tokyo visit with the city’s etiquette, culture, and customs.

Please read the following before participating in this event.

### Event Overview

- Dates: July 10 (Fri.) – Aug. 17 (Mon.), 2026
  - 開催場所：
    - July 10 – August 3: Tokyo Metropolitan Government Building South Observatory
    - August 5 – 17: Asakusa Culture Tourist Information Center
  - Participation: Use your smartphone to learn about Tokyo etiquette and culture, take a quiz, and answer a survey. After answering, get a capsule toy!
  - Prizes: Lucky prize – Original Hello Kitty cooling towel (1,200 winners)  
Participation prize – Original etiquette card
- \* Please note that prizes are available in limited quantities.

### Notes on Participation

- **Travelers visiting Tokyo are eligible to participate.**
- **Each person may participate only once throughout the dates of the event. (Participation is only possible using your own smartphone.)**
- There is no participation fee. Communication, transportation, and other costs are the responsibility of the participant.
- Children must be accompanied by a guardian to participate.
- Event staff are available to help in Japanese and English.
- **Prizes must be claimed on the spot when participating in the event. Please note that prizes cannot be claimed after the event period has ended.**
- Please note that the business hours are different for each venue.
- Selling event prizes is strictly prohibited.
- The event may be cancelled or modified due to unavoidable circumstances, such as inclement weather or other conditions that warrant cancellation. Notice will be posted on the event website in the case of cancellation or modification.
- The organizers bear no responsibility for accidents, injuries, or other damages that may occur during the event and will not be held liable in any way. Participation is at your own risk. Please participate only after understanding and accepting these terms.
- In the event of a dispute between a participant and a third party over social media posts related to this event, the participant shall take personal responsibility and bear

the financial burden for settling the dispute. The organizers shall incur no loss due to the incident. In the event that the organizers do incur loss, the organizers reserve the right to claim compensation from the participant(s) in question.

- Any participant found to be a member of or related to an organized crime syndicate, or any other anti-social force defined by the Tokyo Metropolitan Government Ordinance on Elimination of Organized Crime Groups, will not be permitted to take part in this event.

#### **Notes on Using Smartphone to Participate in Event (Please read.)**

- Please note in advance that, although the system has undergone full operational testing, accessing the event may not be possible on certain non-Japanese cell phones and smartphones. Note that the event cannot be accessed via computer.
- We are unable to respond to inquiries regarding Internet access or similar issues related to participation in the event. Participants must take responsibility and bear the expenses for setting up their smartphone for event access. Please direct any inquiries related to your smartphone to your specific phone carrier.
  - The QR code is a registered trademark of Denso Wave, Inc.
  - Google Chrome and Android are registered trademarks of Google LLC.

#### **Disclaimers**

Although every effort is made in operating the event website, and the quiz/survey site (hereafter referred to collectively as “the sites”), we do not guarantee the accuracy, utility, validity, or security of all posted content and other matters related to the sites. In addition, the organizers shall not be liable for any damages incurred by users or third parties in the following cases.

- The participant does not receive their prize due to a failure to enter correct data
- Any direct or indirect loss resulting from the use of or inability to use any of the sites
- Hardware or software failures related to the use of any of the sites
- Any direct or indirect loss caused by service interruptions or delays on any of the sites due to information falsification or interference by a third party
- Inability to use service(s) due to user accessing the sites from any browser environment other than those recommended
- Defective service(s) or fraud or erroneous transmission of information by the participant without intentional or gross negligence on the part of the organizers

#### **Possibility of Changes to Site Content**

Content and information posted on the sites are subject to change, modification, or deletion without notice.

#### **Recommended Browser Environment**

For safety and security, the following browser environment is recommended when accessing the sites.

- Smartphones: iOS 16.0 or higher with Safari browser, Android OS 9.0 or higher with Google Chrome browser
  - Feature phones and PCs are not supported.

**Direct event-related inquiries to:**

- How to “Hello Tokyo” Capsule Campaign Inquiry Office  
email : [info@hello-tokyo2026.jp](mailto:info@hello-tokyo2026.jp)  
Dates/hours: July 3 (Fri.) – August 24 (Mon.), 2026  
10:00 – 18:00 (including weekends and holidays)  
\* Service available in Japanese