

item	question	Answer
About the tour	1 Can you see the tuna auction every day?	You cannot enter the market on days when it is closed. You can check the market opening days, closed days, and annual calendar from the link below. <a href="https://www.shijou.metro.tokyo.lg.jp/calendar">https://www.shijou.metro.tokyo.lg.jp/calendar</a> Please note that from December 25th ~ January 5th, we do not accept applications for early morning tuna auction tours. *Calendar is subject to change.
	2 Does it cost money?	Free of charge
	3 Please tell me how to get the market.	Get off at Shinkotsu Yurikamome "Shijou-mae Station" (5 minutes on foot). From the ticket gate exit, take the pedestrian deck to the 3rd floor of the Toyosu Market 7th Block Administration Facility Building. From the entrance on the 3rd floor of the Administration Facility Building, go straight to the right and come to the "Promotional Corner". Also, if you are using the Toei Bus, please get off at the bus stop in front of Shijou-mae and enter from the pedestrian deck
	4 Is there a parking lot?	There is no parking lot bicycle parking for visitors. Please use public transportation (Yurikamome, Toei Bus) as much as possible. If you are coming by car, please use the nearby parking lot
	5 Is there a limit to the number of visitors to the visitor passage on the 2nd floor?	There is no limit on the number of visitors
	6 Is it possible to participate on the day or wait for cancellation on the day?	There is no information on same-day participation or waiting lists. Only those who have been selected after pre-registration can participate. Even if you were not able to participate in the lottery, you can observe the wholesale market from the visitor passage on the 2nd floor on the opening day.
Pre-registration	7 Where can I apply?	Please apply from the link below. <a href="https://toyosu.jcdlotterysite.jp/">https://toyosu.jcdlotterysite.jp/</a>
	8 When do I have to register in advance for a tuna auction tour?	Pre-registration will be held monthly according to the schedule. Also, please note that the application will be on a monthly basis. Please check the homepage for details
	9 Please tell me detail of lottery system.	We will not be able to respond to inquiries regarding application results / lottery methods
	10 Is there a secondary recruitment?	There is no secondary recruitment
	11 If I have more than one desired date, do I need to apply for each desired date?	Lottery will be held on a monthly basis. Applications are limited to one group, one time. You can apply for up to the third choice on the desired date. Please note that no further applications will be possible.
	12 How many people can apply in advance?	You can apply as a group of up to 5 people
	13 If I want to visit with more than 6 people, how do I apply?	If you are applying with a family or friend of 6 or more people, please divide the application into 2 or more groups. Also, please prepare the number of email addresses and be careful not to duplicate them. Please note that the lottery will be held on a group-by-group basis (not everyone will win)
	14 Do I need to apply if my companion is an infant?	Please apply as a companion. Even if the accompanying child is a 0-year-old child, you will need to apply as one
	15 Can I use any email address?	There is no problem as long as you have an email address where you can contact the representative
	16 Is it possible to accept reservations by phone or email?	We do not accept applications by phone or email. Only from the link below. <a href="https://toyosu.jcdlotterysite.jp/">https://toyosu.jcdlotterysite.jp/</a> However, if you have any questions about the connection to the system regarding the pre-draw, please contact us by email <a href="mailto:info@jcdlotterysite.jp">info@jcdlotterysite.jp</a> (Business hours: 10:00-18:00 Excluding Saturdays, Sundays, holidays, and year-end and New Year holidays) * In the subject line of the email, "Toyosu Market Tuna Auction Tour Advance Lottery Inquiry", Please be sure to include your question, name, and phone number in the text * We cannot respond to inquiries about application results / lottery methods. * We will not be able to reply to e-mails that do not contain your question (inquiry content)
	17 I would like to apply for business. Can I apply from an event agency or travel agency?	This tour is based on the premise that individuals and groups who wish to visit the project will apply directly. Please apply from the participant himself/herself.
	18 I would like to change the date of my visit, what should I do?	If it is during the application period, please apply again. * Only the latest application will be accepted. The schedule cannot be changed after the application deadline.
	19 I would like to change my companion, what should I do?	If you are in the application period, please apply again * Only the latest application will be accepted. The schedule cannot be changed after the application deadline.
	20 I haven't received the "application completion email" or "winning email", what should I do?	There is a possibility that your reception settings such as junk mail settings may be affected, or that the email address you entered is incorrect. Please check the above possibilities during the application period and apply again
After notification of results	21 I lost the lottery, but is it possible to observe the state of the wholesale market (tuna auction) from the visitor passage on the 2nd floor?	Even if you do not apply for the lottery, you can visit the tuna wholesale area (tuna auction) from the visitor passage on the 2nd floor. You can visit the market from 5 a.m. on the opening day
	22 I accidentally deleted the "winning email", can you resend it to me?	The winning email cannot be resent, so please be careful not to delete it. * We will check the winning announcement screen on the day of the event, so please make a copy and be careful not to lose it.
	23 I can't come to the tour anymore. Is it possible to change the date?	You can't change the date.
	24 I can't come to the tour anymore. How do I cancel?	There is no need to register for cancellation from the system or contact us by e-mail.
on the day	25 What documents should I bring to verify my identity on the day of the event?	Please present your driver's license, passport, basic resident registration card, student ID, or other photo ID. If your child is elementary school age or younger and does not have a photo ID, please present your health insurance card. * Please note that if you cannot confirm your identity on the day of the auction, you will not be able to participate the auction tour.
	26 Is it possible to visit even if I can't make it to the meeting time?	If you can't make it in time for the meeting time, you can't participate the auction tour. Please visit the tuna wholesale area from the visitor passage on the 2nd floor.

※This FAQ has been translated using machine translation. We appreciate your understanding regarding any translation errors.