

Frequently Asked Questions from Overseas Visitors

? What payment methods and credit cards are accepted for admission tickets, at the museum shop, in the restaurant, the dining car and the packed lunch shop?

A Admission ticket:


Museum shop, dining car and packed lunch shop:


Restaurant:
 Credit cards are not accepted.

? Do you have brochures in foreign languages? (Is there an audio guide?)

A You can view a map by scanning the QR codes inside the museum. Each exhibit also has a QR code attached. (There is a read-aloud feature.)

? Is there free Wi-Fi available?

A Yes, but the signal is very weak.

? Do you offer luggage storage services or have lockers?

A We do not offer luggage storage services, but there are coin-operated lockers in two locations within the museum.

? Do you have wheelchairs or baby strollers available for rent?

A Yes, we do. Please ask the staff at the entrance or at the information desk on the first floor of the main building.

? Do you have a prayer room?

A Please consult with our staff.

? How can I experience the driving simulator?

A You can experience it by purchasing a ticket online (Asoview!).

? (Regarding the simulator) Can't I purchase a ticket on-site with cash?

A No, you cannot. Tickets are only available through the website and can only be purchased with a credit card.

? How do I ride the SL Steam Locomotive?

A Please purchase a ticket at the Steam Locomotive Boarding inside the museum.

? Is there a restaurant or café?

A There is a restaurant on the second floor of the main building. While we don't have a café, you can enjoy light meals in the dining car on the promenade.

? Is there a place where I can buy souvenirs?

A Souvenirs are available at the museum shop located in the former Nijo Station House (exit).

? Can I re-enter the museum?

A Yes, you can. Re-entry is possible until 4:30 p.m. by presenting your ticket.