

# Rules and Guidelines

Please observe the following rules and requests and manners so that our customers can enjoy their lives more safely and securely.

## General Facility Rules

- We strictly prohibit any behavior that may disturb other guests or staff, or interfere with facility operations.
- If you violate these rules (including specific facility usage rules) or fail to comply with staff requests, we may deny entry, ask you to leave, or ban you from future visits to this facility and all Anpanman Children’s Museums throughout Japan. We appreciate your understanding.
- Except where legally required, we cannot be held responsible for accidents due to visitor negligence or disputes between guests. Please be responsible for your valuables and belongings.
- Facility operations may be modified or temporarily suspended due to weather conditions and other circumstances. In such cases, we cannot provide compensation for transportation, accommodation, or other expenses.

## Museum Information

- One ticket per person is required. Tickets cannot be shared among group members.
- Ticket resale is prohibited. Entry with resold tickets will be denied.
- Children in elementary school or younger must be accompanied by a parent or guardian.
- For children’s safety, a parent or guardian must stay with their children at all times.
- No food or drinks are permitted inside the museum except those for hydration purposes. Water fountains are available. You may bring drinks in sealable containers such as water bottles and thermoses.
- Please do not reserve spaces by leaving blankets or belongings unattended. Such items may be collected as lost property.

## Photography and Video Guidelines

- Flash photography during stage performances is prohibited.
- The following are strictly prohibited
  - ◇ Commercial photography, video recording, or publication of such content (including posts on social media and video sites)
  - ◇ Photography, video recording, or publication of such content that may infringe upon the privacy rights of other guests or staff
  - ◇ Photography, video recording, or publication of such content that may disturb other guests
  - ◇ Live-streaming within the facility

Staff may request you to stop any activity deemed disruptive or dangerous, even if not specifically listed above.

## Stroller Policy

- Strollers are not permitted inside the museum.However, strollers may be used as wheelchairs for children with disabilities.
- Strollers are permitted in the 1st Floor Shops&Food•Restaurant area but must be parked in designated areas, not in walkways. If strollers block the walkways, staff may move them.
- The facility is not responsible for lost strollers or belongings at stroller stands. Please manage your belongings responsibly.

## 1st Floor Shops&Food•Restaurant Policy

- Items must be paid for before leaving each shop. Please complete your purchase at the respective store registers.

## 1st Floor Food Court Rules

- The 1st floor food court is designated for consuming food and beverages purchased from facility establishments only.
- No outside food or beverages allowed, except for allergy-friendly foods and baby food.
- During busy periods, dining time is limited to 60 minutes.

## Locker Usage

- Please ensure that lockers are properly locked.
- Unlocked lockers and items left after closing will be treated as lost property.
- Items must be retrieved during business hours.

## Parking Rules

- Parking is restricted to facility users during business hours.
- Please follow parking attendant instructions.
- Waiting on public roads when the lot is full is prohibited, as it obstructs traffic and disturbs neighbors.

## Prohibited Activities

- Actions that violate laws or public decency
- Verbal abuse, threats, unreasonable demands, and other harassing or violent behavior toward staff
- Defamation or insults toward other guests, the facility, or staff (including social media posts)
- Commercial activities or gatherings (meetings, speeches, unauthorized sales, advertising, or filming)
- Space occupation or distribution of flyers
- Use of wheeled transportation (except wheelchairs, strollers, and stretchers)
- Smoking outside designated areas
- Public intoxication
- Any other behavior that may disturb guests or staff or interfere with facility operations

## Prohibited Items

- Dangerous items (sharp objects, weapons, firearms, flammables, poisons, or other items generally prohibited in public places, including replicas)
- Drones or remote-controlled devices
- Pets or animals (except service dogs)
- Alcoholic beverages
- Any other items that may disrupt operations or disturb other guests

Violation of these rules or bringing prohibited items may result in denied entry, removal from the premises, and/or being banned from this facility and all Anpanman Children’s Museums throughout Japan. We appreciate your understanding.

# I Basic Policy on Customer Harassment

In order to create a safe and secure working environment for our staff, we have established a basic policy regarding customer harassment at our facility.

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## Definition of Customer Harassment

Based on the “Customer Harassment Countermeasures Manual for Companies” issued by the Ministry of Health, Labour and Welfare, we define customer harassment as “behavior that adversely affects the working environment of staff, regardless of whether the content of customer opinions or requests is reasonable, when the means or attitude used to convey them is inappropriate in light of social norms.”

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## Acts that constitute Customer Harassment

The following are examples and are not limited to these.

### Cases where the customer's request lacks validity

- When there are no defects or negligence in the products or services provided
- When the request is unrelated to the content of the products or services provided
- When the request is based on subjective or emotional criticism without reasonable grounds

### Cases where the means or manner of achieving a demand are socially unacceptable

- Physical attacks (assault, battery)
- Psychological attacks (threats, insults, slander, defamation, verbal abuse)
- Intimidating, discriminatory, or sexual remarks
- Persistent, relentless behavior
- Restrictive actions (refusing to leave, lingering, responding for an excessive amount of time)
- Attacks or demands directed at individual staff members
- Demanding excessive preferential treatment or compensation in the form of goods or money
- Demanding apologies (including forced kneeling) or meetings
- The identification, investigation, or solicitation of personal information or an individual's identity

### Examples of disruptive behavior

- Disruptive behavior such as slandering staff, taking photos or videos without permission, posting them on the internet, or stalking.
  - Intimidating behavior such as photographing employees as a means of making complaints or demands.
  - Behavior that threatens staff, such as making statements that are posted on social media or the internet.
  - Attempts to identify individual staff members by name, or to compel a specific staff member to personally apologize or respond.
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## Response to and stance on customer harassment

- We will listen sincerely to the opinions and requests we receive from our customers, calmly discuss reasonable solutions, and strive to build better relationships.
  - If the facility determines that a customer's requests or behavior constitute customer harassment, we may refuse future admission to this facility and all Anpanman Children's Museums nationwide, as well as the use of various services.
  - If the facility determines that a situation may constitute customer harassment, we may take appropriate measures such as reporting the matter to the police or taking legal action as necessary. Additionally, to accurately confirm the situation, we may record phone calls or face-to-face conversations. The recorded content will be used for the purpose of verifying facts and preventing recurrence of such incidents.
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## Initiatives at our facility

- In the event of customer harassment, we will establish a system to protect our staff by appropriately assessing the situation and responding quickly and accurately.
- We will clarify specific methods and procedures for responding to customer harassment and provide necessary training to staff to enhance their ability to handle such situations.
- For staff who have experienced harassment, we will establish a system to provide support and care for both their mental and physical well-being, and strive to maintain a safe and secure working environment. Additionally, we will continue to emphasize awareness and education to prevent staff from engaging in the act of harassment toward clients or related parties.