

Toyooka Theater Festival 2026 Disclaimer (Eng)

Please note that the Japanese version of this disclaimer is the official version.

<Ticket Refunds>

1 Refunds due to circumstances attributable to the organizer

(1) Single Ticket

If a production or performance is canceled due to force majeure, such as a natural disaster, or due to circumstances attributable to the organizer, tickets will be refunded. Please note that refunds will not be issued due to changes in performers or similar reasons.

(2) Passport (UZUMAKU PASS)

a. If five or more paid official program performances available for purchase using the Uzumaku Pass are canceled due to force majeure, such as a natural disaster, or due to circumstances attributable to the organizer, the Uzumaku Pass will be refunded. However, this does not apply if you have already purchased valid tickets for five or more performances using the Uzumaku Pass.

b. Tickets for performances purchased using the Uzumaku Pass are eligible for a refund only if the cancellation is decided before the performance begins.

c. Refunds will not be issued due to changes in performers or similar reasons.

(3) Supporter Tickets

Supporter Tickets for which a purchase agreement has been concluded are non-refundable under any circumstances.

(4) Notes regarding refunds

When refunds are issued under (1) to (3) above, the following conditions apply.

a. Refunds will be handled only within the period specified by the organizer after the end of Toyooka Theater Festival 2026. Refunds will not be issued after the refund period has ended.

b. Refunds will not be issued if you are unable to return the original ticket due to damage, loss, or other reasons, or if the ticket is severely stained or damaged and cannot be read.

c. Costs other than the ticket purchase price, including handling fees, transportation expenses, accommodation expenses, communication expenses, and similar costs, will not be reimbursed.

2 Refunds due to circumstances attributable to the purchaser

As a general rule, once a purchase agreement has been concluded, tickets cannot be exchanged, changed to another date or time, or canceled due to circumstances attributable to the purchaser.

However, a refund will be issued without a handling fee only if all of the following conditions are met.

a. The ticket was purchased by credit card through Teket or at the Festival Center counter.

b. The refund request is made within 30 days of purchase, meaning completion of payment.

c. A valid ticket for the same program has been purchased.

*Refunds cannot be issued if the program for which you wish to receive a refund has only one performance, or if tickets for another date and time cannot be purchased due to sold-out performances or similar reasons.

d. The refund procedure can be completed by 18:00 five days before the performance for which you wish to receive a refund.

For details, please contact the Festival Center.

<Group Tickets>

Group Tickets will be officially accepted after the application has been submitted and the purchase order designated by the organizer has been received. Cancellations due to circumstances attributable to the purchaser will be handled as follows.

- a. If the purchase order is not received by Friday, July 10, the application will be treated as canceled.
- b. After official acceptance, if seats are canceled on or after Saturday, July 11, 100% of the ticket price will be charged as a cancellation fee.

<Ticket Reissue>

Tickets will not be reissued under any circumstances, including loss, theft, damage, or any other reason.

<Ticket Transfer>

Tickets may not be transferred, whether for a fee or free of charge. Tickets will be invalidated if unauthorized use is found.

<End and Resumption of Ticket Sales>

Even during the ticket sales period, ticket sales for each performance will end once the planned number of ticket sales has been reached. However, ticket sales may resume if additional seats or additional performances are made available.

Toyooka Theater Festival Executive Committee