

# Tour Terms & Safety Information

(As of April 2026)

## About Reservations

- Reservations must be made at least **3 days** before the tour date.
- The tour **requires a minimum of two participants**. Reservations for one person cannot be accepted.  
However, if one guest wishes to join alone, the tour can be arranged by paying the fee for two participants.
- During the tuna cutting experience, sharp knives are used. Children of elementary school age or younger must be accompanied by a parent or guardian.
- The tour will not operate on Katsuura Fish Market closed days or when Nigiwai Market is closed.
- The tour may be conducted together with other participants (shared tour).
- The maximum number of participants is 10 people. If your group exceeds this number, please contact us in advance when making a reservation.

## About Tuna Landings

- Depending on the arrival schedule of tuna fishing vessels, the auction may be held only at the Second Auction Area (Museum area).  
In such cases, no refund will be issued.
- From July to October, tuna landings are generally the lowest of the year.  
Even if the number of landed tuna is small, no refund will be provided.

## On the Day of the Tour

- Please arrive at the meeting point on time.  
If you do not arrive within **10 minutes** of the meeting time, the tour will depart without you in consideration of other participants.  
In this case, a **100%** cancellation fee will apply.
- Access to the 2nd floor viewing deck of the First Auction Area is stairs only. There is **no elevator**.
- For guide training purposes, the tour may occasionally be conducted by multiple guides.
- **Pets are not allowed** inside the First Auction Area or the museum facility “TSUNA GOOD.”
- Aprons, gloves, and rubber boots will be provided during the tuna cutting experience to prevent stains.  
However, please wear clothes that you do not mind getting dirty, especially sleeves.

## Cancellation Policy

- 7-2 days before the tour date: **30%** of the tour fee

- 1 day before the tour date: **40%** of the tour fee
- On the tour date: **100%** of the tour fee

If the tour is canceled due to reasons on the organizer's side, no cancellation fee will be charged.

## **Tour Cancellation by the Organizer**

The tour may be canceled if the following situation occurs.

In such cases, participants will be notified one day in advance.

- If no tuna fishing vessels arrive at the port, the tuna auction will not take place, and the tour will be canceled.