

掲載	質問内容	回答案
▼Entry and Payment		
<input type="radio"/>	When do I pay?	Information on payment processing will be provided in the lottery result notification e-mail.
<input type="radio"/>	Can I cancel after the winners are confirmed but before I receive my lottery result notification e-mail?	You may withdraw your application before receiving your lottery result notification. However, the stipulated cancellation fee will be incurred if you withdraw after payment has been processed.
<input type="radio"/>	For participants under 15 years of age, is it alright if the accompanying person is not a parent as long as the accompanying person is an adult?	Rule change: The accompanying person for a participant under 15 years of age may be someone other than a parent as long as the accompanying person is 20 years of age or older. However, if the accompanying person is not a parent, written parental consent is required.
<input type="radio"/>	Is it possible for two winners of a single room type course to be assigned to the same hotel?	Per the stated application guidelines, hotel decisions are at the discretion of Kinki Nippon Tourist (KNT) and, in the interest of fairness, we cannot accept any requests for hotels.
<input type="radio"/>	Can two winners of a single room type course change to a twin room type course and be placed in the same twin room?	It is not possible to change your course type.
<input type="radio"/>	Is it possible to pay by bank transfer if credit card payment fails?	Payment may only be made by credit card.
<input type="radio"/>	Can a participant who is 14 years old and comes to Japan accompanied by a parent attend a concert alone? If not, is it possible to add a ticket for the parent?	If the participant will be 15 years old as of the tour start date: The participant may participate alone; written parental consent is required. If the participant will be 14 years old or younger as of the tour start date: The participant must be accompanied by a parent or guardian 20 years of age or older. If someone other than a parent or one with parental authority is the guardian, written parental consent is required.
<input type="radio"/>	I want to know what kind of merchandise will be available.	Please check the official website.
<input type="radio"/>	I am currently applying for a credit card; can payment wait until I get it?	Please pay with an existing credit card belonging to someone else.
<input type="radio"/>	I will arrive late in Japan and won't be able to stay a night.	That is not a problem. However, no refund will be provided. In addition, no refund will be provided in the event you are unable to participate in a performance due to delays or other reasons.
<input type="radio"/>	I will be 20 years old on the performance date; do I need written parental consent?	Please note that the age cutoff date is the tour start date.
<input type="radio"/>	My accompanying person will not be coming.	Participants who will not be coming are treated as a cancellation. You may not switch from a twin room to a single room, nor may you substitute a different accompanying person.
<input type="radio"/>	My lottery result notification e-mail didn't arrive.	If your lottery result notification e-mail did not arrive, please contact the Event Desk.
<input type="radio"/>	I thought I applied for the purchase of merchandise, but the final information e-mail said I didn't apply for the purchase of merchandise. Can I add an order for merchandise now?	We apologize, but if there is no record of you applying for the purchase of merchandise, it is not possible to add an order to purchase merchandise now.
<input type="radio"/>	I reserved a room at a different hotel; is it okay if I don't stay at the hotel reserved through KNT? Will I be able to get my ticket?	Your plan includes accommodation but you will be able to receive your ticket regardless of whether you stay at the provided hotel or not. However, no refund of any kind will be offered.
▼Travel Arrangements		
<input type="radio"/>	Is it possible to extend my hotel stay?	Please contact the hotel directly and make the arrangements on your own.
<input type="radio"/>	Are there any plans which include airfare or train tickets?	No such plans are available.
<input type="radio"/>	I want KNT to help with visa application procedures.	No support of any kind is provided for visa arrangements. Please contact your nearest Japanese embassy or consulate.
▼After Arrival in Japan		
<input type="radio"/>	Can the venue provide seating with accommodations for people with disabilities?	Confirmation will be required; please contact the Event Desk.
<input type="radio"/>	Where will I receive my ticket?	Tickets are scheduled to be handed over near the concert venue on the day of the performance you will be participating in.
<input type="radio"/>	When will I receive my merchandise?	Merchandise will be handed over at the same time as the concert tickets.