

SHIBUYA SKY Official Tickets

How to Cancel Bookings on Klook , KKday , Trip.com

Free Cancellation Until the Day Before

Only specified online tickets are eligible for free cancellation until the day before your visit.

Klook...P2~3

KKday...P4~5

Trip.com...P6~7

Free Cancellation Due to Rooftop Closure

If the rooftop is closed at your scheduled entry time, you can cancel your ticket free of charge before your entry. To reschedule your visit, please purchase a new ticket.

*Cancellations are not possible after a certain period has elapsed from the designated entry time.

*The indoor observation corridor on the 46th floor remains open even during rooftop closure.

*For the latest rooftop status, please check the SHIBUYA SKY official X account or website.

*Cancellations are accepted per payment.

* You cannot cancel individual tickets in the same payment.

*If a ticket that is not eligible for cancellation is included in the same payment, cancellation is not possible.

(Example)

- In case you purchased 5 tickets under 1 booking number, you can only cancel all 5 tickets together.
(*Only applicable if all 5 tickets remain unused)
- Partial cancellation is not acceptable.

Klook...P2~3

KKday...P4~5

Trip.com...P6~7



Klook Free cancellation until 1 day before

Follow the steps below to process your refund:

1. On the Klook app or website, click **Account** → **Bookings**.
2. Select the relevant booking and click **Cancel**.
3. Choose the **Refund reason** and proceed with the cancellation.

Important Notes:

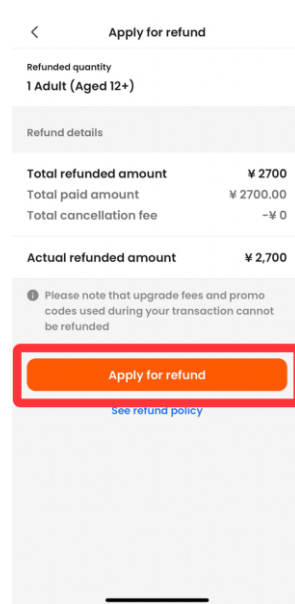
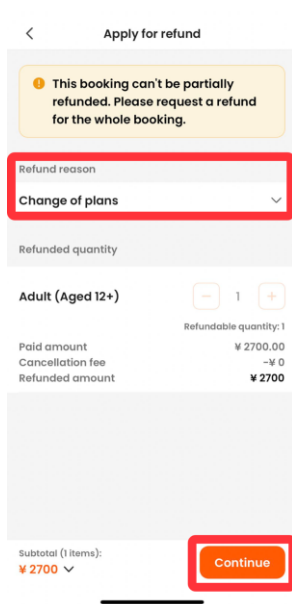
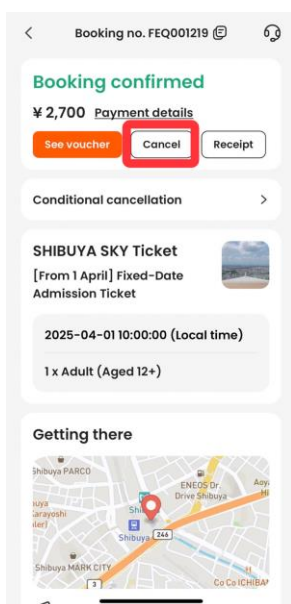
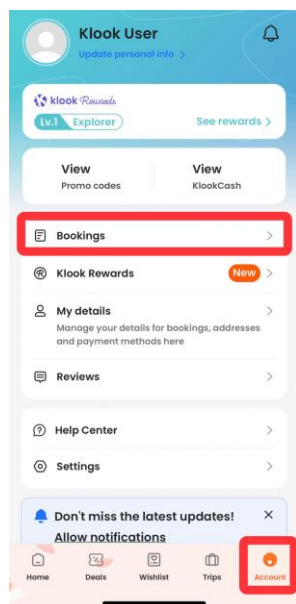
✂ Once the refund process is complete, the amount will be refunded to your original payment account. Processing time may vary depending on the bank, so please allow a few days for the refund to be reflected.

① Click
「Account」 →
「Bookings」

② Click 「Cancel」

③ Choose Refund
reason and
Click 「Continue」 to
proceed.

④ After confirming
the refund amount,
if there are no
issues, please click
「Apply for
Refund」



Klook Free cancellation due to rooftop closure

Follow the steps below to process your refund:

1. On the Klook app or website, click **Account** → **Bookings**.
2. Select the relevant booking and click the **Support** icon and **Chat with Klook**.
3. Please select **Cancel booking or withdraw cancellation** in the inquiry, and let the customer support know that you apply for a free cancellation due to the rooftop closure.

Important Notes:

✂ After the staff verifies your request, the booking will be canceled and a full refund will be processed within **3 business days**.

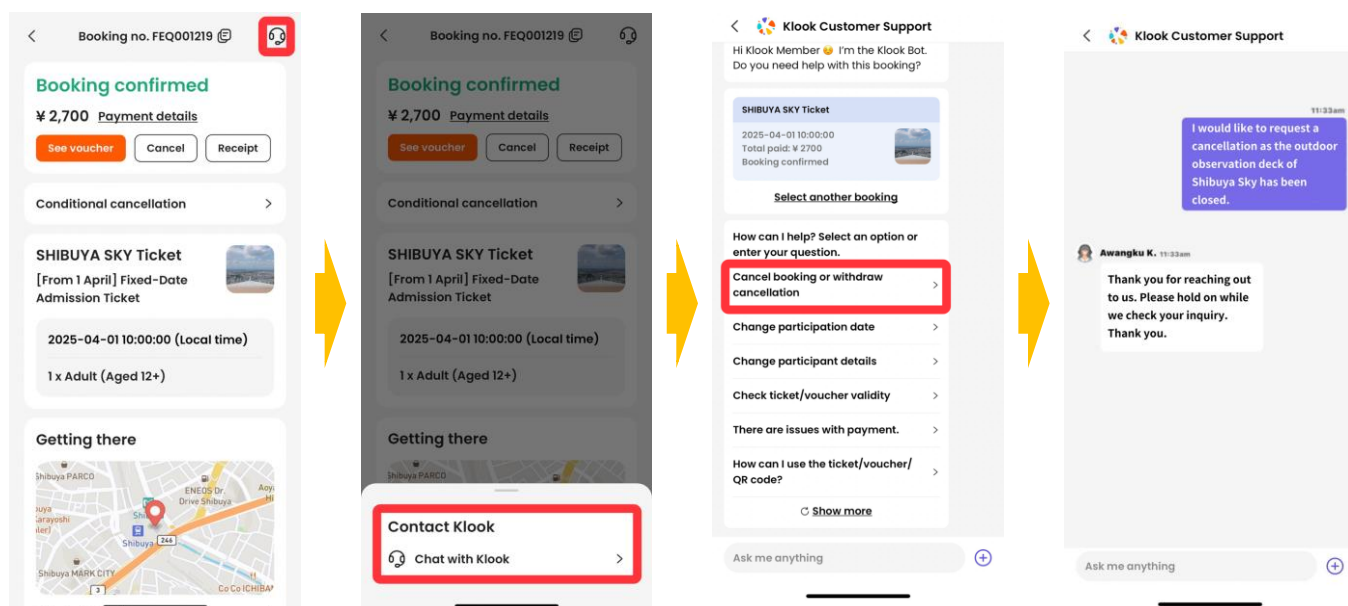
✂ Once the refund process is complete, the amount will be refunded to your original payment account. Processing time may vary depending on the bank, so please allow a few days for the refund to be reflected.

① Access
「Account」
→ 「Bookings」.
Select the relevant
booking and click
the Support icon.

② Click
「Chat with
Klook」

③ Please select
「Cancel booking or
withdraw
cancellation」 in the
inquiry.
It will transfer you to
the chat with the
operator.

④ Please inform customer
support that you would
like to cancel due to the
rooftop closure.
✂ Be sure to apply through the
Klook app or website by 23:59
Japan Time on the participation
date.
Requests made after this time
cannot be processed.



KKday Free cancellation until 1 day before

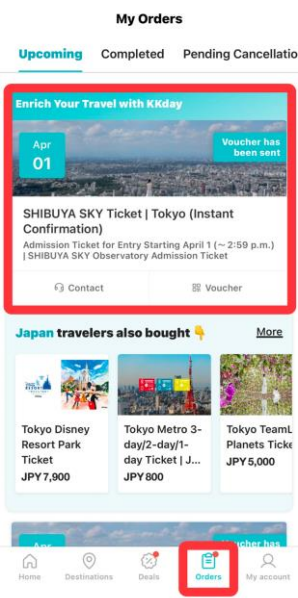
Follow the steps below to process your refund:

1. On the KKday app or website, click **Orders**.
2. Select the relevant booking and click **Cancel**.
3. Choose the **Reason for cancellation** and proceed with the cancellation.

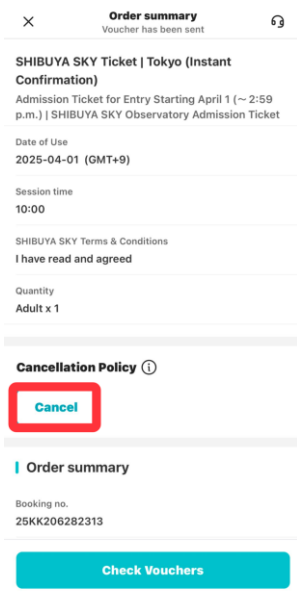
Important Notes:

✳ Once the refund process is complete, the amount will be refunded to your original payment account. Processing time may vary depending on the bank, so please allow a few days for the refund to be reflected.

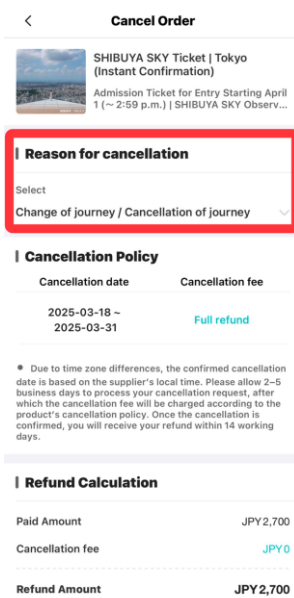
① Click 「Orders」
→relevant booking



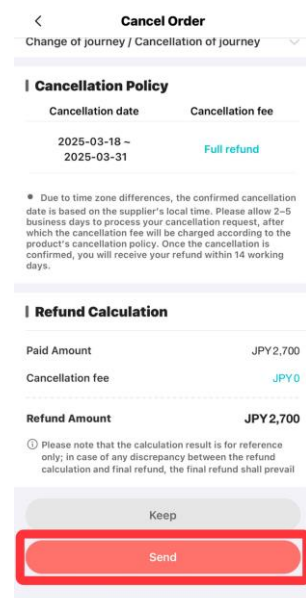
② Click 「Cancel」



③ Choose Reason for cancellation.



④ After confirming the refund amount, if there are no issues, please click 「Send」



KKday Free cancellation due to rooftop closure

Follow the steps below to process your refund:

1. On the KKday app or website, click **Orders**. Select the relevant booking and click the **Contact** icon.
2. Click **Chat with KKday**.
3. Let the customer support know that you apply for a free cancellation due to the rooftop closure.

Important Notes:

※ After the staff verifies your request, the booking will be canceled and a full refund will be processed within **3 business days**.

※ Once the refund process is complete, the amount will be refunded to your original payment account. Processing time may vary depending on the bank, so please allow a few days for the refund to be reflected.

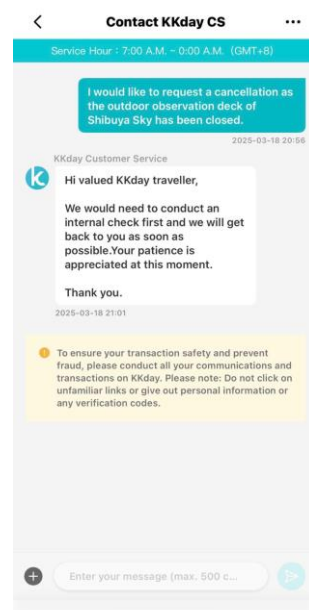
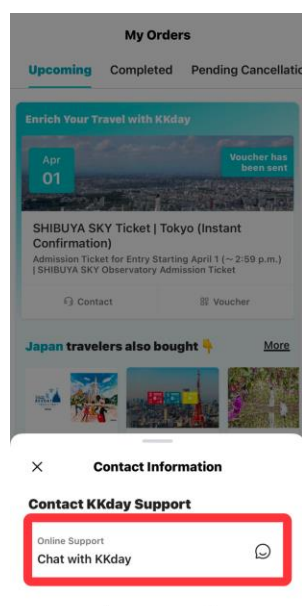
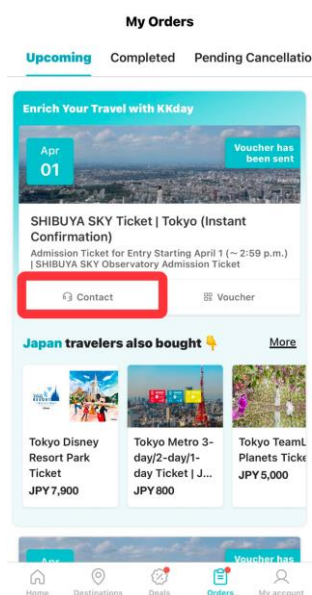
① Access 「Orders」 .
Select the relevant
booking and click the
「Contact」 .

② Click
「Chat with KKday」

③ Please inform
customer support that
you would like to cancel
due to the rooftop
closure.

※ Be sure to apply through the
KKday app or website by 23:59
Japan Time on the participation
date.

Requests made after this time
cannot be processed.



Trip.com Free cancellation until 1 day before

Follow the steps below to process your refund:

1. On the Trip.com app or website, click **Account** → **Upcoming**.
2. Select the relevant booking and click **Cancel Booking**.
3. Choose the **Reason for cancellation(Required)** and proceed with the cancellation.

Important Notes:

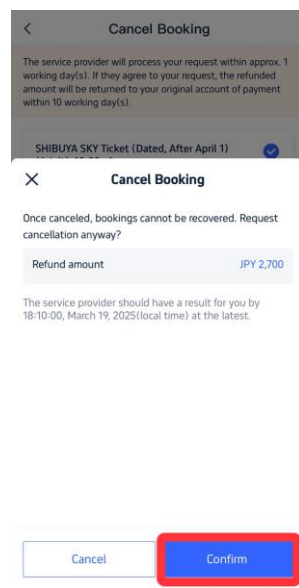
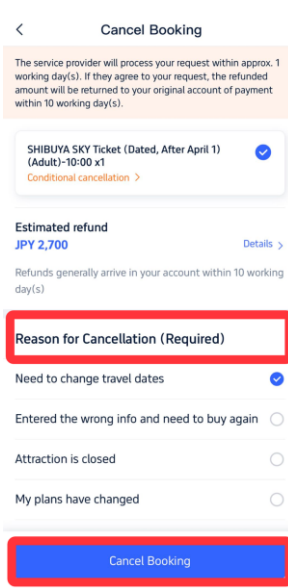
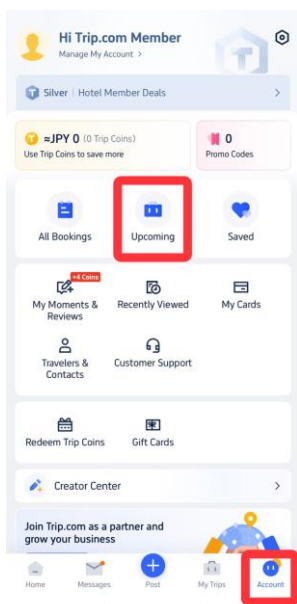
✂ Once the refund process is complete, the amount will be refunded to your original payment account. Processing time may vary depending on the bank, so please allow a few days for the refund to be reflected.

① Click
「Account」 →
「Upcoming」

② Click
「Cancel
Booking」

③ Choose Reason
for Cancellation and
Click 「Cancel
Booking」 to proceed.

④ After confirming
the refund amount, if
there are no issues,
please click
「Confirm」



Trip.com Free cancellation due to rooftop closure

Follow the steps below to process your refund:

1. On the Trip.com app or website, click **Orders→Upcoming**.
2. Select the relevant booking and click the **support icon** on the top right.
3. Please select **Can my booking be changed or canceled?** in the chat, and let the customer support know that you apply for a free cancellation due to the rooftop closure.

Important Notes:

✂ After the staff verifies your request, the booking will be canceled and a full refund will be processed within **3 business days**.

✂ Once the refund process is complete, the amount will be refunded to your original payment account. Processing time may vary depending on the bank, so please allow a few days for the refund to be reflected.

① Access
「Account」
→ 「Upcoming」.
Select the relevant
booking and click
the Support icon on
the top right.

② Please type
「I want to chat
with Trip.com
Customer Support
Agent」.

③ Please inform
customer support that
you would like to cancel
due to the rooftop
closure.

✂ Be sure to apply through the
Trip.com app or website by 23:59
Japan Time on the participation
date.

Requests made after this time
cannot be processed.

