

Universal Service Guide

Guide to Our Safety and Accessibility Services





Universal Service Staff

Specially Trained Support Staff

Support staff who have received specialized training in Universal Services—specialized services for visitors with physical disabilities and elderly guests—are stationed throughout the museum to assist visitors.

For visitors who may have difficulty communicating in Japanese, as well as those visiting from overseas, English-speaking staff are also available. Should you require any assistance, please feel free to approach our staff at any time. All staff members are dedicated to offering attentive service that is considerate of each visitor's individual needs.



Information Center

Multi-functional Information Services

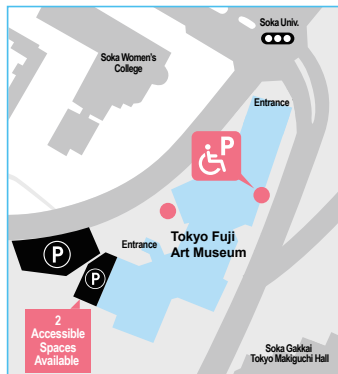


If you have any questions or need assistance during your visit, please feel free to stop by the Information Desk located in the Entrance Hall on the first floor of the New Wing, or at the Reception Desk on the third floor of the Main Building. Our reception staff will be pleased to provide comprehensive information and assistance.



Accessible Drop-off and Parking

Accessible Entry from the Main Entrance



A designated vehicle drop-off and pick-up area for visitors using wheelchairs is located near the entrance to the New Wing.

Wheelchair users are welcome to make use of this area when arriving or departing by car.



Wheelchair and Stroller Rental

Available Free of Charge at the Entrance



Wheelchairs and strollers are available for visitors to borrow free of charge. If needed, please ask our staff at the Entrance Hall on the first floor of the New Wing or at the lobby on the third floor of the Main Building. If you have any questions regarding the use or operation of a wheelchair, our Universal Service Staff will be pleased to assist you.



Admission Ticket Machine

Easy-to-Use Ticket Machines

Our admission ticket vending machines are designed to be accessible for visitors using wheelchairs, with staff available to provide support. Staff members are stationed nearby to assist as needed — please feel free to ask for help.





Barrier-Free Access

Step-Free and Fully Accessible Facilities

The museum is designed with a barrier-free, step-free layout throughout the buildings.

Slopes are installed at all entrances to ensure comfortable access for visitors using wheelchairs, elderly visitors, and all others. We are committed to providing facilities and services that are easy for everyone to use.



Lobby



Inclusive Restroom

Accessible, Multi-functional, and All-Gender Restroom



Each floor is equipped with an Inclusive Restroom designed for all visitors, including those using wheelchairs, ostomate users, visitors requiring assistance, and those accompanied by young children.



Communication Board

Assistance through Writing

For visitors with hearing or speech difficulties, communication boards are available at the reception desks on the first floor of the New Wing and the third floor of the Main Building for written communication and assistance.



Assistance Dogs Welcome

Visitors with Guide, Service, or Hearing Dogs Are Welcome

No advance notice is required.



Nursing & Kids' Room

Comfortable for Visitors with Young Children



The museum has a spacious Kids' Room with play equipment, toys, and picture books, where visitors accompanied by young children can relax comfortably. A nursing room is also available within the Kids' Room. Hot water is available free of charge from the tea dispenser in the lounge.



Lounge with Free Tea Dispenser



Take a relaxing break and enjoy a pleasant conversation in the lounge during your museum visit. A tea dispenser offering free tea and hot water is available in the lounge.



Explore the World of Art through QR Codes



If you scan the QR code on an artwork label using your smartphone or tablet, you can access descriptions and audio guides related to the artwork. We invite you to try it.



First-Aid Room

For Your Well-being

If you are feeling unwell, please inform the nearest staff member. You are welcome to rest in the First-Aid Room. Those who wish to feed their baby are also welcome to use the room. (There is also a Nursing Room in the Kids' Room.)

Please note that we do not provide any medicines.



Automatic External Defibrillator (AED)

AEDs Installed on Each Floor



Automated External Defibrillators (AEDs) — medical devices designed to restore heart function by delivering an electric shock in the event of cardiac arrest — are installed in the entrance hall on the first floor of the New Wing and in the lobby on the third floor of the Main Building.

The museum is staffed by trained personnel who have completed advanced life-saving certification and received specialized training in CPR and AED operation procedures.



With the cooperation of Nikko Security Service Co., Ltd.