

UNIVERSAL STUDIOS
JAPAN

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Service Guide

Information on USJ's primary services, facilities, and attractions to ensure that everyone has a safe and enjoyable day at the park to remember.

If you have questions or concerns on your day of arrival, please go to Guest Services or ask a nearby crew member for assistance.

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Welcome to Universal Studios Japan

Information on USJ's primary services, facilities, and attractions to ensure that everyone has a safe and enjoyable day at the park.

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Facilities

Information on USJ's primary services, facilities, and attractions to ensure that everyone has a safe and enjoyable day at the park to remember.

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Parking



- After presenting a handicapped person's passbook at Toll Plaza in the parking area, you will be shown to an area for disabled guests where it will be easier to lift or put down a wheelchair or other assistive equipment.
 - * The handicapped person's passbook cannot be used to claim discounts on parking fees.
- Wheelchair-accessible restrooms are available at Toll Plaza.
- Please visit Toll Plaza if you wish to rent a wheelchair (fee charged). A crew member will bring the wheelchair to the parking area for you.

First Aid (Medical Room)



Located inside the entrance on the right.

Come here if you are not feeling well, get injured, etc. Medical staff is on duty at all times. Special diaper changing areas for disabled guests are also available in the First Aid room.

* Three adjustable diaper-changing beds are available.

Family Services (2 locations in the park)

- **Located in Guest Services**
- **Inside Universal Wonderland**

Facilities for breastfeeding, baby feeding and diaper changing are available. Hot water for powdered milk and a microwave for preparing baby food are available.



Wheelchair, Strollers Rental



Wheelchair

Rentals are available at the Wheelchair/Stroller Rental area, located to the right after coming through the park entrance.

- Wheelchairs: 500 yen each (tax exempt)
- Stainless steel with handbrake

- Size (approx.): Back 100 cm x height (floor to seat) 44 cm x width 64 cm

* Availability is limited. Tables cannot be reserved.

* Handling details and rental fees are subject to change without notice.

Presented by: ART MOVING COMPANY



Strollers

Strollers are available at the Stroller/Wheelchair Rentals counter located inside the Park to the right of the Park entrance.

- Single, 1,100 yen (tax included)
- For one child (reclining seat)

* Rental strollers are meant for children ages 1 month to 48 months.

* Availability is limited. Strollers cannot be reserved.

* Handling details and rental fees are subject to change without notice.

Presented by: ART MOVING COMPANY

Restrooms Info

All restrooms are wheelchair-accessible.

Public phone, Drinking fountain

Public phones can be found at the entrances of some restrooms in the park.

Drinking fountains are available at all restroom entrances, excluding some at the Wizarding World of Harry Potter™.

Diaper Changing Table

Installed near all restroom entrances throughout the park (non-adjustable/available in male and female restrooms). Fully equipped with bins and tissue paper.

Handrail

All wheelchair-accessible restrooms have handrails. There are handrails on each side of the toilet, with one fixed to the wall, and an adjustable handrail that moves upward on the opposite side.

Nursing Bed

Restrooms with adjustable nursing beds are available in the park.

* Nursing bed size: W 73.8cm x L 128.5 cm x H 47.0 cm

Toilet for Ostomates



Restrooms with ostomate facilities are available

[View All Services](#)

[Services for Guests with Children](#)

[Lost and Found, Lost Children, and First-Aid Services](#)

[Shopping Services](#)

[Pet-Related Services](#)

[Services for the Elderly and Disabled](#)

[Locker Services](#)

[Convenient Service](#)

[Mobile Battery Rental Service](#)

Guests with Suitcases or Roller Bags

Suitcases and roller bags are not allowed in the Park. Please store them in a locker. Coin-operated large/extra-large lockers that can accommodate suitcases or roller bags are available only outside of the Park.

For details, please refer to "[Rules & Manners](#)".

Barrier-Free Guide

Information on USJ's primary services, facilities, and attractions to ensure that everyone has a safe and enjoyable day at the park to remember.

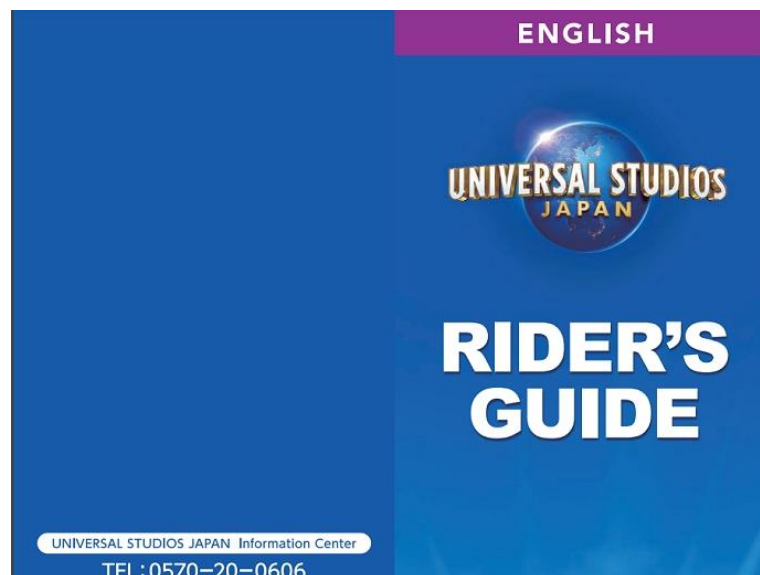
If you have questions or concerns on your day of arrival, please go to Guest Services or ask a nearby crew member for assistance.

* The Rider's Guide pamphlet below contains information for guests with disabilities.

- Please click the following link to download the Rider's Guide.

[Rider's Guide \(PDF\) >](#)

- If you would like to receive the Rider's Guide during your visit, please ask for one at Guest Services.



Experiencing the attractions

Each attraction has certain requirements to ensure your safety. You may be asked to refrain from experiencing certain attractions if any of the special effects or features of the attraction could possibly aggravate your health condition. Please feel free to ask the attraction crew about safety requirements for the attraction. Some attractions can be experienced only if your Supervising Guest* accompanies you and provides assistance.

* Supervising Guests must be mentally and physically healthy persons of junior high school age or older and meet the attraction requirements.

In case of emergencies

In case of an emergency, you may be required to walk by yourself over uneven ground, through narrow passages, or over long distances. You may also be asked to evacuate with the assistance of your accompanying guest. An attendant may be required for some guests during show attractions. Different emergency exit methods apply to each attraction. The attraction crew will provide you with any necessary instructions.

* "By yourself" means you are able to walk without the assistance of others.

Guests with disabilities

The Rider's Guide pamphlet below contains information for guests with disabilities.

- Please click the following link to download the Rider's Guide.
[Rider's Guide \(PDF\) >](#)
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Height Restriction Expectant Mothers Guests Using Wheelchairs Guests Wearing Wigs Assistance Dogs

Height Restriction

Ride attraction

[Harry Potter and the Forbidden Journey™](#)

Guests must be at least **122 cm** tall.

[Flight of the Hippogriff™](#)

Guests must be **92–195 cm** tall.

(Children over **92cm** and under **122cm** need to be accompanied by another guest.)

[Despicable Me: Minion Mayhem](#)

Guests must be at least **102 cm** tall.

(Guests over **102cm** and under **122cm** need to be accompanied by another guest.)

[Freeze Ray Sliders](#)

Guests must be at least **92 cm** tall.

(Guests over **92cm** and under **122cm** need to be accompanied by another guest.)

[The Amazing Adventures of Spider-Man 4K3D - The Ride](#)

Guests must be at least **102 cm** tall.

(Guests over **102cm** and under **122cm** need to be accompanied by another guest.)

[Space Fantasy - The Ride](#)

Guests must be at least **102 cm** tall.

(Guests over **102cm** and under **122cm** need to be accompanied by another guest.)

[The Flying Dinosaur](#)

Guests must be **132–198 cm** tall.

[Jurassic Park - The Ride](#)

Guests must be at least **107 cm** tall.

(Guests over **107cm** and under **122cm** need to be accompanied by another guest.)

[View Usage Requirements >](#)

[JAWS](#)

Guests must be able to sit up and maintain their posture in the vehicle on their own.

Small children must sit alone.

(Guests under 122 cm need to be accompanied by another guest.)

[Hollywood Dream - The Ride](#)

Guests must be at least **132 cm** tall.

[Hollywood Dream - The Ride: Backdrop](#)

Guests must be at least **132 cm** tall.

[Elmo's Little Drive](#)

There is no height restriction.

[The Flying Snoopy](#)

Guests must be at least **92 cm** tall.

(Guests over **92cm** and under **122cm** need to be accompanied by another guest.)

[Hello Kitty's Cupcake Dream](#)

Height Restriction : None

Guests must be able to sit up and maintain their posture in the vehicle on their own.
(Guests under 122 cm need to be accompanied by another guest.)

[Elmo's Bubble Bubble](#)

Guests must be at least **92 cm** tall.

(Guests over **92cm** and under **122cm** need to be accompanied by another guest.)

[Big Bird's Big Top Circus](#)

Height Restriction : None

Guests must be able to sit up and maintain their posture in the vehicle on their own.

(Guests under 122 cm need to be accompanied by another guest.)

[Sesame's Big Drive](#)

There is no height restriction.

[Elmo's Go-Go Skateboard](#)

Guests must be at least **92 cm** tall.

(Guests over **92cm** and under **122cm** need to be accompanied by another guest.)

[Moppy's Balloon Trip](#)

Guests must be at least **92 cm** tall.

(Guests over **92cm** and under **122cm** need to be accompanied by another guest.)

[Mario Kart: Koopa's Challenge™](#)

Guests must be at least **107 cm** tall.

(Guests over **107cm** and under **122cm** need to be accompanied by another guest.)

[Yoshi's Adventure™](#)

Guests must be at least **92 cm** tall.

(Guests over **92cm** and under **122cm** need to be accompanied by another guest.)

Walk-through attraction

[Hogwarts™ Castle Walk](#)

There is no height restriction.

Show Attractions

[SING on Tour](#)

There is no height restriction.

[Universal Spectacle Night Parade: The Best of Hollywood](#)

There is no height restriction.

[Playing with Curious George™](#)

There is no height restriction.

[Shrek's 4-D Adventure](#)

There is no height restriction.

[Sesame Street 4-D Movie Magic™](#)

There is no height restriction.

[42nd Street Studio: Greeting Gallery](#)

There is no height restriction.

[Universal Monsters Live: Rock and Roll Show](#)

There is no height restriction.

[WaterWorld](#)

There is no height restriction.

[Hello Kitty's Ribbon Collection](#)

There is no height restriction.

Download the official app to fully enjoy the park!



The official app is now even more convenient with updates! Download it to fully enjoy the park!

- No more waiting in line for attractions! Get a Timed Entry eTicket!
- Check attraction wait times and descriptions at a glance!
- Use the convenient map to easily search facility information!
- Save your favorites!



Those with an iPhone

* Requires a device with iOS14.1 or above installed.



Those with an Android device

* Requires a device with Android 5.0 or above installed.



Rules & Manners

Please follow the park rules below to help us keep Universal Studios Japan safe for everyone.

Warning:

Jumping over, straddling, or climbing fences is extremely dangerous.

Guests who engage in such behavior will be escorted out of the park immediately.

This is to ensure the safety of the park and other guests.

If you have small children, please keep an eye on them.

We are not liable for accidents or issues with other guests that occur from jumping fences.

Photography of Under-Construction Areas

Please refrain from taking or sharing photos or videos of areas under construction or renovation (behind fencing). This includes social media and other means.

Thank you for your cooperation and understanding.

Re-entry

Admission tickets, except for Annual Passes, do not grant re-entry to the park after exiting.

* Guests using facilities outside the park, such as parking, the picnic area, and kennel, are asked to take this re-entry policy into account.

Baggage Inspection

Bags are inspected at the park entrance to ensure that all guests can enjoy Universal Studios Japan safely. Thank you for your cooperation and understanding.

- Any bag brought into the park is weighed and inspected for content.
- Please be prepared to place your bag on the inspection table with all contents visible.
 - * Please remove backpacks and place them on the inspection table.
- All liquids brought into the park will be inspected. We may check the content of beverages or ask you to drink a small amount. Thank you for your cooperation.
- To ensure a smooth inspection process, please follow instructions from the crew member. Those who choose not to cooperate may be refused entry to the park.

Smoking

Smoking is prohibited inside attractions, restaurants, and shops, as well as while walking or waiting for an attraction.

Smoking is only permitted in locations with ashtrays. This applies also to electronic cigarettes and heated tobacco products.

Please refrain from smoking outside of smoking areas, even if you have brought a portable ashtray.

* For smoking locations, refer to the Studio Guide.

Photography in the Park

To ensure that all guests can enjoy the park safely and comfortably, the following types of photography are prohibited:

- Photography during an attraction
- Photography of quiz content and answers
- Flash photography (in certain areas)
- Photography of non-public areas, such as those undergoing renovation or construction
- Commercial photography (to prevent copyright infringement)
- Live streaming or similar filming
- Disruptive photography/filming activities that bother other guests, such as calling out to a large group of people

Other types of photography may also be prohibited. If the crew determines that your behavior bothers other guests, risks damage to facilities, or compromises the safety of the crew and/or entertainers, you may be asked to stop.

Thank you for your cooperation and understanding.

About Posting/Publication of Images

Please be aware that we are not accountable for guest-posted photos or footage taken in park in which other guests appear.

Other Prohibited Items

- Flags and armbands (These may not be used or carried to lead groups. However, special items for park events are acceptable.)
- Hand microphones, whistles, etc.

Roller Shoes

For safety reasons, the use of roller shoes is prohibited. If you would like to enter the park wearing roller shoes, the wheels must be removed or retracted. The park is not responsible for any accidents that may occur as a result of the use of roller shoes.

Prohibited Behavior

Assembly, speeches, unauthorized commercial transactions or advertising (including photography) and any photography or public communication that may be disruptive to other guests

* If you engage in such behavior, you may be asked to leave the park or be prohibited from entering the park. Studio Passes will not be refunded and no compensations will be made for losses or damages sustained by disruptive behavior.

- Actions that cause guests to gather in a manner that interferes with guest flow or the Park experience (such as causing a queue to form, attracting or gathering large numbers of other guests)
- Any activities that may be disruptive to other guests
- Disruptive behavior in the queue of an attraction or show
- Joining your party after it is already waiting in a queue for attractions, shows, etc.
 - * All members of your party are requested to wait together.
- Eating or drinking inside attractions
- Feeding wild birds inside the park
- Saving spots with belongings, chairs, etc.
 - * Items left unattended may be removed.

- Publicizing (e. g. on social media) pictures or videos of areas undergoing renovation or constructions