

Japan House London's Visitor Admissions Policy

Introduction

- 1.1 Welcome to Japan House London (referred to as "JHL" in this policy). JHL is committed to ensuring the safety, wellbeing and security of our staff, visitors, displays and building. Our priority is to provide a safe and enjoyable experience for everyone. We appreciate your cooperation in helping us achieve this.
- 1.2 JHL is spread across three floors. The ground floor is a social retail space including the Shop, the Stand, serving refreshments, and two exhibition spaces, the first floor is a Japanese restaurant, and the lower ground floor is home to the Gallery, the Hall and the Library. These spaces are generally open to the public but may occasionally be reserved for private events organised by ourselves, our corporate members and other organisations.
- 1.3 By entering our premises, you agree to comply with the terms of this visitor admissions policy and any instructions given by our staff.

Opening hours

- 2.1 JHL is usually open from 10.00–20:00 on Monday to Saturday, and from 12:00-18:00 on Sundays and Bank Holidays. Opening days and hours may vary throughout the year. For the most up to date information, please check the [visitor information](#) page on our website.
- 2.2 You must leave the premises by the relevant closing time. Staff may ask you to begin leaving up to 15 minutes prior to closing. At the end of evening events, you are asked to leave the premises quietly and with due consideration for our residential neighbours.

Admissions

- 3.1 Entry to JHL is generally free, including access to the exhibitions, ground floor displays, Shop and Library. Please note that some workshops and events require a participation fee.
- 3.2 Visitors are encouraged to book tickets in advance to secure entry to exhibitions at your preferred time. We will endeavour to admit visitors as close to the stated time on your ticket as possible.
- 3.3 We welcome children of all ages (with some age restrictions on certain workshops and events). Parents and guardians are responsible for supervising children under the age of 12 at all times and in all areas of JHL.
- 3.4 There may be occasions, such as during private events, when we temporarily close all or part of JHL to visitors who are not event guests. Access to certain facilities, including toilets, may be restricted during these times. Please follow any instructions given by our staff on these occasions.

3.5 From time to time, and without prior notice or liability, we may close JHL or any part of it temporarily or limit the number of visitors. This may be necessary for reasons such as public safety, security, or operational requirements. We reserve the right to refuse admission or to require any visitor to leave, without refund, if circumstances require us to do so.

Health and Safety

4.1 Whilst you are at JHL, please take care of your own health and safety, as well as our displays and premises. Please do not:

- (a) Disregard alarms, signs or directions given by staff.
- (b) Run, or ride bikes or scooters inside the premises. Unfolded bikes and scooters, as well as electric bikes and electric scooters, are not permitted on the premises.
- (c) Bring any restricted items into JHL (see paragraph 8 below).
- (d) Cross barriers, cordons, or protective spaces in front of objects or displays.
- (e) Climb on any part of the displays, or the fabric of the building including walls, barriers and columns.
- (f) Damage our premises or affix items to any part of the displays or fabric of the building.
- (g) Block or obstruct entrances or exit doors in any way or cause any form of obstruction.
- (h) Smoke anywhere on the premises (including electronic cigarettes and vaping products).
- (i) Fundraise, demonstrate or distribute campaigning material without prior permission.
- (j) Behave disruptively, antisocially or in a way which might impact on other visitors' enjoyment of our premises, for example by playing music or audio through loudspeakers or making phone calls on speakerphone.
- (k) Put our premises and displays, yourself or anyone else at risk, for example by partaking (or by encouraging others to partake) in any disruptive or dangerous behaviours or activities.
- (l) Intrude on the privacy of other visitors or our staff (for example when filming or photographing our premises or displays, on which see paragraph 14 below).

4.2 Failure to comply with the above may result in you being refused entry or being asked to leave the premises. JHL reserves the right to do so, without any obligation to issue a refund or compensation and without any liability to you.

Licensed Premises

5.1 JHL has a premises licence for regulated activities under the Licensing Act 2003, pursuant to which we must:

5.1.1 Refuse any person entry (or ask any person to leave) if our staff suspect that person is intoxicated or behaving antisocially.

5.1.2 Apply age restrictions and/or require proof of age identification for entry to some events or the supply of some services.

5.1.3 Limit the number of people permitted into our premises at any time.

5.1.4 Refuse to serve alcohol or to supply other services to any person who is intoxicated or behaving antisocially.

5.2 Please note that alcohol may only be consumed if served on site, and then only in designated areas.

Our team

6.1 You must follow our staff's instructions. Our staff are here to ensure you have a safe, enjoyable, and inspiring visit.

6.2 Our staff are authorised to intervene where deemed necessary, for example in the event of antisocial behaviour, disturbance to other visitors, or any behaviour that puts our displays, building, or anyone at risk. In such circumstances, you may be asked to leave the premises. Please note that we may require an individual or an entire group to leave the premises.

6.3 JHL adopts a zero-tolerance approach towards bullying and harassment of any kind towards our staff. Any such behaviour is completely unacceptable, whether it is a single incident or repeated occurrences of bullying and/or harassment. We will treat any form of harassment or inappropriate behaviour which causes offence to our staff very seriously, regardless of whether it was intentional. Such behaviour may result in appropriate action being taken, including imposing restrictions on visitor access to JHL.

Luggage and Cloakroom

7.1 Our cloakroom, located on the Lower Ground Floor, is free and open to all visitors and event attendees. However, due to restricted space, we cannot accept any luggage larger than a cabin bag (56 × 45 × 21cm). Visitors to our exhibitions are advised that all bags (except small shoulder bags) must be stored in the cloakroom prior to entering the Gallery. Please note that bags and items left in the cloakroom are left at your risk.

7.2 All bikes and scooters must be folded before entering JHL and carried with you. They must be stored in the cloakroom prior to entering the Gallery. Unfolded bikes and scooters, as well as electric bikes and scooters, are not permitted and cannot be stored in the cloakroom.

7.3 Smaller buggies are allowed in the Gallery, depending on the number of visitors inside at the time. We recommend that larger buggies and double buggies are checked into the cloakroom.

Bag searches

8.1 We take the safety of our visitors and staff very seriously. Please cooperate fully with security checks and support our team as they carry out their duties. Bag searches may be conducted at the cloakroom or on entry to exhibitions. If requested, you must allow our security staff to search your bags. We may also ask security staff to conduct more general searches as a condition of entry, and the reasons for this will be explained. Please note that if you refuse for your bag to be checked or fail to comply with our security staff's requests and directions, we may refuse entry to our premises.

8.2 Searches are carried out to identify restricted items (see list below) and any other materials that might pose a risk to our premises, displays, or to the health and safety of our visitors and staff. If our security staff find any such items in your bag, they will be removed and returned to you when you leave the premises. If any illegal items are found, they will be confiscated and handed over to the police.

8.3 Restricted items include:

8.3.1 Alcohol (which may only be consumed in accordance with paragraph 5).

8.3.2 Clothing with political or offensive messages or logos.

8.3.3 Potentially dangerous items such as fireworks, knives (including pen knives), paint or sprays. Knives which are carried for religious or cultural observance (such as the Kirpan) are normally exempt from this policy.

8.3.4 Items designed to be thrown, which could cause harm to visitors, our staff or objects on display.

8.3.5 Illegal items.

8.3.6 Any other item deemed unsuitable by us for a visit to JHL.

Unattended and lost property

9.1 Please do not leave personal property unattended when visiting JHL.

9.2 We reserve the right to remove and/or dispose of unattended property without prior warning in the interest of safety and security.

9.3 Lost property will be kept by our team for up to 60 days and will then be destroyed or otherwise disposed of. Perishable items will be disposed of at the end of each day. If you lose any item during your visit, please speak to a member of staff.

9.4 We do not accept liability for any lost items and/or unattended property that we remove or destroy.

Display and Exhibitions

10.1 Please comply with any instructions, signs and notices which are given or displayed in connection with our Shop, Stand, displays and exhibitions. Some of the items in our exhibitions require careful conservation and monitoring.

Food and drink

11.1 Please do not consume food or drink inside the Gallery. Only food and drink purchased on the premises may be enjoyed in our designated catering spaces: [the Stand](#) on the ground floor and [AKIRA Restaurant](#) on the first floor.

11.2 Please note that food and drink may be consumed in designated areas outside these catering spaces during events. Please refer to the specific event details for more information.

11.3 General JHL visitors are not permitted to consume food or beverages served at private events, as these are reserved for event guests. If you have any questions, please speak to a member of staff.

Animals

12.1 Small dogs are welcome at JHL, except for in the Gallery, provided they can be carried if requested. We may ask you to carry your dog out of the building if they pose a nuisance or any risk to our team, visitors, displays, or the building. Assistance dogs and guide dogs are permitted throughout the building. If you have any questions regarding assistance animals, please contact us in advance of your visit.

Photography, filming, drawing and audio-recording

13.1 You are welcome to take photographs, videos, recordings and sketches for private and non-commercial purposes, but must not:

13.1.1 use cameras or recording devices in any areas where photography, filming or recording is restricted (these areas will always be clearly signed);

13.1.2 use additional lighting or flash photography;

13.1.3 make any recording or take any photograph of any person (including our visitors and staff) without their permission; and

13.1.4 disrupt the privacy of other visitors by taking photographs, filming, or making audio recordings. If a visitor raises a concern about your activity being intrusive, you may be asked to stop, delete any captured material, and/or leave the premises.

13.2 Commercial filming and photography are not allowed on the premises without our prior written permission. For any media filming or press enquiries, please email press.office@japanhouselondon.uk or contact +44 20 3972 7100.

Future visits

14.1 A breach of this policy may result in the issuance of a letter barring individuals from the premises in the future. This includes, but is not limited to, refusal to follow staff instructions and antisocial or disruptive behaviour. JHL reserves the right to report any visitor deemed to be exhibiting antisocial or disruptive behaviour to the police.

Accessibility

15.1 There are accessible Blue Badge parking spaces on Derry Street. These spaces are managed by the Royal Borough of Kensington and Chelsea. For more information, please visit the Royal borough of Kensington and Chelsea's [website](#).

15.2 Step-free access to JHL is available from the street. All three floors are accessible by wheelchair via a lift on site. Please ask a member of our team on arrival if you require assistance or further information.

Closed circuit television (CCTV)

16.1 We operate a secure, CCTV system throughout JHL for the protection and safety of our visitors, staff, displays, and property. Please see our [CCTV Policy](#) for further details.

Amendments

17.1 We recommend that you check our [website](#) for our latest visitor information before visiting.

17.2 We reserve the right to amend or update this visitor admissions policy without notice.

Visitor comments and feedback

18.1 We welcome comments, feedback, and queries (including Access information). Please complete our [enquiry form](#), or for any urgent questions or concerns, contact us by phone: +44 (0)20 3972 7100.

18.2 A member of the team will provide a response to all feedback within 14 days. Where feedback needs further attention, it is shared with a member of the Executive Management Team.

18.3 In accordance with our [Privacy Notice](#), we are committed to protecting the privacy and security of your personal information and will only use this legally and responsibly.

Last updated: November 2025