How to Use SHIBUYA PASS

As of November 1, 2026

SHIBUYA PASS

Membership Registration Guide

As of November 1, 2026

How to Register

User registration is required to purchase the SHIBUYA PASS.
You can choose from the following two registration methods:

Register with Email

Register using your email address and a one-time password.

Register via SSO

Register and log in by linking an external account (e.g., Google).

Registering with Email

Follow these steps to register using your email address.

1

Enter Email

Agree to Terms and enter email, then tap "Next".

2

Check Email

Find the 6-digit one-time password sent to your inbox.

3

Enter Password

Return to the screen and enter the 6-digit number.

4

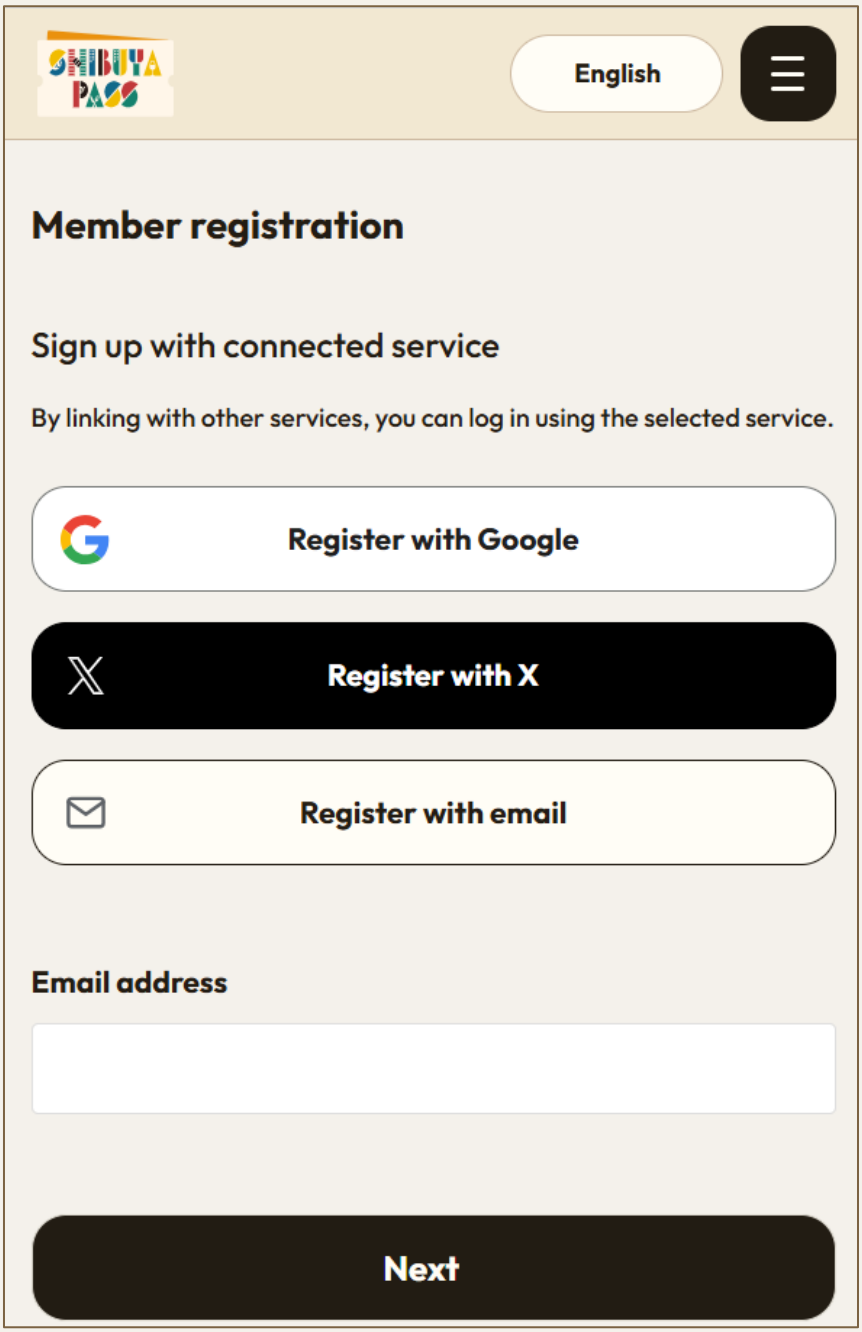
Complete

Once the completion screen appears, proceed to log in.

02 Registering with Email

①Enter Email

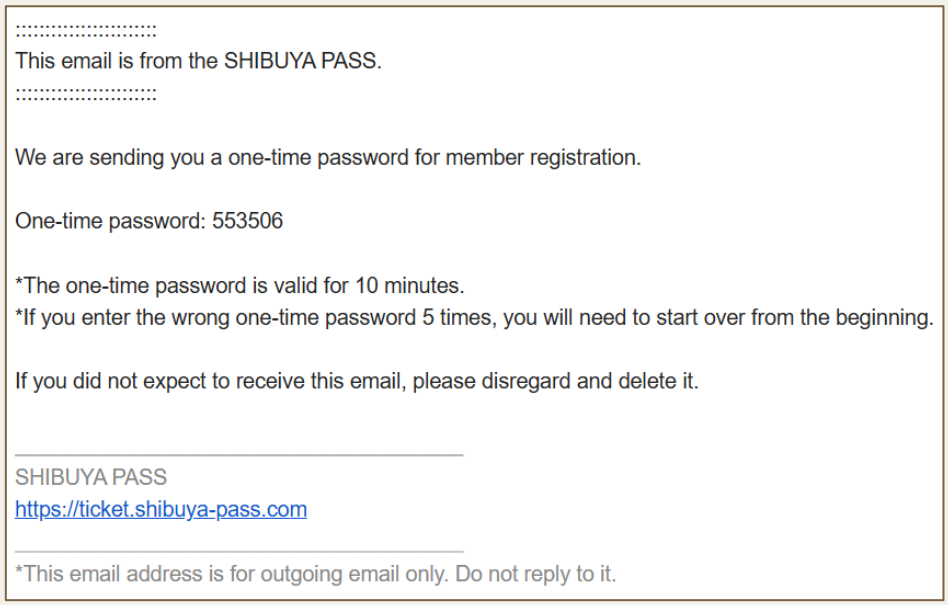
On the membership registration page, agree to the Terms of Use, enter your email address, and tap "Next".



02 Registering with Email

②Check Email ➡ ③Enter Password

Check the 6-digit one-time password sent to your email. Return to the screen and enter the 6-digit number.



:::::::::::::::::::::::::
This email is from the SHIBUYA PASS.
:::::::::::::::::::::::::

We are sending you a one-time password for member registration.

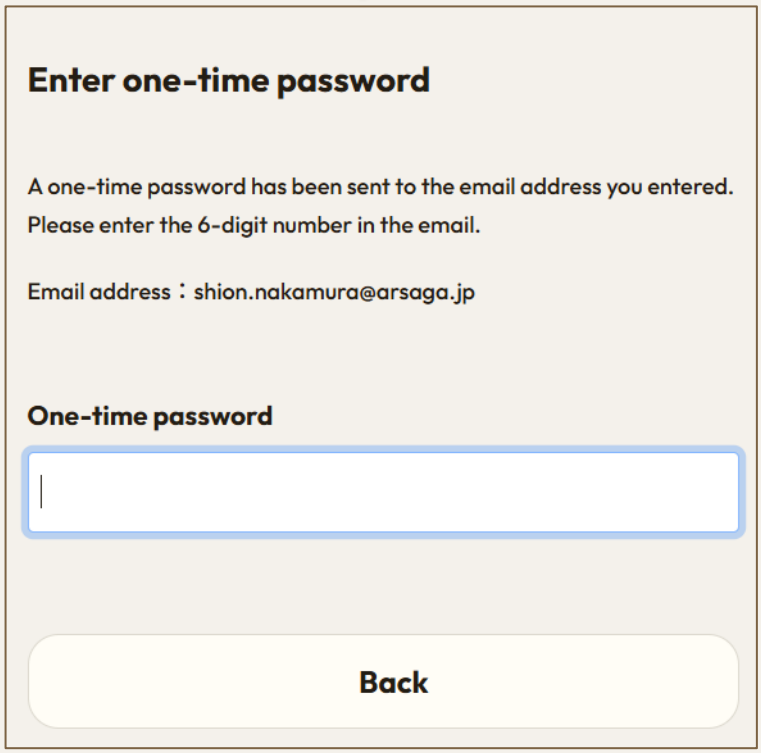
One-time password: 553506

*The one-time password is valid for 10 minutes.
*If you enter the wrong one-time password 5 times, you will need to start over from the beginning.

If you did not expect to receive this email, please disregard and delete it.

SHIBUYA PASS
https://ticket.shibuya-pass.com

*This email address is for outgoing email only. Do not reply to it.



Enter one-time password

A one-time password has been sent to the email address you entered.
Please enter the 6-digit number in the email.

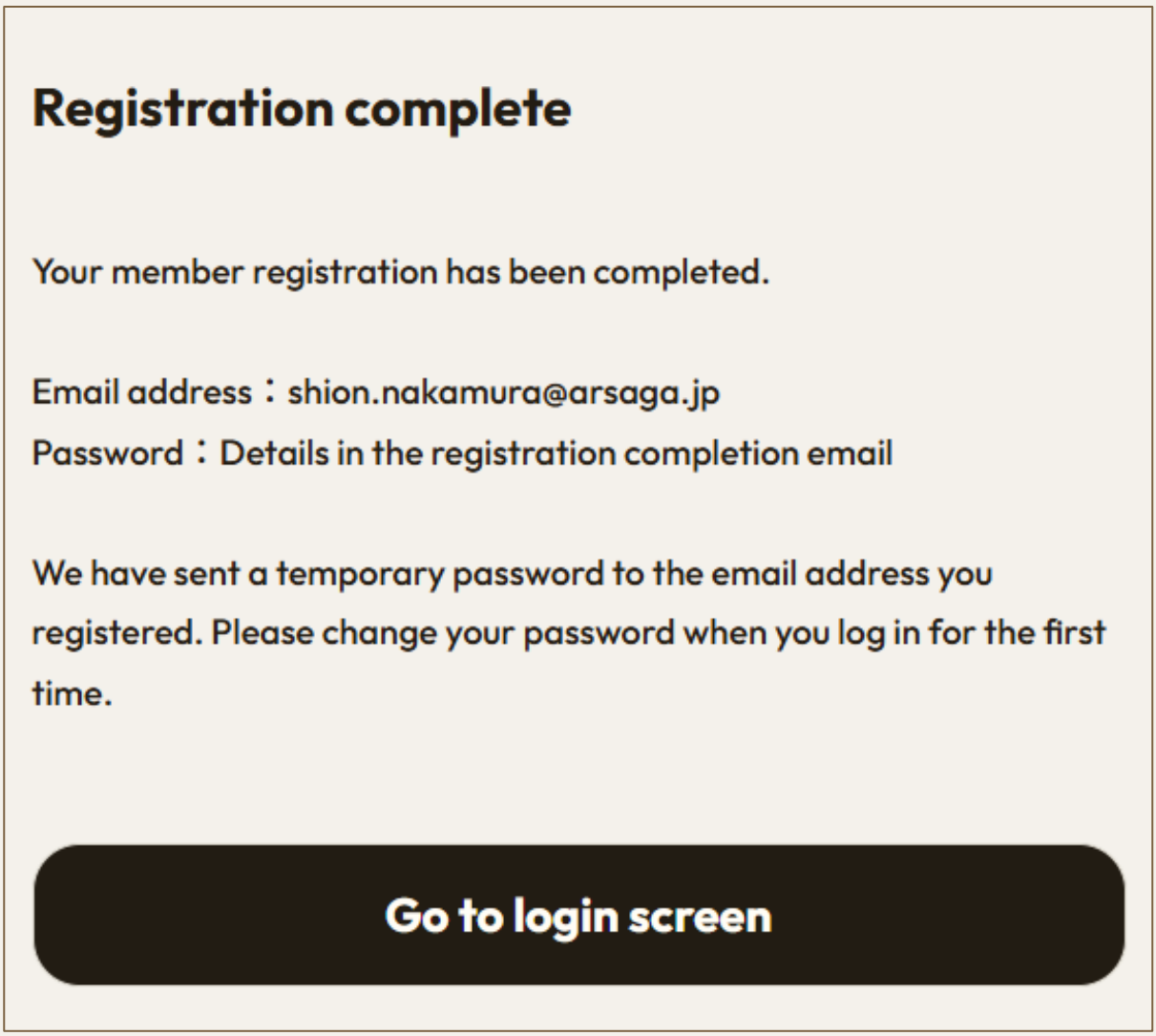
Email address：shion.nakamura@arsaga.jp

One-time password

Back

④Complete

Once the registration completion screen appears, tap "Go to login screen" to proceed.



Registering via SSO

Follow these steps to register using an external account (Google / X).

1 **Select SSO**
Select an SSO option, agree to Terms, and tap "Next".

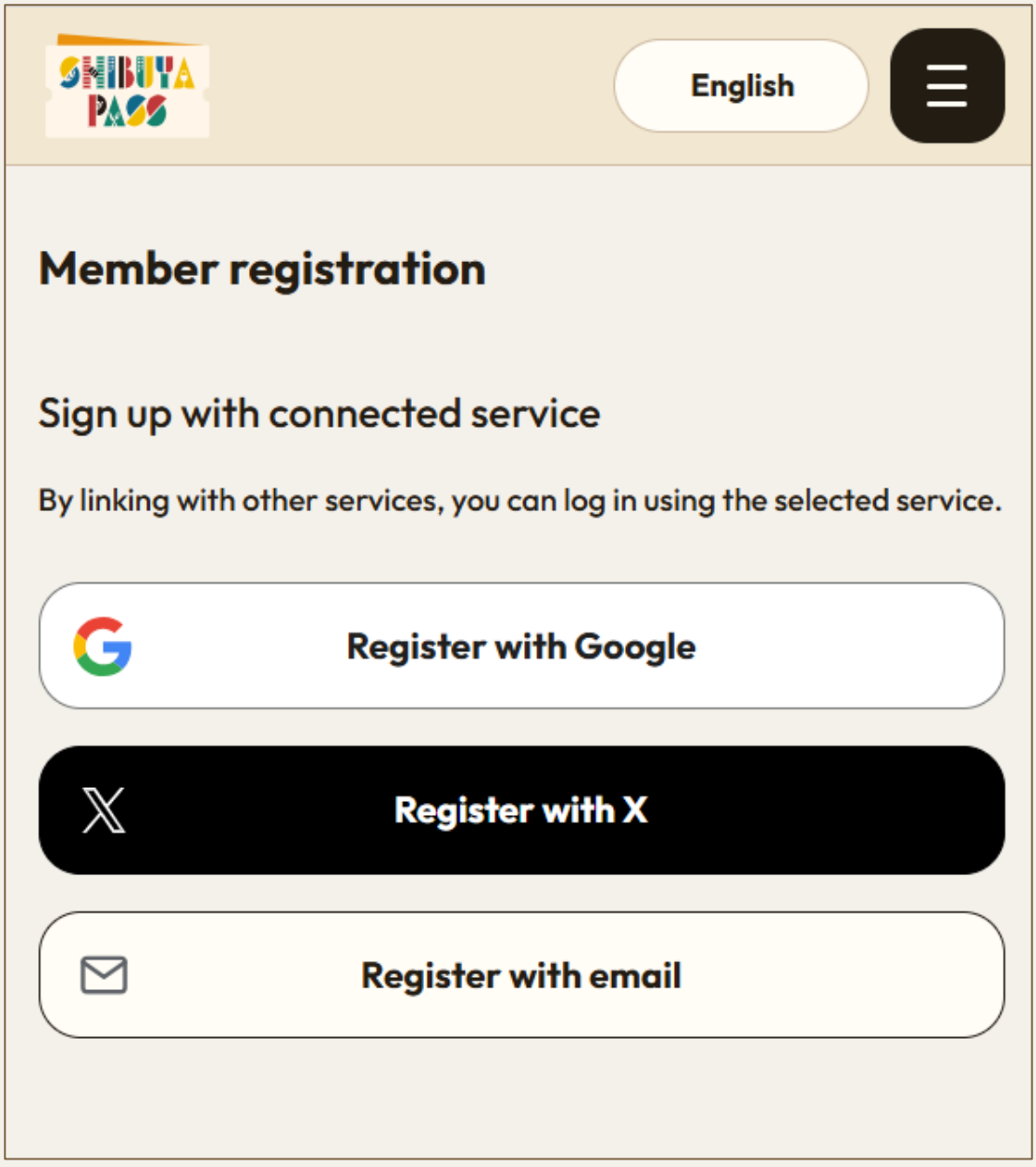
2 **Check Email**
Find the 6-digit one-time password sent to your inbox.

3 **Enter Password**
Return to the screen and enter the 6-digit number.

4 **Complete**
Once the completion screen appears, proceed to log in.

①Select SSO

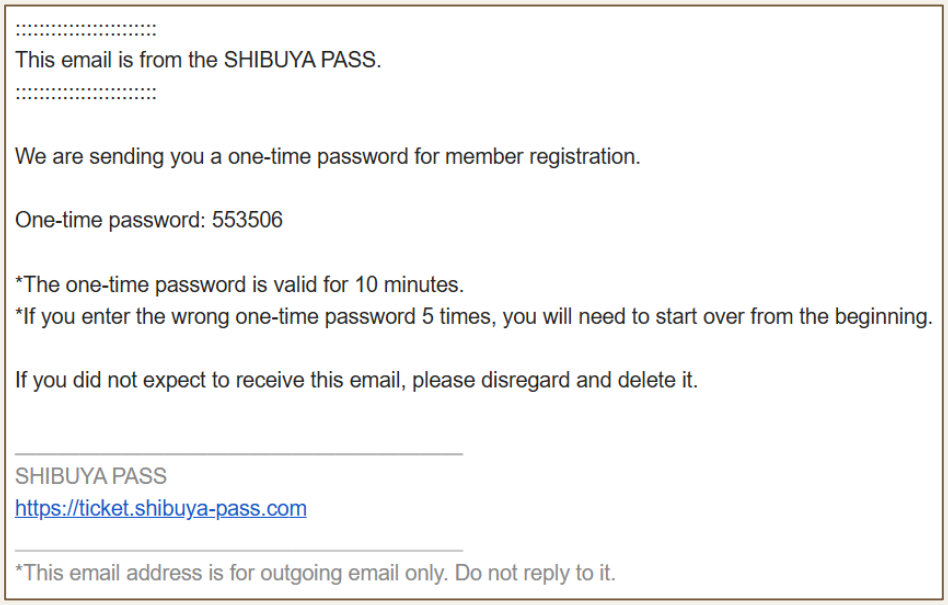
On the membership registration page, select an SSO option. Agree to the Terms of Use and tap "Next".



03 Registering with SSO

②Check Email ➡ ③Enter Password

Check the 6-digit one-time password sent to your email. Return to the screen and enter the 6-digit number.



::::::::::::::::::::::::::
This email is from the SHIBUYA PASS.
::::::::::::::::::::::::::

We are sending you a one-time password for member registration.

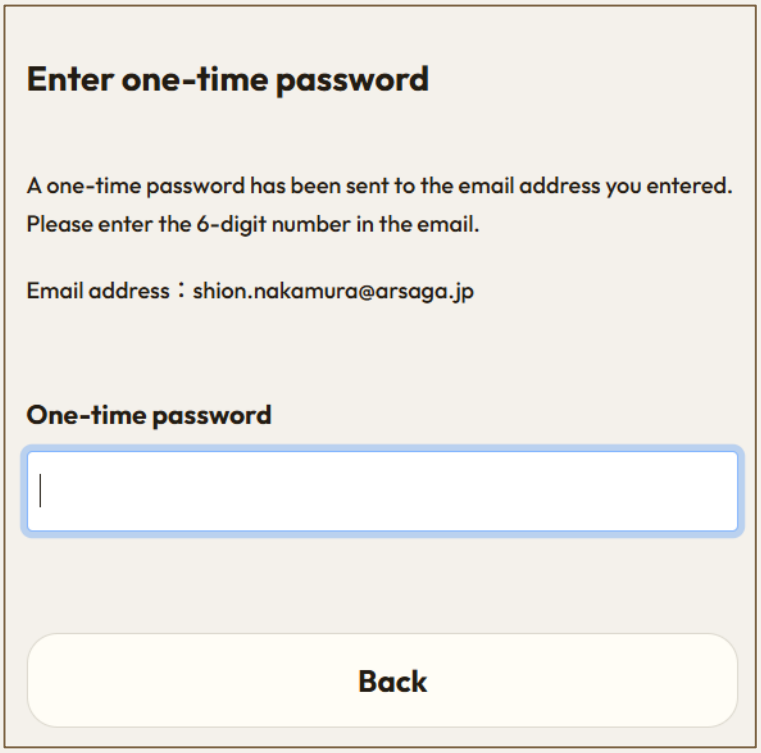
One-time password: 553506

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If you did not expect to receive this email, please disregard and delete it.

SHIBUYA PASS
https://ticket.shibuya-pass.com

*This email address is for outgoing email only. Do not reply to it.



Enter one-time password

A one-time password has been sent to the email address you entered.
Please enter the 6-digit number in the email.

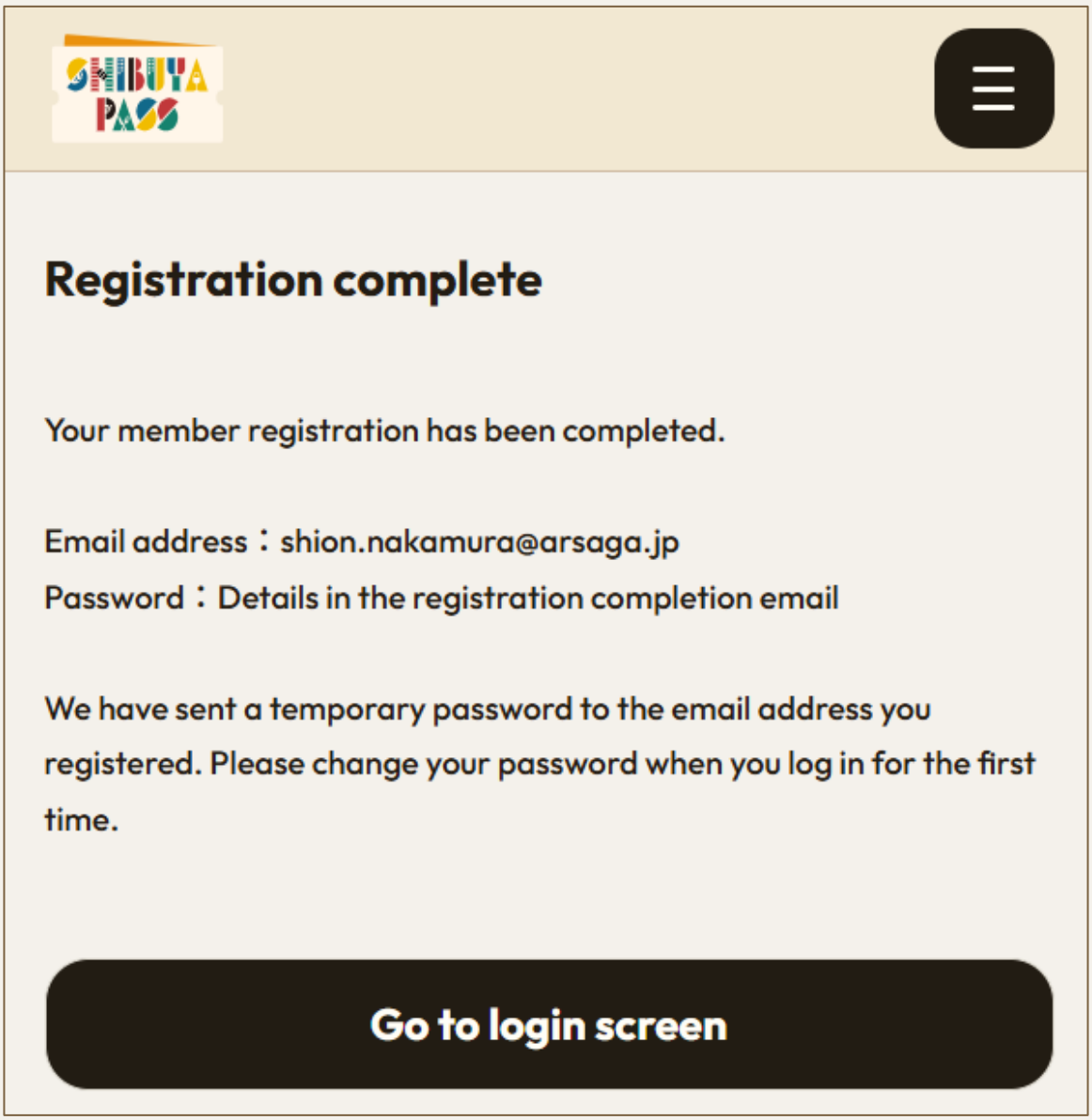
Email address：shion.nakamura@arsaga.jp

One-time password

Back

④Complete

Once the registration completion screen appears, tap "Go to login screen" to proceed.



Check Email

Once registration is complete, you will receive a notification email. Check the email address and temporary password provided, then open the login URL.

::::::::::::::::::::::::
This email is from the SHIBUYA PASS.
::::::::::::::::::::::::

Your membership registration has been completed.

Your email address: shion.nakamura@arsaga.jp
Temporary password: owF5rsJ0gW

•••

Log-in URL:
https://ticket.shibuya-pass.com/member_auth/

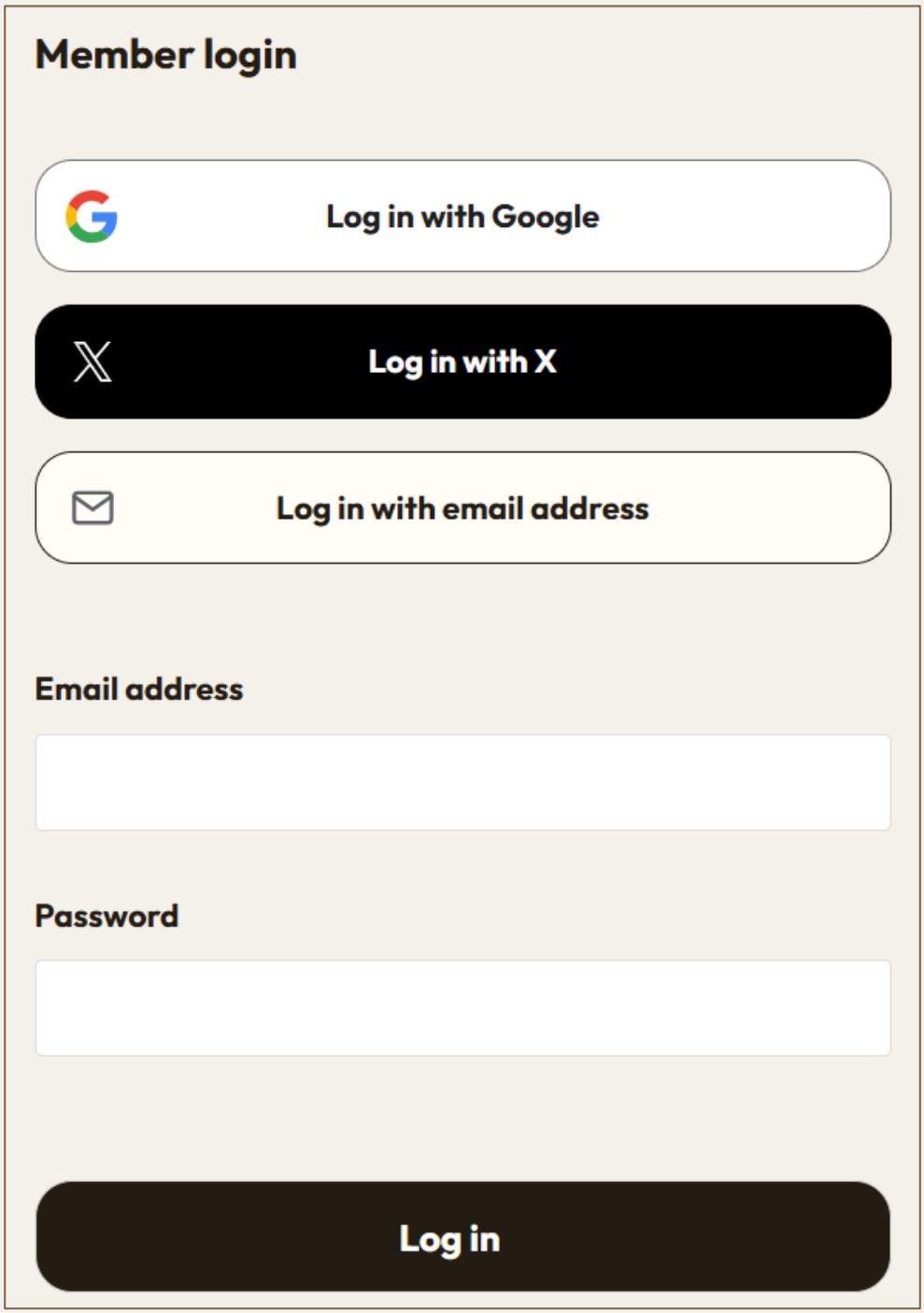
Please change your temporary password when you log in for the first time.
Your password is critical for protecting your personal information. Please manage it carefully.

If you did not expect to receive this email, please disregard and delete it.

SHIBUYA PASS
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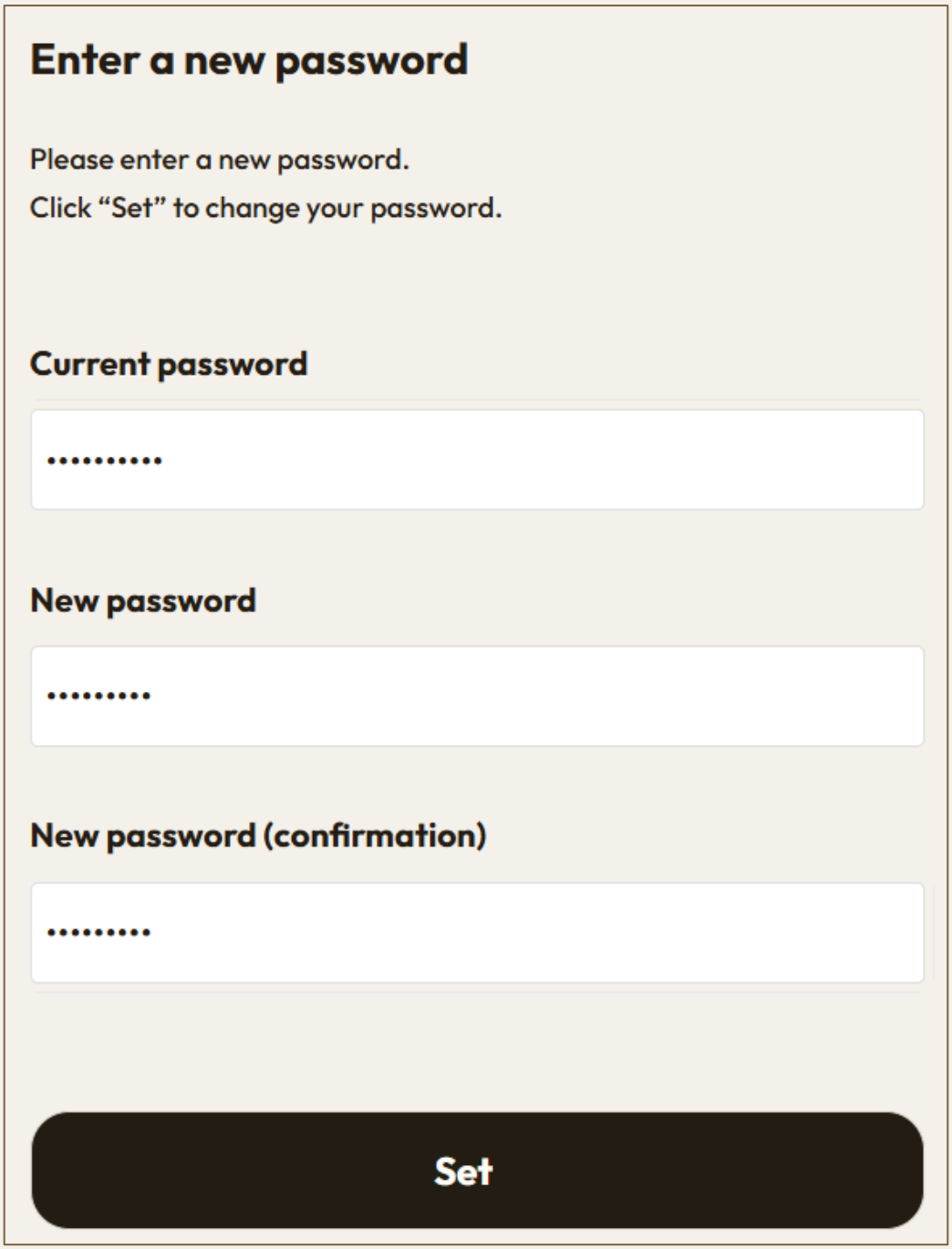
First Login

Enter your email address and temporary password on the login screen.



Change Password

You must change your password upon your first login.
Enter the temporary password provided in the email as your "Current password" and set a new password.



USER GUIDE

How to Purchase a Package

November 2026 Edition

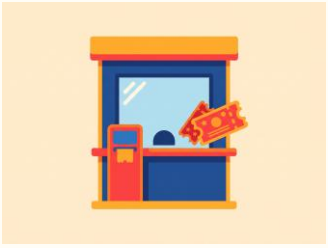
How to Purchase a Package

SHIBUYA PASS can be purchased online or at designated local sales counters.



Purchase Online

You can purchase your package online at any time.
Please check the "Payment Methods" section at the end of this guide for accepted payment options.



Purchase in Person

You can purchase your package at select tourist information centers and hotel front desks.
This is convenient if you have an unstable internet connection or prefer not to pay online.

Online Purchase Steps

Purchasing SHIBUYA PASS is easy and only takes 4 steps.



Select a Package

Choose your preferred package.



Enter Details & Questionnaire

Select your pass start date and answer a brief questionnaire.



Enter Payment Information

Select your payment method and enter your details.

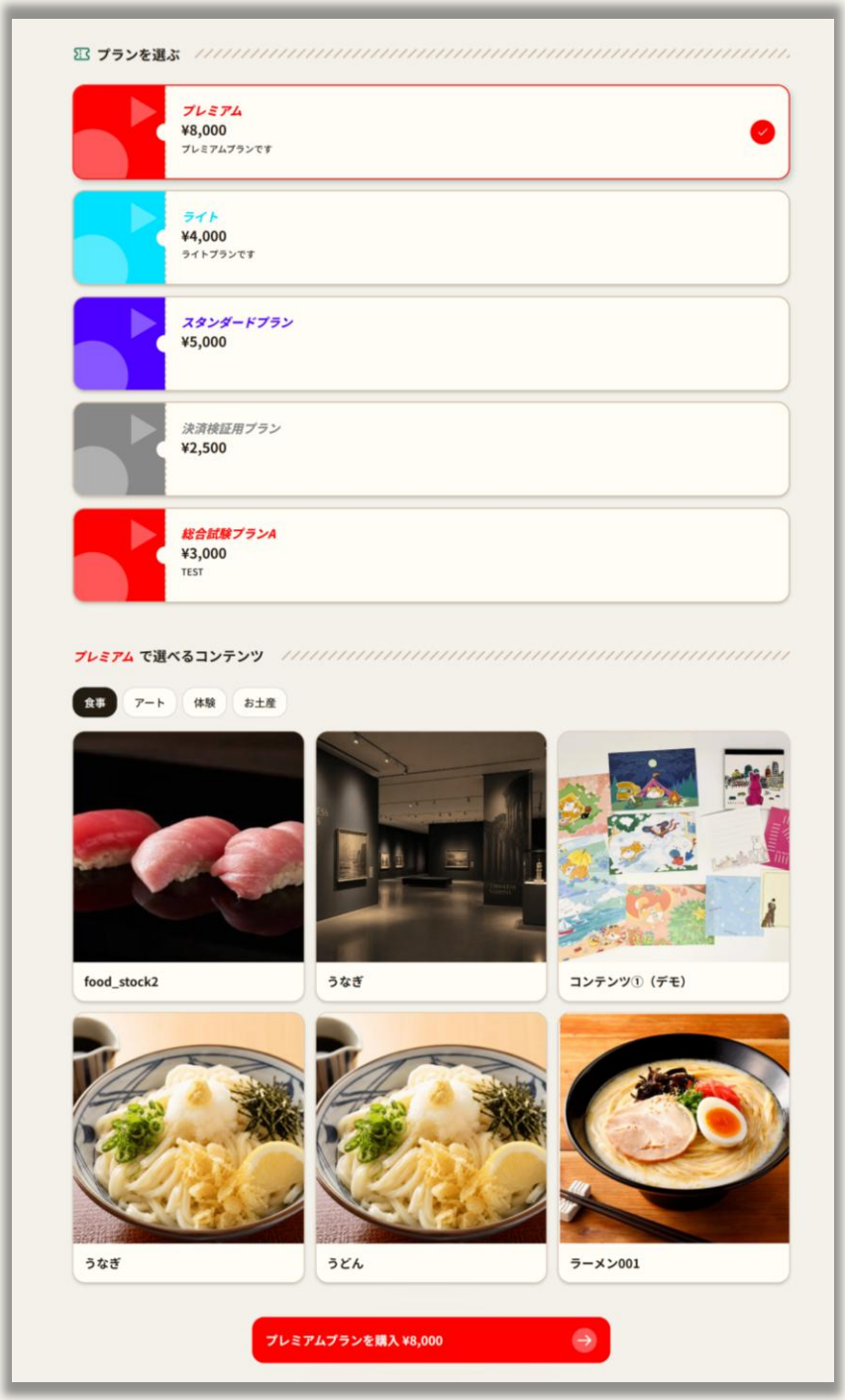


Confirm & Complete

Review your selected package and payment information, then confirm your purchase.

① Select a Package

Select the package you wish to purchase from the package list.
Select your preferred package and tap the purchase button at the bottom of the screen.



② Enter Details

Enter your pass start date, number of people, and name. If you have a campaign code, enter it here, then tap "Next".



③ Answer the Questionnaire

Please help us by answering a brief questionnaire. After answering, tap "Next" to proceed to the payment screen.



④ Enter Payment Information

Select your preferred payment method. Follow the on-screen instructions to enter your payment details.

**Your purchase will be canceled if your credit card payment fails 3 times.*

**Please refer to the last page (P10) for accepted payment methods.*



⑤ Confirm & Complete

Review your details and tap "Purchase Package". Once the completion screen appears, your purchase is complete.
**Purchased packages cannot be canceled.*





① Purchasing at a Local Sales Counter

You can purchase your package at designated sales counters following these steps. After receiving your activation voucher and paying at the counter, you will scan the 2D code yourself to activate the pass.

1

Select a Package

Our staff will explain the packages and check availability. Choose your preferred package.

2

Agree to Terms of Use

Our staff will explain the important notes. Please confirm the details and agree via the web form.

3

Pay & Receive Voucher

Pay at the counter. After payment, you will receive an activation voucher with a 2D code.

4

Scan 2D Code & Activate

Scan the 2D code on your voucher using your smartphone. Follow the on-screen instructions to activate your package and start using it immediately.

USER GUIDE

How to Book Experiences

November 2026 Edition

Booking Steps

For experiences that require a reservation, you can book them from your purchased packages on My Page. No advance preparation is needed for experiences that do not require a reservation.

1

Select a Category

Go to "Purchase Details" on My Page and select the category of the experience you want to book.

2

Select an Experience

Choose your preferred store or experience from the list and tap "Book" at the bottom of the details screen.

3

Specify Date, Time, and Number of People

Select your preferred date from the calendar, then specify the time and number of people for the booking.

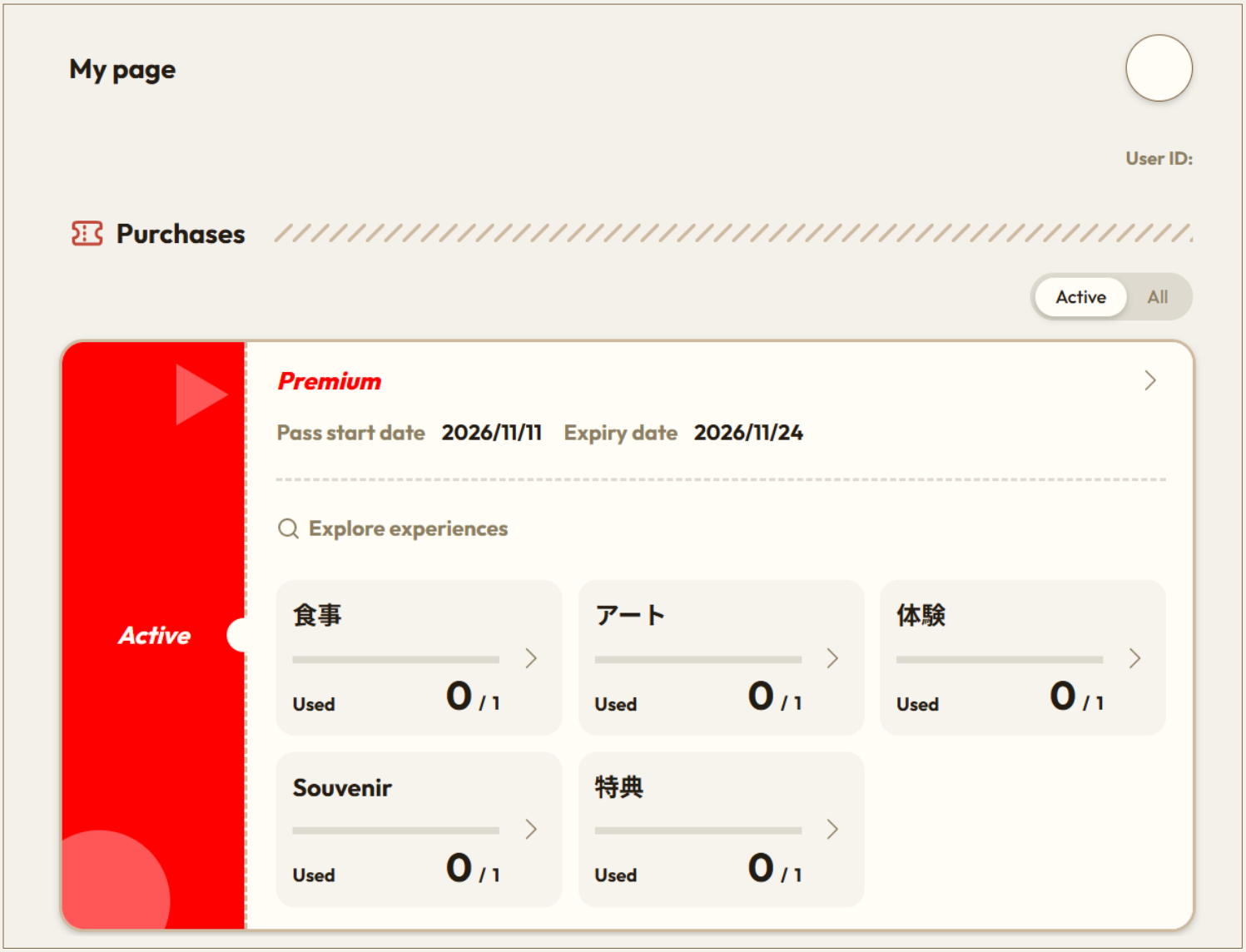
4

Complete Booking

Confirm the details. Once completed, a "Show ticket" button will be added to My Page.

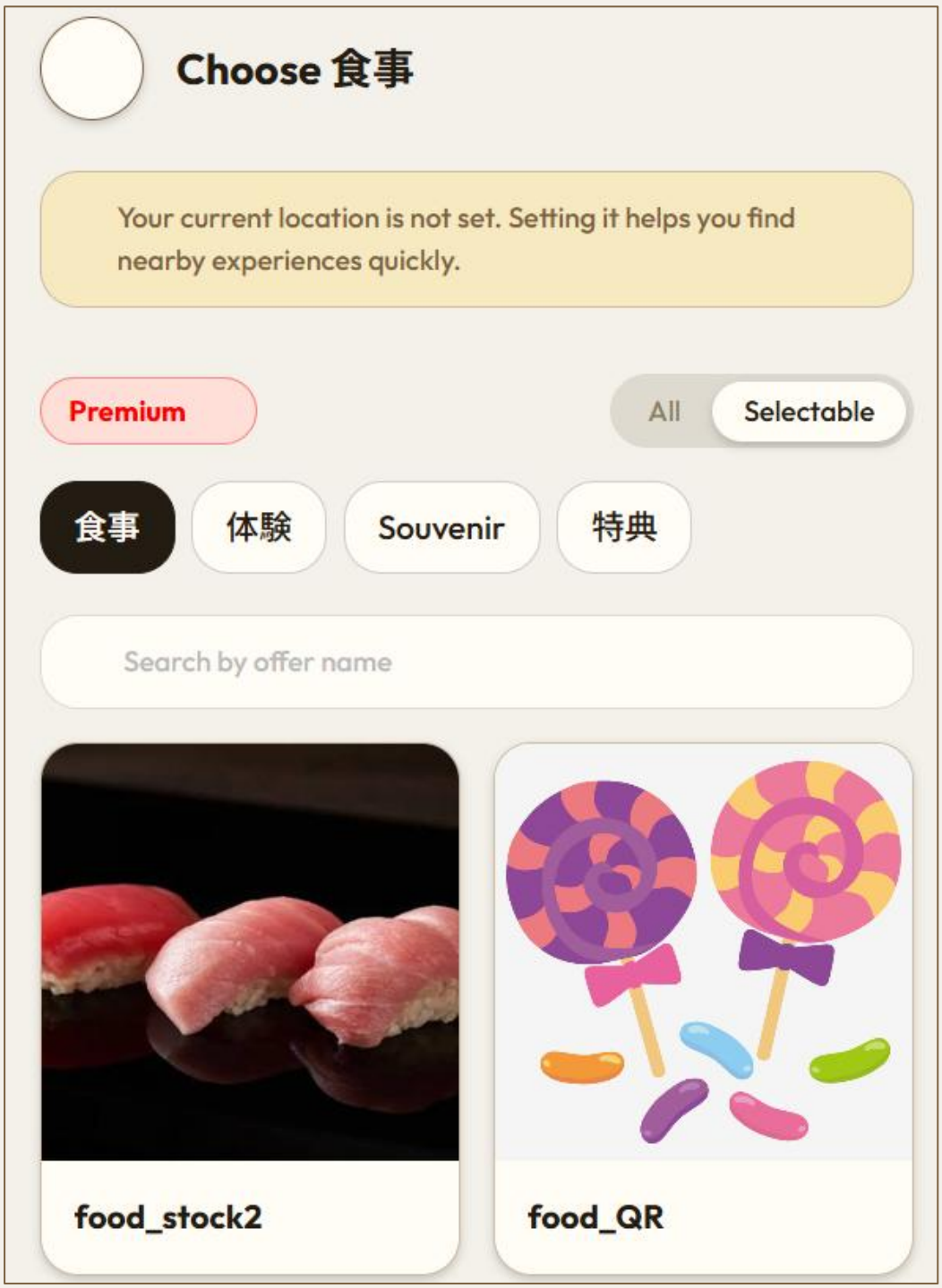
① Select a Category

Go to "Purchase Details" on My Page and select the category of the experience you want to book.



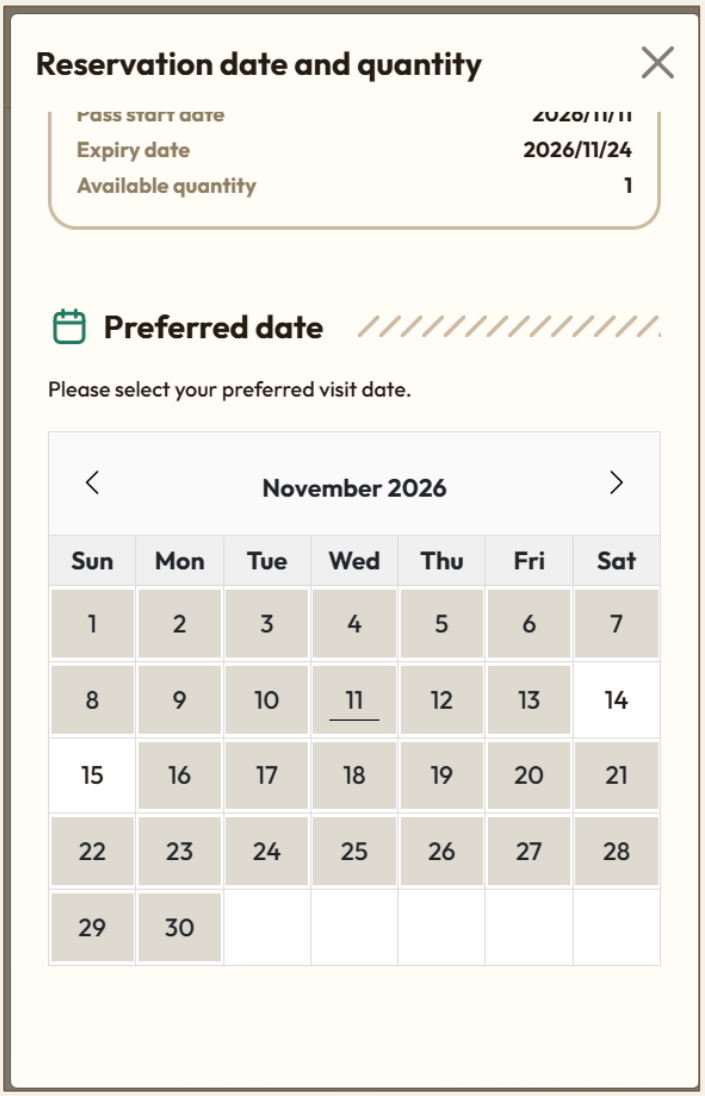
② Select an Experience

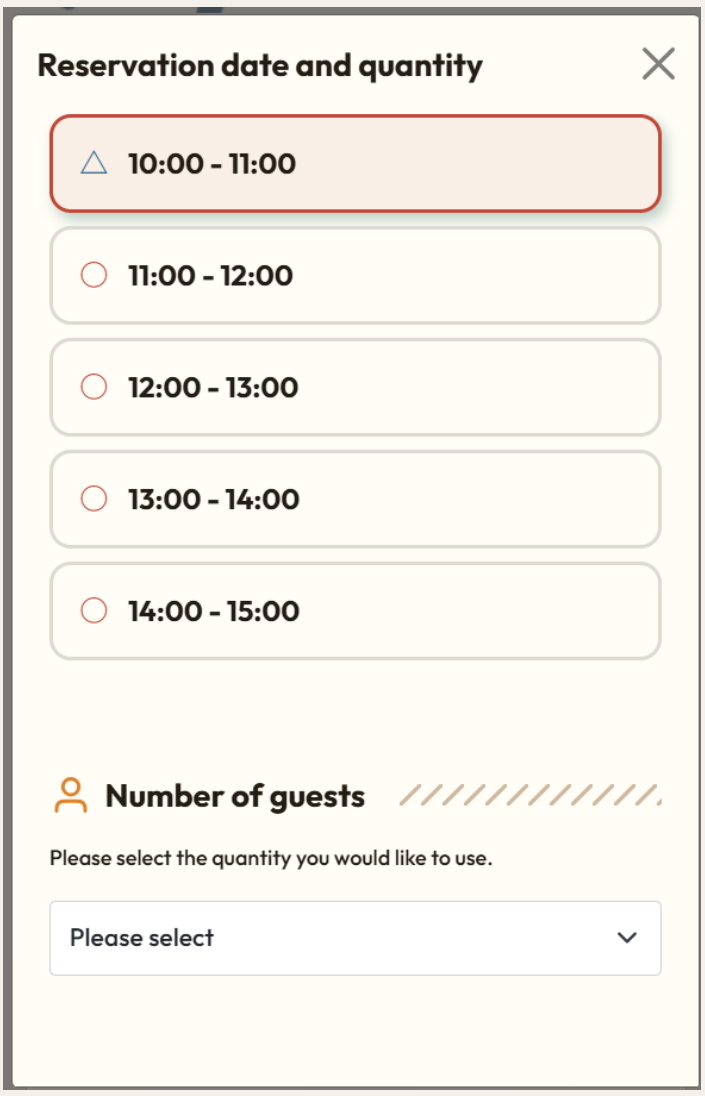
Choose your preferred store or experience from the list and tap "Book" at the bottom of the details screen.



③ Specify Date, Time, and Number of People

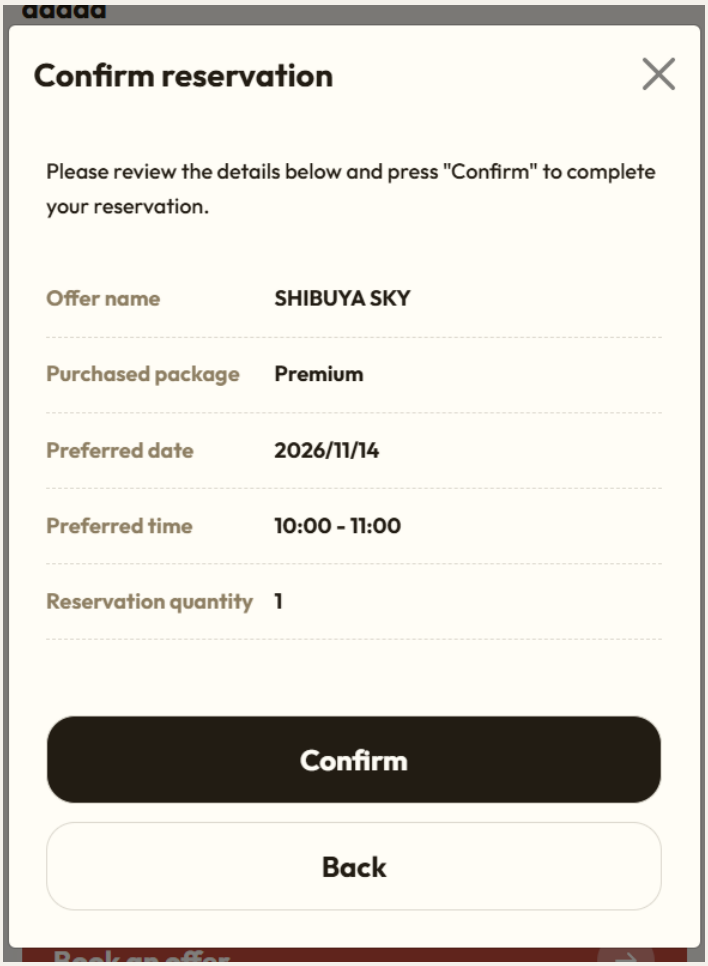
Select your preferred date from the calendar, then specify the time and number of people for the booking.
*Experiences requiring a reservation may be sold out and unavailable. Please check the remaining availability early.





④ Complete Booking

Confirm the details. Once completed, a "Show ticket" button will be added to My Page.





SHIBUYA PASS

USER GUIDE

How to Use Experiences

TOKYU CORPORATION 東急

November 2026 Edition

Select Experiences & Prepare for Redemption

Follow these steps to redeem your experience.

1

Select an Experience

Choose the facility or experience you want to use from the list.

2

Select Number of Tickets

Select the desired quantity and tap "Redeem".

3

Show Screen to Staff

Show the screen displaying the "Show to staff" button.

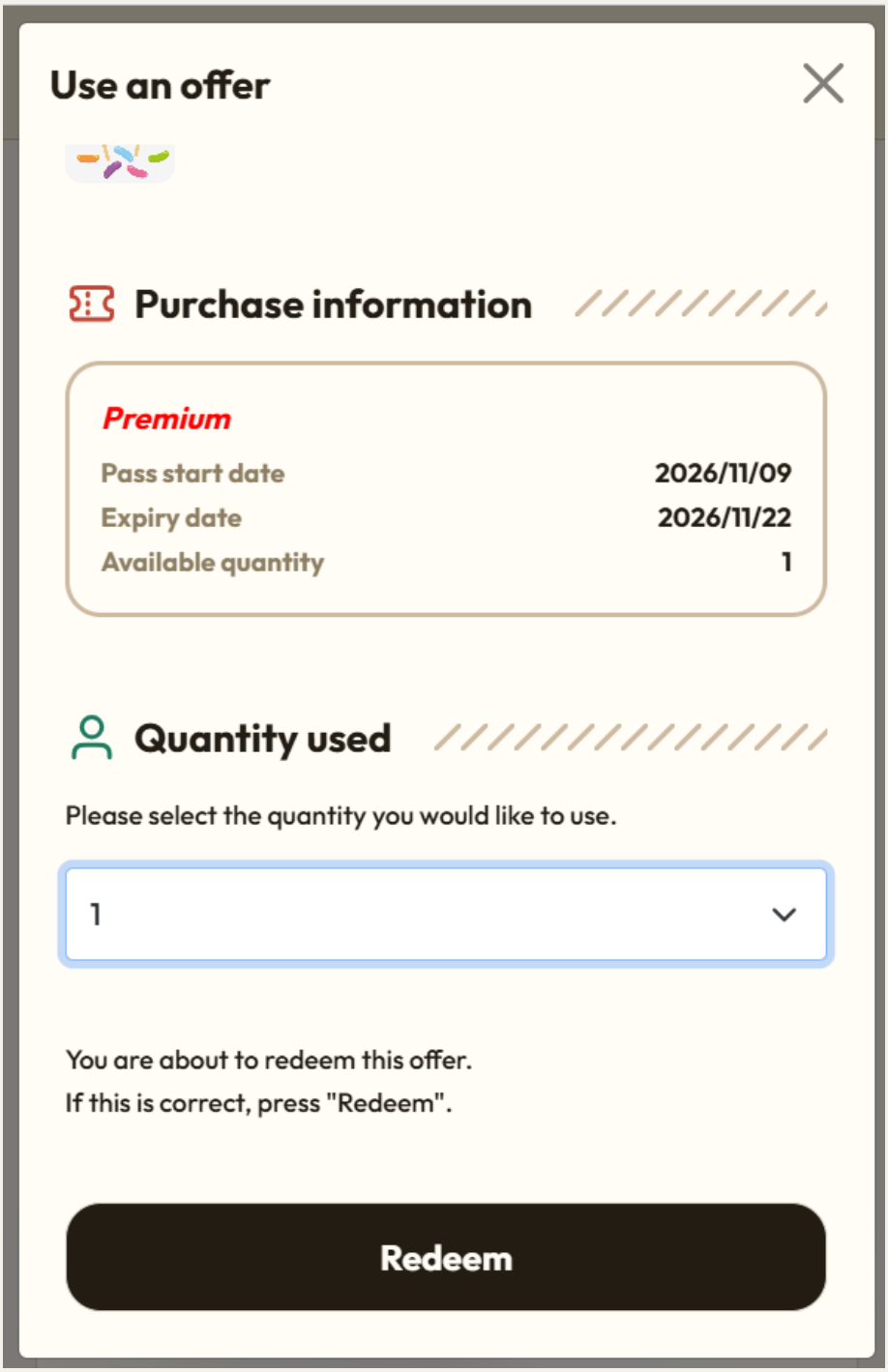
① Select an Experience

Choose the facility or experience you want to use from the list.



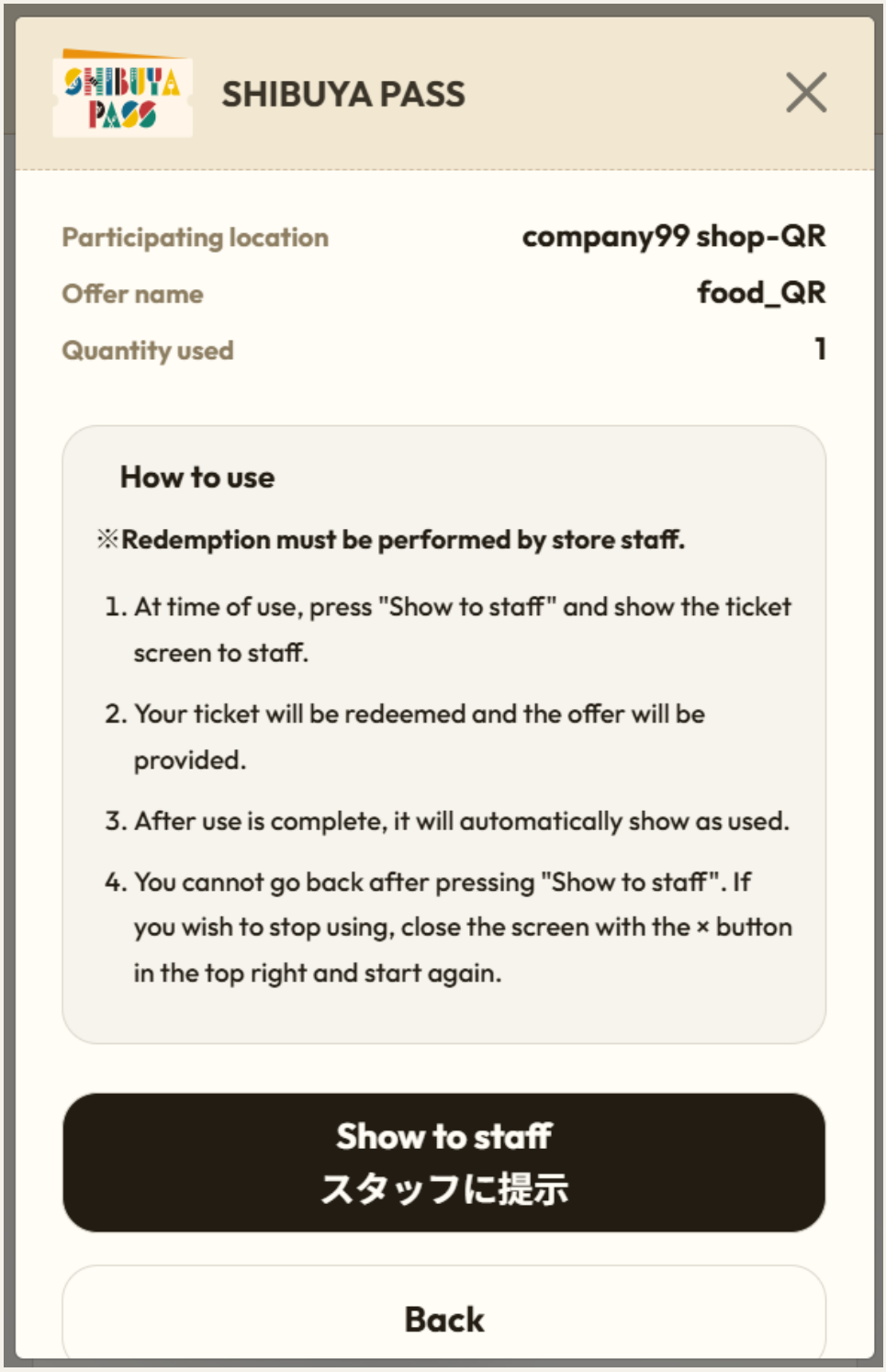
② Select Number of Tickets

Select the desired quantity and tap "Redeem".



③ Show Screen to Staff

Show the screen displaying the "Show to staff" button.



How to Redeem Tickets

Redeem your ticket according to the method designated by the store.



QR Code Redemption

Display the "QR code" tab and have the store staff scan it.



Swipe Redemption

Press and hold the icon for 2 seconds, swipe right, and show the "Redeemed" screen.

QR Code Redemption

Present the QR code for experience redemption to the store staff.
*If the "QR code" tab is not displayed, QR redemption is not supported. Please redeem via swipe on the next page.



Customer screen: QR code display

Swipe Redemption

Show the swipe screen to the store staff.
Press and hold the icon for 2 seconds and swipe right to redeem your experience.



