

Warp Pipe Pass FAQs

What is a Warp Pipe Pass?

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A Warp Pipe Pass is a reservation that provides entry to certain events during a designated entry window time. There is no cost to reserve a Warp Pipe Pass(es). However, a free, [Nintendo Account](#) is required to reserve a Warp Pipe Pass(es).

What is the cost of a Warp Pipe Pass?

There is no cost for a pass.

How do I sign up for a Warp Pipe Pass?

How do I get a Warp Pipe Pass and what are the requirements?

1. A [Nintendo Account](#) is required to be able to sign up for a Warp Pipe Pass.
2. Visit the [event](#) site at and select the event. Registration start times will be listed on the site.
3. Sign into your Nintendo Account. Select from available times and complete the registration form. Times are available on a first come, first served basis. Even after times are filled, passes may become available through cancellations. Check back regularly for availability.
4. You will receive an email confirmation with your pass(es) to the email address associated with your Nintendo Account. Passes can also be found on the My Passes/Tickets [tab](#) of the event site.

How do I sign up for a free Nintendo Account?

If you don't yet have a Nintendo Account, create one [here](#). For step-by-step instructions, visit [Customer Support](#).

Users aged 13 or older can create a Nintendo Account. Nintendo Account users aged 18 and older can create and add up to five Nintendo Accounts for children (age 17 and under) to their Nintendo Account. Users aged 12 and under cannot create a Nintendo Account. They can only be created within an existing parent / guardian's Nintendo Account. [Terms apply](#).

What if I have a My Nintendo account? Would that work?

Yes, you can use the Nintendo Account tied to your My Nintendo rewards to sign up for a Warp Pipe Pass.

How many people can I register at once?

- For Thursday, May 15, you can only make an individual Warp Pipe Pass reservation.
- From Friday, May 16 through Sunday, May 18, you may reserve a Warp Pipe Pass as an individual, or as a Nintendo Account family group for up to three additional guests (for a total of 4 people per reservation).
- For groups of two or more, each attendee must have a Nintendo Account that is linked to a Nintendo Account family group. Each person attending is required to have their own Warp Pipe Pass. All parties in the same group must attend together during the same time slot.
- To create a family group, visit the [Nintendo Account website](#) and sign in to the admin Nintendo Account and select “Family Group.” For step-by-step instructions, visit [Customer Support](#).

Do kids need a Nintendo Account to attend?

- Anyone aged 13 or older can create a free Nintendo Account. Parents or guardians who are 18 years and older can create and add up to five additional Nintendo Accounts for children (ages 17 and under) to their Nintendo Account family group.
- Children aged 7 to 13 are required to have a Nintendo Account. A parent or guardian can create a child account as part of a Nintendo Account family group.
- Children aged 6 and under do not need an individual Warp Pipe Pass to attend, therefore do not need a Nintendo Account. They may attend with their parent or guardian who does have a Warp Pipe Pass. [Terms apply](#).

Do kids need a pass to attend?

- Children aged 6 and under do not need an individual Warp Pipe Pass to attend. They may attend with their parent or guardian who does have a Warp Pipe Pass and can be registered as part of a Nintendo Account family group.
- Children aged 7 and above require a Warp Pipe Pass and can be registered as part of a Nintendo Account family group.

Can I sign up for more than one Warp Pipe Pass?

No, to best accommodate the number of guests who are eager to come visit the Nintendo SAN FRANCISCO store, we have limited reservations to one per person for the Grand Opening Weekend.

How will I be notified of my Warp Pipe Pass(es)?

After you complete registration, a confirmation email will be sent to the email address associated with your Nintendo Account (individual pass) or to the email address associated to the person registering for a Nintendo Account family group (group passes).

Please be sure to add no-reply@noa.nintendo.com to your safe sender list, and check your email inbox's Junk, Spam, or Promotions folder.

Can I register for my friend?

Your friend will need to register with their own Nintendo Account information. If they do not have a free Nintendo Account, they can sign up [here](#).

Can I give my Warp Pipe Pass to someone else?

- No – Warp Pipe Passes are non-transferrable and are one-time use only.
- Each ticket has a unique QR code which allows one entry. If there are multiple copies of a ticket, only the first one scanned will be admitted.
- Please be cautious if someone tries to sell you their Event ticket. Event tickets have no official resale value and, if acquired from any party other than Nintendo, may not be authentic.

How much time do I have to complete my registration?

You'll have 10 minutes to complete your registration, otherwise you risk losing that Warp Pipe Pass reservation entry. To save time, be sure to create your free Nintendo Account and set up your family group in advance.

I see there aren't any available reservation time slots available. What do I do?

There will not be a waitlist available. However, if someone cancels their pass, that time slot will show up as available. Check back regularly for availability.

How do I use a Warp Pipe Pass?

What does the entry window listed on my Warp Pipe Pass mean?

- The time listed on your Warp Pipe Pass is your entry window time. While you can arrive at any time during your entry window, we recommend arriving no earlier than 15 minutes before your entry window opens.
- The time listed is not the time limit you have to shop in the store. You are able to shop for as long as you like.

I arrived early for my Warp Pipe Pass window. Can I get in early?

No, please come to the Nintendo SAN FRANCISCO store during your designated time that is stated on your pass. We recommend arriving no earlier than 15 minutes before the listed time on your pass.

Is there a time limit on how long I can stay at the store?

Once you arrive, you are free to shop at the store for as long as you need.

What if I missed my Warp Pipe Pass arrival window? Can I still come?

Please be punctual. If you arrive later than your reservation time, we cannot guarantee entry into the store.

Will I be able to leave the store and re-enter later in the day?

Once your pass has been scanned and you have entered and exited the store, re-entry is not permitted. This is to allow others who have reserved Warp Pipe Pass(es) the opportunity to enjoy the store.

Can I cancel my reservation?

We encourage you to cancel your reservation if you're not able to attend to allow others the opportunity to secure a pass.

What if I'm not able to pull up the pass due to poor internet access?

- If there is poor internet access, you may not be able to login or pull up your Warp Pipe Pass on your smart device.
- When you register for a Warp Pipe Pass, we will email you your pass to the email address associated with your Nintendo Account. We recommend that you print this pass out in case there is no internet connectivity.
- Warp Pipe Passes can be downloaded to Apple Wallet.
- We highly suggest you have your QR code ready prior to arriving.

I can't find my email with my pass. What can I do?

- Visit the My Passes/Tickets [tab](#) of the event site. Login to your Nintendo Account to access your Pass(es).
- We will also email the pass to the email address associated to the Nintendo Account. Be sure to check the SPAM folder for this pass.

Do I need to print out my pass?

- You can either show your pass to a staff member electronically or print out your pass.
- We recommend printing your ticket if possible to ensure that it is available to be scanned upon entry.

Can I make changes to the names on my reservation, or can I give my pass to a friend or family member?

- Warp Pipe Passes are non-transferrable. Passes are a one-time use only.
- Each ticket has a unique QR code which allows one entry. If there are multiple copies of a ticket, only the first one scanned will be admitted.
- Please be cautious if someone tries to sell you their Event ticket. Event tickets have no official resale value and, if acquired from any party other than Nintendo, may not be authentic.