

Kitayama River IKADA-KUDARI Log Rafting FAQ s

[Reservations]

Q1: Is a reservation required?

A1: Yes, Kitayama River Rafting requires an advance reservation. Seats are allocated based on the reservation. (78 seats for the first trip and 58 seats for the second trip as of 2024). **Operating Period:**

- **May 3rd to June:** Saturdays, Sundays, and national holidays only.
- **July to September:** Operating every day except Thursdays (Thursday is a regular non-operational day). The service runs exclusively during the summer season from May 3rd to September.
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Q2: When can I make a reservation?

A2: Reservations start from April 1st each year, for the entire season of that year. We recommend booking early if you have a preferred date.

Q3: How can I make a reservation?

A3: Reservations can be made 24/7 through our booking website. You can book until 8:00 AM on the day of your desired departure, as long as there are available seats left. Payment must be made in advance by credit card at the time of booking.

Q4: Where can I check seat availability?

A4: You can check seat availability on our booking website. However, availability is only displayed for reservations up until 8:00 AM on the day.

Q5: Can I make a reservation on the day of the tour?

A5: Onsite reservations are possible only if there are available seats. However, priority is given to those who have booked, so we strongly recommend reserving in advance to guarantee your seat.

Q6: Are there any procedures after making a reservation?

A6: Even if you have made a reservation in advance, you need to check in at the Kitayama Village Tourist Information Center on the day of tour. Without checking in, you can not board the Ikada-Kudari Log rafting. Please make sure to visit the Tourist information center during check-in time.

Q7: Do I need to pay cancellation fees, if I cancel my reservation?

A7: If a reservation is canceled for personal reasons, a cancellation fee will apply starting from three days before the scheduled boarding date. However, if the operation is canceled due to unavoidable circumstances beyond the customer's control—such as heavy rain, river conditions, or other weather-related factors—no cancellation fee will be charged.

Cancellation Fees

For Individual (Adult) / General Reservations

Cancellation Date Cancellation Rate Cancellation Fee

3 days before	30%	¥2,310
2 days before	30%	¥2,310
1 day before	50%	¥4,230
On the day	100%	¥7,700

For children:

- 30% cancellation period: ¥990
- 50% cancellation period: ¥1,650

Q8: Can I change my reservation?

A8: If there are available seats on the desired departure, you may make a new reservation. For customers who have booked online, please make a new reservation with the updated details separately and be sure to cancel your previous reservation. If the cancellation falls within the period where cancellation fees apply, the fee will be charged accordingly.

Q11: Can I board even if I am outside the age restrictions?

A11: People aged 10 to 75 are only eligible for this tour.

Q12: Can I board if I have a disability?

A12: Passengers with hearing impairments may board if they read and understand the precautions. Passengers with visual impairments may board only if accompanied by a caregiver. If you have difficulty walking or are not in good health, you may be refused boarding even on the day of the tour. Additionally, normal fees apply even if you hold a disability certificate.

Q13: Will the tour operate in the rain?

A13: Yes, the tour operates even in regular rain as the dam controls a consistent river water level. On rainy days, you can enjoy the mystical scenery of the Kitayama River.

It is recommended to wear a hat with a brim to keep your face dry, and in May and June, wearing a raincoat is advisable. (From July to September, wearing a raincoat with a life jacket may be too hot, so please consider your condition.)

Q14 What situations would the tour be suspended?

A14 The tour may be suspended if the river cannot be safely assessed due to a typhoon or heavy rain, or if strong winds make it unsafe to operate. If a cancellation is decided in advance, we will contact you by phone or e-mail, so please register a phone number or your e-mail address that can be reached. Cancellations due to weather or other reasons may be made at the last minute. Please note of this in advance.

Q15: The tour I wanted to book is fully booked. Can I join a waiting list?

A15: There is no waiting list system. Please check the availability yourself and book if seats become available.

Q16: What is the schedule for the tour?

A16:

- **Moring tour:** Departure: 10:40 AM / Disbandment: around 12:40 PM.
 - **Afternoon tour:** Departure: 1:00 PM / Disbandment: around 3:00 PM.
- *Please note that you need to complete the boarding procedures before the scheduled departure time. If you are late for the check-in time, you will not be able to board.
- *Including the shuttle bus, takes about 2 hours, with approximately 70 minutes of rafting time.

[On the Day of Boarding]

Q1: What procedures do I need to follow?

A1: Check-in at the Kitayama Village Tourist information Center.

- **Morning tour Check-in Time:** 9:00 AM to 10:20 AM
 - **Afternoon tour Check-in Time:** 11:30 AM to 12:40 PM
- Please allow plenty of time and arrive early. You will not be able to board if you miss the check-in time.
- **Please make sure to submit the passenger list at check-in.**

If you can't bring the paper, forms are available at the check-in desk.

Q2: What clothing and items do I need to bring?

A2: You may get wet from your feet to your upper body, so bring a change of clothes and wear shoes or sandals that can get wet. Boarding is not allowed with bare feet or high heels. You can ride the returning shuttle bus back to the tourist information center in your wet clothes, so please change at Tourist information center.

We recommend you to wear a hat, sunglasses, and a neck towel. You can also bring a drink in a PET bottle of up to 600ml. *PET bottle holders are available on the handrails. Also, Sun protection cream and wearing a hat with a strap to prevent it from being blown away by the wind.

Q3: Where can I store my belongings during the tour?

A3: You cannot bring luggage or a bag on the Log raft. Please store your belongings in a coin locker (100 yen) at the tourist information center or in your car before departure. We cannot store luggage on the shuttle bus either.

Q4: How do I get to the embark point?

A4: Ikada-Kudari tour includes a shuttle bus from the tourist information center to the embark site. After disembarking, the bus will take you back to the tourist information center. You can board the returning bus in your wet clothes.

Q5: What facilities are available at the tourist information center?

A5: The tourist information center features coin lockers, restrooms, and changing rooms. Additionally, a nearby facility offers day-use Onsen bathing at Oku-Toro Onsen, as well as a restaurant and a convenience store. For more details, please visit the following website:

[Oku-Toro Onsen](#)

Q6: Can I bring a smartphone or camera to tour?

A6: You can bring a small camera or smartphone to the tour, but we are not responsible for any damage or loss. We recommend using a waterproof case that can be worn around the neck. Waterproof smartphone cases are also available for purchase at the check in desk. Please note that tripods and other equipment are not allowed.

Q7: Can I post about the IKADA-KUDARI Log Rafting on social media? What about filming for media purposes?

A7: Posting on social media is welcome with the following guidelines:

- Do not engage in filming activities that interfere with the operation or instructions of the guides.
- Be mindful not to disturb other passengers.
- Please try to avoid identifying other passengers personally.
- Do not post incorrect information or false or malicious content.
- If you are a media representative, SNS influencer, or being paid to post content, please inform us beforehand if you intend to post.
 - Please note that passengers may appear in the footage during media coverage.

Q8: Can I reserve a specific seat on the raft?

A8: We do not assign seats in advance. Seating will be determined by the raft oars upon boarding, based on your group size and physical characteristics.