

## **Kitayama River IKADA-KUDARI Log Rafting Q&A**

### **[Reservations]**

#### **Q1: Is a reservation required?**

**A1:** Yes, Kitayama River Rafting requires an advance reservation. Seats are allocated based on the reservation. (72 seats for the first trip and 54 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 do I make a reservation?**

**A3:** Reservations can be made 24/7 through the dedicated reservation site, up to 3 days before your desired date. Advance payment via credit card is required at the time of booking.

#### **Q4: Where can I check the availability of seats?**

**A4:** Seat availability can be checked on the reservation site, but only for seats available up to 3 days in advance.

#### **Q5: What should I do if I want to book within 3 days of my desired date?**

**A5:** If it is within 3 days of your desired date, please contact the Kitayama Village Tourist Information Center by e-mail. Even for last-minute bookings, advance payment by credit card is required, so please have an email address ready for payment instructions.

E-mail: [ikada@kitayamamura.net](mailto:ikada@kitayamamura.net)

\* English speaker is not always available on the phone. So, Please send us an e-mail first. We will reply by using a translation system for writing and reading.

#### **Q6: Can I make a reservation on the day of the tour?**

**A6:** Onsite reservations are possible only if there are available seats. However, priority is

given to those who have booked, so we recommend reserving in advance to guarantee your seat.

**Q7: Are there any procedures after making a reservation?**

**A7:** 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.

**Q8: Do I need to pay cancellation fees, if I cancel my reservation?**

**A8:** Yes, cancellations for personal reasons within 6 days of the tour will incur a cancellation fee. No cancellation fee will be charged if the operation is canceled due to reasons beyond your control, such as dam releases due to heavy rain or other weather conditions.

**Q9: Can I change my reservation?**

**A9:** Changes can be made if there are available seats on the desired tour. If you booked online, please make a new reservation for the desired change and cancel your previous reservation. If cancellation fees apply, please contact us.

E-mail: [ikada@kitayamamura.net](mailto:ikada@kitayamamura.net)

**Q10: Can I board even if I am outside the age restrictions?**

**A10:** People aged 10 to 75 are only eligible for this tour.

**Q11: Can I board if I have a disability?**

**A11:** 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.

**Q12: Will the tour operate in the rain?**

**A12:** 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.)

**Q13: In what situations would the tour be suspended?**

**A13:** 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, so please register a phone number that can be reached on the day of the tour. Cancellations due to weather or other reasons may be made at the last minute. Please be aware of this in advance.

**Q14: The tour I wanted to book is fully booked. Can I join a waiting list?**

**A14:** There is no waiting list system. Please check the availability yourself and book if seats become available.

**Q15: What is the schedule for the tour?**

**A15:**

- **Moring tour:** Departure: 10:40 AM / Disbandment: around 12:50 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.
- \*The round-trip, 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 will be 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 there.

It is convenient 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. On sunny days, the sun may be strong, so sun protection is recommended. We also recommend 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 on the Kitayama River Rafting. 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.

**Q4: How do I get to the embark point?**

**A4:** Kitayama River Rafting 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 is equipped with coin lockers, toilets, and changing rooms. There is also a nearby facility with Oku-Toro Onsen for day-use onsen bathing, 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, 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 reception. 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.

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- Do not post incorrect information or false or malicious content.
- If you are a media representative, influencer, or being paid to post content, please inform us beforehand if you intend to film.
- Please note that during media coverage, passengers may appear in the footage.

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

**A8:** We do not offer seat reservations in advance. Based on your group's size and physical characteristics, the raft oars will assign seats when you board.