

【About the Start of Reservations】

Last season, we received a large number of bookings, which caused heavy access to our reservation system.

To ensure a smoother process this season, **we have separated the reservation start dates for residents of Japan and for those living overseas.**

We appreciate your kind understanding and cooperation.

- **Residents of Japan:** From **Monday, November 3 at 10:00 AM (JST)**

- **Overseas Residents:** From **Monday, November 10 at 10:00 AM (JST)**

※Reservations submitted by overseas customers **before the designated start time** will unfortunately be considered invalid.

Please be sure to read the following important notes before making a reservation.

【Reservation Policy】

We do not accept bookings made by agents, intermediaries, or non-contracted travel agencies, nor those made for commercial or resale purposes.

Reservations must be made by the participant themselves.

If there are any omissions or unclear details in your booking, it may be cancelled.

Please be sure to:

- Enter your **full name in Katakana or Roman letters.**
- Please provide **full details of your domestic residential address, including street address and below.**
- Enter your **accurate height and weight** (dummy inputs will not be accepted).

If we find that a reservation was made through an agent, that a participant's height does not meet the tour requirement, or that the reservation details differ from the actual participants, **the entire group's booking will be cancelled with a 100% cancellation fee on the day.**

We kindly ask for your understanding.

Please refrain from submitting multiple provisional bookings for the same tour.

After submitting your booking request, your reservation will only be confirmed once you receive a "Reservation Confirmation Email" from info@shinrayoyaku.com.

【Tour Operation】

Depending on weather and sea ice conditions, tour content may be changed or cancelled.

In particular, for the **Drift Ice Walk**, the course may be limited to the coastline or cancelled entirely depending on ice conditions.

If any changes or important notices arise, we will contact you by the registered email or phone number.

(Please ensure that emails from info@shinra.or.jp and info@shinrayoyaku.com can be received.)

【Meeting Points and Shuttle Service】

During winter in the Utoro area, public transportation and taxi services are limited.

Please check timetables and transportation options in advance before booking your tour.

● For those meeting on site:

Furepe Waterfall & Animal Trail Snowshoeing: Meet at **Shiretoko Nature Center**

Drift Ice Walk: Meet at **Roadside Station Utoro Shirietoku**

※Depending on ice conditions, participants may be asked to follow the guide's vehicle using their own car.

If this is not possible, please select "Shuttle Service Requested" when booking.

● For those requesting shuttle service:

Shuttle coverage area: **Accommodations and facilities within the Utoro district**

Only **small luggage or hand-carry items** can be loaded.

Please leave large baggage at your accommodation or in a locker.

Even if seats remain on the tour, we may be unable to accommodate additional passengers if the shuttle is full.

【Message from Shiretoko】

Winter in Shiretoko is a special season—quiet yet filled with the dynamic power of nature.

Come and experience this fleeting winter together with the drift ice.

We sincerely look forward to welcoming you to our tours.