Winter Tour Reservations（RYUHYO WALK®, Shiretoko GOKO Lakes Snowshoeing, etc.）

～ Information for Tours Starting December 1, 2026 ～

■ Reservation Opening Dates

To ensure a smooth booking process, **reservation opening dates are different for customers residing in Japan and those residing outside Japan.** We appreciate your understanding and cooperation.

Customers residing in Japan: November 2 (Mon), 10:00 AM (JST)

Customers residing outside Japan: November 9 (Mon), 10:00 AM (JST)

Please note that reservations made by customers residing outside Japan before their designated opening date and time will be canceled, even if the booking has already been confirmed.

■ Important Information – Please Read Before Booking

In addition to the information provided below, please be sure to check the details of each tour, including the tour contents, prices, and participation requirements, on the respective tour pages before making your reservation.

【Major Changes for This Winter Season】

- **Full payment in advance is required for all tour reservations.**
- Participants in the "RYUHYO (DRIFT ICE) WALK®," "Shiretoko GOKO Lakes Snowshoeing," and "Animal Trail (Kemono-Michi) Snowshoeing" tours must weigh 99 kg or less.
- If you require transportation, please select a **"Shuttle service included."** Please note that the list of accommodations eligible for pickup has changed this season.
- For tours offering adult and child rates, **child rates apply to ages 12 and under, while adult rates apply to ages 13 and over.**

【Important Booking Rules and Conditions】

- **Reservations must be made by the participants themselves.** Bookings made by third parties or intermediaries, unauthorized travel agencies, or for commercial or resale purposes are not accepted.
- **Please provide accurate information when making your reservation.**
  - ○ Enter your full name in Katakana or Roman letters.
  - ○ Provide your complete residential address, including the street address and building number, if applicable.
  - ○ Enter your actual height and weight. Placeholder values or false information are not accepted.

・If participation requirements are not met, reservation details are found to be false or inconsistent, or booking rules are violated, we may refuse participation for the entire group. If such issues are discovered on the day of the tour, the entire group's reservation will be canceled, and a 100% cancellation fee will apply to all members of the group.
・Please do not make multiple reservations for the same tour or book multiple dates or time slots simply to hold spaces.
・Tours may be modified or canceled due to weather or drift ice conditions. In particular, the Drift Ice Walk may be limited to areas near the shoreline or canceled depending on the presence and condition of the drift ice.
・Important notices from SHINRA will be sent by phone or email. Please make sure you can receive emails from the following addresses:

info@shinra.or.jp / shinra@oki-raku.net

【Meeting Locations and Pickup Service】
Public transportation and taxi services in the Utoro area are limited during winter. Please check transportation options and schedules before making your reservation.

● **For Customers Booking a For on-site meeting arrangements (No shuttle)**
There are no public transportation services that match the tour start and end times.
For the **RYUHYO (DRIFT ICE) WALK®**, participants are expected to meet at the designated roadside rest area (Michi-no-Eki Utoro Shirietoku) and then **follow the guide's vehicle in their own car or rental car** to the activity location.
If you do not have your own car or a rental car, please book a " Shuttle service included" instead.

● For Customers Booking a Shuttle service included
・**Pickup area:** Designated accommodations and locations within the Utoro area.
・Only small personal belongings can be carried in our vehicles. Please leave large luggage, such as suitcases, at your accommodation or in a luggage locker.

Winter in Shiretoko is a truly special season, where the quiet beauty of nature meets its extraordinary power.

We invite you to experience the magic of Shiretoko's short but beautiful winter season, surrounded by breathtaking drift ice.

We look forward to welcoming you on one of our tours!