

FAQ

Q1: What is this website, who run this?

You can book hotels in Hakuba Area through this website.

This website is run by Tourism Commission of Hakuba Village—official tourism association of our village.

Tourism Commission of Hakuba Village hold a Japanese travel agency license and work together with local hotels, ski area operating company, government office as well as various other organizations to promote tourism in Hakuba.

Q2. Any difference between this website and global/major website?

Upon receipt of your request, our booking professional will check accommodation availability and reply to you with details within the next few days.

This allow us to provide options not available at global/major website, which may not always give the best contract terms to the local family run hotels.

Q3. Do we need this locally run site when there are good enough global/major websites?

Same to global/major websites, our focus will be providing best available options to our guest. But compared to global/major website, at the same time, we can support the local business better by keeping the fees hotels pay to be low and re-used within the village.

Q4. Am I getting the best rate?

We do not “Patrol” the price as some do, so we cannot “Guarantee”.

However, given we are run locally and charging less to the hotels, it should be fair to assume you are getting the best rate. (And it won’t be difficult to check if needed...)

Q5. Why should I pay deposit to secure my booking?

There are some rare cases that guests do not show-up. As you can imagine, that is a big blow for the hotels, especially if you are a cozy, family run, small hotel. Also, it is not fair to other guests who were willing to come but could not book. We think deposit make it fair to all that are willing to enjoy Hakuba.

It is recommended you make sure you have your insurance cover in case you have to cancel for unexpected incident.

Q6. Is it safe to pay the deposit and accommodation fee through this website?

We use the settlement platform PAY.JP so your credit card ID will not be shared to us and the hotels.

Booking will be finalized once your payment is received and confirmed.

Q7. Why do you ask for "Flexibility of Dates"?

This is one way you can give us more flexibility to find your place for accommodation.

If your preferred date includes weekends or public holidays, allowing us to shift or shorten your schedule will make it much easier to find your accommodation.

Q8. What does Room Type “Japanese”, “Western” mean?

A “Japanese” room you sleep on “Futon (Japanese style bedding)” on a “Tatami” floor, whereas “Western” room provides a mattress bed. If you can be flexible and pick “Fine Either Way” chance for us to find your accommodation will be higher

Q9. What does “Must be Private”, “Fine with Shared” mean for Toilet, Shower/Bath?

Private Toilet, Shower/Bath mean it is connected to your room. Shared mean it is outside your room via the hallway. If you can be flexible and pick “Fine with Shared” chance for us to find your accommodation will be higher