

FAQ

1. Who run this website? What is Nozawa Onsen Tourism Association?

This website is run by Nozawa Onsen Tourism Association—the official tourism association of our village. We originally started within village office in 1967 and currently have about 300 members throughout our village and cover most of the hotels, guest houses and retail shops. We hold a Japanese travel agency license and work together with the hotel association, ski area operating company, government office as well as various other organizations to promote tourism at Nozawa Onsen.

2. Why was this website set up?

We continuously hear from our guests how difficult it is to book accommodation at Nozawa Onsen, when, as locals, we know of many rooms offered. This website was set up to solve that mismatch and provide access to the breadth or variety of accommodations available in Nozawa Onsen.

3. Aren't major/global booking websites good enough?

Not for Nozawa Onsen. Many hotels and guest houses in Nozawa Onsen do not or limit their use of major/global websites as they lack some key functions needed, such as proper cancel policy, payment/settlement system connected to the local bank.

4. What is the key difference between this website and global/major website?

Upon receipt of your request through our website, our booking professional will check accommodation availability and reply to you with details within the next few days. If your preferred hotel and/or dates are fully booked, we will draw on our local knowledge to find you another, tailored option that is closest to your request.

Global/major website takes very different approach and require hotels to put rooms on their “shelves” as “inventory”, which allows real time response and easy screening. However, in Nozawa Onsen, many hotels do not provide “inventory” to such websites, meaning visitors do not have access to the breadth or variety of accommodations available in Nozawa Onsen.

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

Payment will be done through PayPal so your credit card ID will not be shared to Nozawa Onsen Tourism Association and the hotels. Booking will be finalized once your payment is received and confirmed.

6. How can I book accommodation through this website?

You can check accommodations we provide in this page and request booking by entering your preference and "Submit Request". Upon receipt of your request, our booking professional will check accommodation availability and reply to you with details within the next few days.

If your preferred hotel and/or dates are fully booked, we will draw on our local knowledge to find you another, tailored option that is closest to your request; it can be different hotel at similar grade/location or requested hotel but slightly different dates.

[Please carefully review the recommendation before payment as it can be different from your original requested hotel and/or dates.](#)

Recommended accommodation will not be booked until the required deposit is paid and you receive the booking confirmation.

7. Is it better to submit a less specific request?

Yes. As Nozawa Onsen is getting very popular among foreign skiers/snowboarders, it is becoming increasingly difficult to find an accommodation, especially around peak season like Christmas, Chinese New Year and Dosojin Fire Festival. More freedom you allow us more likely we can find your accommodation.

8. Why do you ask "Flexibility of Dates"?

This is one way you can give us more freedom 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.

9. 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

10. 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

11. What do you mean by "Preferred hotel", can't I pick a hotel I like?

Yes, of course you can pick a hotel you like. The only issue is it can be full. It is easy to simply say "Not Available" but we do wish to have you as our guest and this will allow us to suggest alternative recommendation that is closest to your request.

12. What should I put into "Promotion Code"?

There are cases when we provide special promotions in which case a promotion code will be prompted for you to enter here. Otherwise, you should leave this field blank.

13. Where can I get ski rental services?

There are various ski rental services available, including service provided by ski area itself or hotels. Some hotels have special discount for their guests, so it is worth asking when you arrive.

14. Are there Ski school that provide lessons in English?

Nozawa Onsen Ski School have many English-speaking instructors from throughout the world. For detail, please see: www.nozawaski.com/winter/en/rental/

15. Where can I see the snow conditions?

You can check the website of Ski area: www.nozawaski.com/winter/en