

## Frequently Asked Questions

### About Pricing

1. How much does the lesson cost?

2-hour lesson ... 1 participant 30,000 yen / 2 participants 40,000 yen / 3 participants 50,000 yen

4-hour lesson ... 1 participant 40,000 yen / 2 participants 53,000 yen / 3 participants 66,000 yen

2. Is the rental fee included in the lesson fee?

Except for the lesson fee, everything is charged separately.

3. What are the other expenses required in addition to the lesson fee?

Ski and snowboard equipment rental fees and lift tickets are required.

4. Do I need a lift ticket?

It is necessary. As beginners may not know how many times they will use the lifts during their lessons, please consult your instructor on the day to determine which type of lift ticket is needed before purchasing. For adults with skiing or snowboarding experience arriving by bus, the bus pack, which combines a day pass and bus transportation, offers great value for money.

[Value pack | Sapporo Kokusai Ski Resort \(sapporo-kokusai.jp\)](http://sapporo-kokusai.jp)

### About the Lesson

1. What are the lesson times?

2 hours (10:30~12:30 or 13:30~15:30)      4 hours (10:30~12:30 and 13:30~15:30)

2. Can I stagger the lesson time?

If it is related to the bus time, you can stagger it for about 30 minutes before and after. Please contact us when making a reservation.

3. What is the minimum age for lessons?

Participants must be aged 4 or over.

Children aged 4 to 6 (preschoolers) can only have one-to-one lessons with an instructor.

They cannot take lessons with participants aged 6 or over (elementary school students).

4. How many students can take the course?

Up to three participants aged six or over (elementary school students) can be accommodated per instructor.

For groups of four or more, two or more instructors are required.

Example) In the case of 5 participants,

3 participation fee + 2 participation fee.

This means that there will be two teachers for five people

5. Can I take skiing and snowboarding lessons together?

Skiing and snowboarding are taught by different teachers, so you cannot take both in the same group.

6. Do you offer lessons in languages other than English?

Only English or Japanese lessons are available.

7. The information sheet says to come to the reception desk by 9:30 (12:30), why is that?

This is for those who need to rent equipment and clothing. We need to make sure the rental items are the right size for you.

We need time to prepare before the lesson because we need to fit the rental items to your size.

We ask for your cooperation so that we can start the lesson on time.

A slight delay is fine. If you are going to be significantly late, please let us know.

If you do not need to rent, please arrive 30 minutes before the lesson starts.

**About Access** <https://www.sapporo-kokusai.jp/en/access/> ※Bus details will be updated soon.

1. How do I get to the ski resort?

The main means of transportation are buses, JR, and taxis.

See the link above for more information.

2. Do I need to make a reservation for the bus?

No. Buses are available by reservation only. Please see the link above for reservation procedures.

3. Where can I get on the bus from?

There is a bus stop map, please see the link.

Also, if you don't know the exact location, ask at the hotel where you are staying.

4. What time should I take the bus that arrives?

If you are taking morning lessons, please book a seat on the bus arriving at the ski resort at either 09:07 or 09:37.

If you are taking an afternoon lesson, please note that buses are only available in the morning.

### **About the flow of the day**

1. What will be the flow of the day?

When you arrive at the ski resort, the first thing you should do is go to the school reception counter.

You will be asked to register there and we will inform you to the meeting time and place with the teacher in charge.

After that, if you need to rent, we will hand over the rental equipment.

2. Where can I meet my teacher?

We will inform you at the reception on the day.

3. Where should I go when I arrive at the ski resort?

Please come to the school reception counter first.

4. Where is the school reception counter?

It is located on the first floor of the ski center.

The ski center is a long horizontal brown building in front of the slopes. You will find it by entering the building on the left toward the slopes.

If you are coming by bus, enter the building through the steel stairs right after getting off the bus, pass by the rental section, go up the stairs, go out the automatic door on your right, and enter through the automatic door across the street.

[FACILITIES INCLUDE | Sapporo Kokusai Ski Resort \(sapporo-kokusai.jp\)](https://www.sapporo-kokusai.jp)

### **About Rental**

1. How do I book a rental?

If you are taking a lesson, there is an item in the lesson application form that must be entered by those who need a rental, so please enter the necessary information (size) there. If you enter it there, the reservation will be completed, and the school will prepare the rental item and hand it over at the school reception.

You don't need to book anywhere else. Please pay the rental fee on the day.

Rental items for those who do not take lessons cannot be prepared at the school, so please go to the rental corner to complete the necessary procedures.

2. How much does it cost to rent

Ski sets (skis, boots, poles), snowboard sets (snowboards, boots) ... Adult 6,000 yen Child 4,200yen

Clothing set (top and bottom, goggles) ... Adult 5,000 yen Child 3,700 yen

\* Hats, gloves, and neck tubes are not available for rent.

It is sold for 1,000 yen for a hat, 1,500 yen for gloves, and 300 yen for a neck tube.

You can use the rental item for one day after the lesson. (until 4:00PM)

※Only lesson fees can be paid online. Rental fees must be paid at the school reception counter on the day of your lesson.

◆ Please find below our cancellation policy:

- Cancellation 5 days to 2 days before the lesson: 30% of the fee
- Cancellation the day before the lesson: 50% of the fee
- Cancellation on the day of the lesson: 100% of the fee
- ※ Please notify us in advance if you need to cancel.
- ※ Please note that cancellations for the day before the lesson must be received by 5:00 PM.
- ※ If you are unable to arrive at either 10:45 am or 1:45 pm, your reservation will be considered cancelled.

◀ How to Apply for Lessons ▶

Thank you for your interest in our lessons!

Please review the information above, then contact us by email using the address below.

When you email us, include the following details:

Required Information:

- Full name
- Age
- Country of origin
- Skill level
- Preferred lesson date
- Preferred lesson time  
(Choose from 10:30–12:30, 13:30–15:30, or 10:30–15:30 with a 1-hour lunch break)
- Number of participants
- Ski or Snowboard

■ After we check the availability of your requested schedule, we will send you an email with instructions on how to complete the online application.

■ Your booking will be confirmed once you have finished the application process and completed the advance payment.

Contact Email: [school@srkk.co.jp](mailto:school@srkk.co.jp)