

## 【FAQ - Frequently Asked Questions】

- What is "Comfy Camp!?"

We are committed to delivering a “cozy” and “comfortable” camping experience.

- What are the check-in and check-out times?

Check-in is at 15:00, and check-out is at 10:00.

- What is the cancellation policy?

3 days prior to the stay or no-show · · · 100% of the total amount

5 days prior to the stay · · · 50% of the total amount

10 days prior to the stay · · · 30% of the total amount

\*In the event of predicted severe weather conditions such as typhoons, thunderstorms, or strong winds, we may change the reservation date without any penalties.

- Does an additional fee apply for children?

The accommodation is free of charge if the children is under 6 years old and sleeps in existing bed. However, The maximum number of people established for each property cannot be exceeded, so please inquire at the time of booking.

- Is there a designated smoking area within the facility?

Smoking is prohibited on the wooden deck, inside the tents, and inside the management building. Smoking is allowed in the dining area within the site, but please consider "preventing passive smoking" and smoke with consideration for other guests.

- Is pet allowed?

No pets are allowed.

- Is there a shuttle service available?

We do not provide shuttle services. Please either take a taxi or walk from Nagiso Station. It takes about 40 minutes to walk via "Nakasendo."

- What is the camping gear and equipment available in the tent ?

It has the following camping gears and equipments inside the tent.

■ Camping Gear ■

- Campfire pit, Campfire hanging kettle, Bushcraft knife, Leather gloves
- Campfire shears and tongs, Ash shovel, Fire blower, Fire starter set
- Charcoal starter, Fire extinguisher, Work gloves
- Paraffin oil lantern, LED lantern
- Two-burner stove (with OD cans), Water dispenser, Cooler box (with ice packs)
- Low chair
- Outdoor blanket (fire-resistant)

#### ■ Inside Each Tent Site ■

- Outdoor table and chairs
- Bedding (mattress or air mattress, and linen)
- Circulator fan
- Dehumidifier
- Heater
- AC power outlet (1500W)
- Extension cord
- Free Wi-Fi
- Cleaning tools (cloth, plastic bags, broom, dustpan, lint roller)
- Insect-catching scissors
- Water drainer for the wood deck

- Is there a refrigerator available?

There is no refrigerator, but each tent is equipped with a cooler box. Ice packs are available for rental at the management building.

- Is there a microwave available?

There is no microwave. However, each tent is equipped with a two-burner stove for cooking.



- Are showers available?

Shower is available for a fee of 300 yen for a 20-minute session. Reservations are required, so please inform the reception upon arrival.

- Is hairdryer available?

Hairdryer is provided in the powder room. Due to electrical capacity limitations, please refrain from using personal hairdryers inside the tents. If you have brought your own hairdryer, please

use it in the powder room.

- Is there parking available?

Each site allows for up to two cars.

- Is food provided?

We do not provide food or drink services. Please bring your preferred food and enjoy a self-catering camping experience.

- Are cooking utensils, dishes, and cutlery provided?

Basic cooking utensils, dishes, and cutlery are provided. For more details, please check below information.

■ About the cooking utensils ■

- Teapot, Coffee mill, pot, and dripper, Coffee filters
- Pots, Skillet, Pot holders, Knives (large and medium), Cutting board, Strainer
- Bowl, Cooking bat
- Scissors, Lighter, Tongs (large and medium)
- Ladle, Wooden spatula, Rice paddle, Skimmer, Peeler, Grater, Wine opener
- Cutlery (chopsticks, spoon, fork, knife)
- Tableware (large and small plates, bowls, small dishes, mugs, glasses)
- Dishwashing detergent, Sponge, Dish towels, Garbage bags, Kitchen paper towels
- Plastic wrap, Aluminum foil, Ziplock bags
- Salt, Pepper, Olive oil, Soy sauce

\*Towels and amenities are not provided.

- Can BBQ grills be rented?

BBQ grill is available for rental at 2,000 yen per unit. Reservations are required, so please request the rental option when making a reservation.

- Are charcoal and firewood available for purchase?

We sell charcoal (3kg for 800 yen) and firewood (1 bundle for 800 yen). They can also be purchased on-site, so please inform the reception.

- Is it possible to ship luggage in advance?

Luggage will be stored at room temperature and we do not accept food. Please make sure to include the "check-in date" and "reservation name" in the remarks section of the shipping

label.

[Shipping Address]

Zip Code: 399-0351

Address: 4698-2 Yomosho, Nagiso-cho, Kiso-gun, Nagano

Company: Ties Co., Ltd.

Phone Number: 0264-24-0332