

FAQs

Can I apply for multiple reservations as a group?

Applications can include up to 4 persons; groups with more than 4 persons should be divided into multiple applications.

Can I apply to participate alone?

Yes, you can participate as a party of one.

What kind of information is required to apply?

We will require your name, nationality, date of birth, and potentially other types of information to ensure you have a safe and enjoyable experience.

How old must I be to participate?

As this event includes the serving of alcohol, the event requires all participants to be aged 20+. If you do not drink alcohol, you can enjoy all the non-alcoholic offerings.

How should I pay for my reservation?

You have two payment options available:

1. Bank Transfer
2. Credit Card

Upon submitting your application for the event, we will reach out to you via email to provide details about the payment process.

What should I do if I want to cancel my reservation?

If you wish to cancel your reservation, kindly inform us of your decision, and we will guide you via email through the refund process.

Should the event be cancelled, how will I be informed?

You will be notified via email in the event of any cancellation or changes to the event schedule.

Will food allergies or diet restrictions be considered?

Yes, to the extent possible. When applying, please supply the necessary information. Our staff will contact you for further information.

Can I order additional food or helpings?

As the courses will be fixed prior to the event, the venue are unable to accept additional orders

What kind of drinks can we expect to be served?

You will be able to order freely from a list of drinks prepared for the event. The operator also plans to serve Japanese sake paired with each course of the meal

Will I be able to choose where I sit?

Participants will not be able to select their own seats, but the operator will ensure that those participating as groups will be seated at the same table(s) where possible.

Will all exchanges at the event be in English?

All event coordinators, guides, and other staff will interact with you in English.

Will there be a dress code?

Although the event will not have a rigid dress code, the operator believes that participating in formal attire will help to maximize your enjoyment of the event. Nonetheless, the operator asks that you avoid wearing clothing that would be unfit for the historic atmosphere of the venue or could detract from the enjoyment of other participants. Such clothing includes casual items like sweatshirts or sandals, costumes, or highly revealing attire.

Can I take pictures or video of the event?

The operator has received special permission from the State Guest House to allow such activities. However, some areas will still be off-limits for photography, so please follow the directions of the staff. Images and video taken from the event are not to be used for commercial purposes.

Can I live stream the event?

Live-streaming is not allowed.

Am I allowed to upload images or video from the event to social media?

Yes, with limitations. Please ensure that the footage you upload does not depict areas that are off-limits to photography, and please ensure that guests outside of your party are not included in the footage.

Will Wi-Fi be available at the event?

Wi-Fi connectivity will be available. The operator will inform you of the password at the event.

Will you assist participants in traveling to Japan, such as the acquiring flight tickets or hotel reservations?

The operator cannot assist with matters not directly related to the event.

Will there be chauffeuring between the event and hotels?

The operator will arrange for you to be transported from your hotel and back again by chauffeur service (Only hotels within 10 km of the event site are eligible)

Can I check bags at the event?

The cloakroom will store your bags during the event, but significant valuables are not allowed.

Can I participate if I have a mobility impairment?

Yes. If you will be attending in a wheelchair, please inform the operator in advance. However, the operator will not be able to loan wheelchairs at the event. You may also use canes or walkers.

Can I participate if I require any other special considerations?

If you require any other special considerations, please contact the operator with these once your participation has been confirmed. The operator will discuss with you what is necessary to make your participation possible.

Do I need to have travel insurance to participate?

Not required, but recommended to have travel insurance.

Is smoking allowed at the event?

The event venue is entirely non-smoking.

Who is organizing this event?

Gurunavi, Inc.