

Q&A

2020/21 season FAQ

1. What is your COVID-19 policy?

- Face masks and hand disinfection

All our employees will wear face masks, wash and disinfect their hands regularly.

We kindly ask our guests from the age of 5yrs onwards to wear a face mask or anything that covers mouth and nose (e.g. bandanas, scarves, etc.).

We also ask for hand disinfection when entering and leaving our premises.

Thank you for your cooperation.

- Social Distancing

We will try to maintain social distancing requirements wherever possible.

- Guests with symptoms

Guests with any symptoms of illness cannot take part in the ski school program (we will ask our guests to fill out a health check sheet).

2. Which lessons are you offering this year?

Private Lesson:

We offer private lessons 1hr, 2hrs and 4hrs.

Max 4PAX per lesson (we may do exceptions in case of e.g. a family of 5).

First Timer's Program and First Timer's Rental Package:

Max 4PAX per group

Group Lesson:

Adult Group Lessons, Kids Group Lessons and Kids Group Lunch Combo

will not be available in the 2020/2021 winter season to assist in reducing

the spread of Covid-19.

3. Do you accept GoToTravel Vouchers?

Yes, we do! Please bring your voucher to our ski school counter when getting registered for your lesson. If you have any questions, please contact us on info@spfurano.com

4. Information about rental:

Gloves, goggles and beanies are not rented in the winter season 2020/21.

Please bring it or buy it at the shop.

General FAQ

1. Do I need to book my lesson in advance?

We highly recommend you to book the lesson in advance as during peak season we may get booked out!

2. Does the lesson include lift pass and rental equipment?

No. The price does neither include lift pass nor rental equipment, please purchase a lift pass for your lesson and arrange your rental equipment. The only exception is the First Timer's Rental Package which includes 2hrs lesson, 5hrs rental equipment and lift pass if needed.

3. Which lift pass should I get?

- If it is your first time skiing or snowboarding, you don't need to buy a lift pass because the beginner's area is for free.
- If you booked the First Timer's Lesson or First Timer's Rental Package and all participants are able to take the chairlift during the lesson, the lift ticket will be provided by our ski school.
- For higher level the pass needs to be for as long as the lesson!
- If you are still unsure, please ask at our desk when signing up for your lesson.

4. Will I get my money back if the weather is bad or will the lesson be postponed?

The lessons are held in all weather conditions as long as the mountain facilities are operating! Course cancellations due to weather conditions will not be refunded!

In few situations we may be able to postpone the lesson.

5. Cancellation Policy

As soon as you book a lesson, we organize your instructor. Therefore, we

will charge you 100% if you cancel on the day of your lesson!

6. Do you offer pick up / drop off service?

No, we do not offer pick up or drop off service in Winter.

Group Lesson and First Timer's Lesson

1. How many people are in a group lesson?

Max. 8ppl

2. What is included in the First Timer's Rental Package?

The First Timer's Rental Package is including 2hrs First Timer's Lesson, 5hrs Full Standard Rental Package (clothing and equipment) starting with the lesson and lift ticket during the lesson only if needed.

3. It's my first time skiing or snowboarding and I want to join the First Timer's Rental Package.

What do I have to be aware of?

Payment and registration of the package is made at our ski school desk (inside New Furano Prince Hotel GF and Kitanomine Gondola Terminal Rental Shop).

NOTE: Even if you pay at our desk, rental will be done at the rental counter so you may have to line up! Please come to our desk at least **1hr** before the lesson starts!

Our ski school desk is located beside / inside the rental shop.

What do I have to prepare?

The package includes ski jacket, ski pants, **gloves***, helmet, **goggles*** and equipment (skis, boots and poles OR snowboard and boots).

Warm breathable layers are recommended to wear under your ski pants and jacket: e.g. synthetic, wool or fleece material.

[*Gloves and Goggles are not available for rent in the season 2020/21.

Please bring it or buy it at the shop]

4. Are group lessons separated by level?

Yes, all group lessons including kids group lessons and adult group

lessons are separated by level, e.g. if you or your kid is progressing during a 3days group lesson you will always switch to the most suitable group.

5. What is the difference between First Timer's Lesson and normal Group Lesson?

Both are group lessons: the First Timer's Lesson is only for First Timers (starting with the very basics like walking, how to put on skis, how to stop = level 1) while the group lesson is for all levels above level 1.

6. What happens if I am late to my group lesson?

If you are late to your group lesson, it will very likely start without you. Depending on how late you arrive, Furano Snow School cannot guarantee that you still can take part in your lesson.

Please try to be ready 10min prior your lesson!

7. I'm by myself and want to join a 2hrs or 4hrs group lesson, can I join?

If we already have a group lesson booked with a suitable level for you, you can join.

If we do not have any group lesson for your level at the moment and it's only you, we offer a 1hr lesson (private) for the price of 2hrs group lesson!

Kids Lessons

1. What do I need to bring for my child?

Please ensure that your child is dressed appropriate with waterproof warm outer layers, warm dry inner layers, warm gloves and goggles. We highly recommend a **helmet** for all children!!

2. Does my child need a lift pass for the lesson?

Yes, please purchase a lift ticket **before** the lesson starts! For children under 12yrs the lift pass is free, all that is required is to pay 500yen deposit which you can get back once you return the lift pass.

3. My kid is 5,5years old, is it able to join the kids group lesson?

No, the kid's group lesson starts from 6yrs to 12yrs. From 4yrs to 6yrs we only offer private lesson. Next year your kid can join the group.

4. Can I have a break day during a 6days kids' group lesson?

You can have a break day but please let us know in advance because we have to arrange your lesson.

Private Lessons

1. What is included in the private lesson?

Private lesson is only including a private instructor, **not** including rental or lift pass.

2. Is there a break during the 4hrs private lesson?

The 4hrs private lesson is usually split up in 2hrs AM and 2hrs PM, e.g. 10am to 12pm and 1:15 to 3:15pm.

3. We are a family of 3 young kids and 2 adults, all first time skiing, can we take the lesson together?

Children learn and progress differently from adults, therefore we recommend that you book separate Private Lessons for yourself and your children to ensure the best progression.

If you still want to take a Private Lesson together as a family, we can do so. Please note that the instructor will have to focus more on the kids and that progression may be slowed down a bit.

4. My friend is at a higher level than I am, can we still have the lesson together?

You can have the lesson together but it is not recommended.

The instructor will always have to focus on the lower level!

For the best progression we recommend a similar level or separate lessons.

5. I'm a snowboarder and my friend is a skier - can we have the lesson together?

No, snowboard and ski lessons are conducted separately and cannot be combined together.

Location

1. How to get to the ski resort?

If you are staying downtown, you can take a bus from Furano Train Station (e.g. Lavender Bus) or a taxi.

KITANOMINE ZONE bus station: Hotel Naturwald

FURANO ZONE bus station: New Furano Prince Hotel

2. How far apart are the two ski areas Furano zone and Kitanomine zone?

Kitanomine zone is about 4km apart from Furano zone, so it takes about 7~10min by car.

There is a free shuttle bus service between the two areas.



3. On which side of the mountain is Furano Snow School located?

We are located on both sides of the mountain: Kitanomine zone and Furano zone.

4. Where do we meet for the lesson?

Kitanomine zone: Please come to our desk inside the KITANOMINE GONDOLA TERMINAL RENTAL SHOP during our reception times for registration, payment and more information (where to meet your

instructor).

Furano zone: Please come to our desk inside the NEW FURANO PRINCE HOTEL GF during our reception times for registration, payment and more information.