

O&A

No.	Question	Answer
1	Why did you establish a Web reservation system?	A reservation system will be introduced for the Nabegataki Falls Park in Oguni Town in order to verify and ease the traffic congestion in the surrounding communities, which had become a serious problem, and also to create an environment that would even be acceptable during the coronavirus crisis.
2	What is a demonstration experiment?	We will analyze the reservation trend data obtained from the reservation system to improve the system.
3	I want to know the congestion situation.	The situation of availability is displayed on the calendar when you go to the reservation screen.
4	I want to check the details of the tickets.	You can choose from two types of tickets: 300 yen for adults (high school students and older) and 150 yen for children (elementary and junior high school students). Children under elementary school age can enter free of charge and do not need a reservation. Persons with a disability certificate can enter free of charge without a reservation, but please be sure to bring the certificate on the day.
5	What is the fee system for kindergarten excursions?	Admission is free for children under elementary school age, but please contact the Oguni Town Office Information Section (0967 - 46 - 2113) in advance if you plan to come by bus, etc.
6	How much cheaper is it to buy on the Web?	There is no web discount or early booking discount.
7	I bought twice as many tickets as I needed with my credit card. Can I get a refund?	Please cancel your reservation on the system and then make a new reservation.
8	I accidentally bought too many tickets and I want to get a refund. What should I do?	Please cancel your reservation on the system and then make a new reservation.
9	I want to cancel because I have the flu.	Please cancel your reservation on the system and then make a new reservation.
10	I want to ask a question about tickets.	Please contact the call center.
11	Please tell me how to make a reservation for a group.	Please contact the Oguni Town Office Information Section (0967 - 46 - 2113).
12	I want to change the date and time of the timed ticket.	Please cancel your reservation and then make a new reservation.
13	I want to buy a ticket on the day of my visit.	Reservations and ticket purchases are possible at any time before the scheduled reservation time period.
14	I don't know how to buy a ticket.	Refer to the "How to use" at the bottom of the Webket top page.
15	I registered as a member or I purchased a ticket, but there was no email reply.	Please contact the call center.
16	Until when can I cancel my reservation?	Cancellation is possible up to three days before the day of your visit. Example: If your visit is on November 4, you can cancel at any time up to 23:59 on November 1. Cancellations and refunds are not possible later than three days before the visit.