

## Q&amp;A

No.	Question	Answer
1	Why was the web reservation system implemented?	At Oguni Town Nabegataki Park, traffic congestion in the surrounding villages has become a serious problem. To address this issue and to ensure tourism can be accommodated even in situations like the COVID-19 pandemic, we have introduced a reservation system.
2	I would like to know about the current congestion situation.	Availability will be displayed on the calendar when you proceed to the reservation screen.
3	I would like to confirm the details of the ticket.	There are two types of tickets available: Adults (high school students and above) for 300 yen, and Children (elementary and junior high school students) for 150 yen. Children under elementary school age can enter for free, and no advance reservation is required. Those with a disability certificate can also enter for free, and no advance reservation is required, but please be sure to bring the certificate on the day of your visit.
4	How much cheaper is it to buy online?	Those with a disability certificate can also enter for free, and no advance reservation is required, but please be sure to bring the certificate on the day of your visit.
5	I accidentally bought twice the number of tickets I needed with my credit card. I want a refund.	There are no web discounts or early reservation discounts available.
6	I accidentally purchased too many tickets and want to request a refund. What should I do?	Please cancel your reservation through the system and make a new one.
7	I got the flu, so I want to cancel my reservation.	Please cancel your reservation through the system and make a new one.
8	I have a question regarding the ticket details.	Please contact the call center at (0967-46-4440) for assistance.
9	Can you tell me how to make a group reservation?	Please contact the call center at (0967-46-4440) for assistance.
10	I want to change the date and time for my time-specific ticket.	Please cancel your reservation and make a new one.
11	I want to purchase a ticket on the day of the event.	You can make a reservation or purchase for a time earlier than your scheduled reservation slot.
12	I don't know how to make a purchase.	Please refer to the "How to Use" section at the bottom of the Webket top page.
13	I registered as a member or bought a ticket, but I haven't received an email.	Please contact the Oguni Town Hall Industry Department at (0967-46-2113) for inquiries.
14	Until when can I cancel my reservation?	Cancellations are accepted until 3 days before your visit. For example, if your visit is on November 4, cancellations will be accepted until 23:59 on November 1. After the 3-day period, cancellations and refunds will no longer be possible.