

## FAQ

Campground Frequently Asked Questions Q&A Please refer to this before making any inquiries.

### [Questions about reservations]

**Q1: When can I make a reservation?**

**A1:** Reservations are accepted from two months in advance of the date of use, so the campsite is scheduled to open on April 25th, and we will start accepting reservations from February 25th. Reception hours are from 8:30 a.m. to 5:00 p.m. Reservations can only be made by phone. (Reservation dates that are easy to mistake: If the usage date is 4/30, reservations will start on 2/29, and if the usage date is 8/31, reservations will start on 6/30)

**Q2: How much is the cancellation fee?**

**A2:** Our campsite does not charge a cancellation fee.

**Q3: Can I cancel if the weather is bad?**

**A3:** You can cancel on the day, but please be sure to contact us as soon as possible.

### [Questions common to all sites]

**Q4: I would like to bring my pet.**

**A4:** We are very sorry. Pets are not allowed at all sites at this campsite. Please note that if your pet is confirmed to have entered the park, you may be asked to leave the park. The same applies if you do not take your pet out of the car.

**Q5: Please tell me the check-in time?**

**A5:** Check-in hours are 8:30 to 18:00 for the free site, 10:00 to 18:00 for the overnight stay site, and 14:00 to 18:00 for the auto site. If you will be late, please be sure to call us.

**Q6: Can I go out at night?**

**A6:** You may go out, but please refrain from going out after 10pm.

**Q7: I would like to specify the location of the site.**

**A7:** It is possible to specify an auto site depending on availability. We will listen to requests such as "I have a small child, so it would be better to have a place near the toilet" or "I have a disability so I would prefer a place near the toilet." However, depending on the accommodation situation on the day before or after, we may not be able to accommodate your request. It is not possible to specify the location of the free tent site. Depending on the usage situation, the staff may specify the location. For safety reasons, please maintain a distance of at least 2 meters.

**Q8: My friend is going camping, and I'm going to have a BBQ together and go home at night. Can I use it for free?**

**A8:** Even a day trip will be counted as the number of users. Day-trippers are allowed to leave at 6:00 p.m., but please be home by 9:30 p.m. at the latest. Please note that time spent passing the time will not be counted, but if there is a possibility of conversation, you will be charged a fee, so please be careful.

**Q9: Can I check out early in the morning?**

**A9:** Morning check-out is until 10:00. Early check-out is free. Please leave quietly so as not to disturb other users. If you have rental equipment, please follow the staff's instructions in advance.

**Q10: Can I use the service after check-out time is 10:00?**

**A10:** Day camp fees will be charged for use after 10am. Please note that if the "cottage", "bungalow", or "individual car site" on the auto site is fully booked for the next day, we will refuse your day camp.

**Q11: I would like to camp with only junior high and high school students.**

**A11:** Basically, you need to be accompanied by a guardian (20 years or older). We will record the contact information of the parents and the school they are currently attending on the day of the event. Please note that this facility will not be held responsible for any trouble caused by the customer.

**Q12: I will only use it for Yakiniku at night and return home late at night.**

**A12:** I can't. Priority will be given to campers staying at this facility. Guests using the facility for day camps, BBQs, etc. must leave the park by 6:00 p.m.

**Q13: Are there insects at the campsite? I would like to camp in a place where there are no insects.**

**A13:** There are insects. There are also insects that sting (mosquitoes, gnats, bees), etc. Basically, the campsite is close to the mountains, so it's difficult. If possible, please take measures to repel insects before coming. We sell "insect repellent spray" and "mosquito coils" in the administration building. In addition, since we replaced the streetlights with LEDs, moths no longer come to visit us.

**Q14: Are there beetles, stag beetles, etc.?**

**A14:** Not many. It is difficult to find them, but you may come across squirrels and rabbits. (lucky)

**Q15: When do cherry blossoms bloom?**

**A15:** It depends on the year, but they start blooming from around late April to the end of Golden Week. They often reach full bloom after Golden Week ends.

**Q16: Can I use credit cards or electronic money?**

**A16:** We only accept cash and PayPay. [Free tent site questions]

**Q17: How should I bring my luggage to the free site?**

**A17:** We have a trailer available for your use. Please note that you cannot enter or bring in your car.

**Q18: Can I go camping without bringing anything?**

**A18:** Empty-handed camping available for 2 groups for one day only. The basic set includes a tent, tarp screen, 2 lanterns, fire pit, BBQ stove, table, chairs, and sleeping bag for 4 people. In addition, we provide firewood (1k), charcoal (3k), chukkaman, kindling, work gloves, plates, cups, disposable chopsticks, and cooking tools (knife, cutting board,

tongs, bowl, colander, dish detergent, sponge). (For more information, please read ``We have started empty-handed camping.") Please note that you can purchase ingredients from a local supermarket or butcher shop and bring them with you.

**[Auto site question]**

**Q19: Can I use an individual car site with a camper?**

**A19:** Parking is possible if the vehicle is within 3.5m wide x 10m long.

**Q20: Can I use it while sleeping in my car?**

**A20:** We have a dedicated car overnight site. (13 machines, space 3.5m x 5m) Although it depends on availability, you can specify a location, and it will be fixed, so even if you leave temporarily, you will stay in the same location. Please note that tents cannot be pitched, but tarps can be pitched within the parking space. \*Bonfires are prohibited, BBQ is allowed.

**Q21: Please tell me the usage fee for the cottage?**

**A21:** To use the cottage, we first charge a campsite admission fee of 1,000 yen per person (junior high school age or older) and a cottage usage fee of 15,000 yen. In addition, the basic capacity of the cottage is 6 people, and bedding is provided for 6 people, but if you use more than this, an additional entrance fee and bedding fee will be charged. \*If the futon/comforter gets dirty, a cleaning fee of 3,000 yen will be charged.

**Q22: Can I pitch a tent in front of my cottage or bungalow?**

**A22:** You can pitch a tent or tarp in front of your cottage/bungalow.

**Q23: Can I use fire to cook in the cottage/bungalow?**

**A23:** You can cook using fire in the cottage, but please refrain from grilling meat. Fires and BBQs are strictly prohibited on the terrace. Fires are strictly prohibited inside the bungalow. Enjoy BBQ and other meals outdoors at both facilities. BBQ stoves are also available for rental, so please make a reservation in advance.

**Q24: Is it okay to smoke inside the cottage/bungalow?**

**A24:** Smoking is not allowed inside the cottage/bungalow.

**Q25: How many people can stay in the bungalow?**

**A25:** Bungalow can accommodate up to 3 to 4 adults or 2 adults and 2 children.

**Q26: Do you have rental tents?**

**A26:** We have ``4-person and 5-person tents." If you wish to use this service, please make a reservation as soon as possible.

**Q27: How many tents can be pitched at an individual car site?**

**A27:** The basic price is 1 tent and 1 tarp, although it varies depending on how it is pitched and the item.

**Q28: How many cars can be parked at Cottage/Bungalow/Autosite?**

**A28:** Cottage parking space is 2.5m x 8m (normal car, about 2 cars vertically) The parking space of the bungalow is 3.5m x 6.5m (1 standard car) The parking space at the individual

car site is 3.5m x 10m (normal cars, about 2 cars vertically) There are two types of parking spaces at the camper site: 5m x 8m and 4m x 22m.

**Q29: I would like to use the service on a large bus. Is it possible?**

**A29:** We do not allow large buses to enter during busy periods. This is because the entrance/exit path to the parking lot is very narrow, which can cause accidents. In addition, if you cannot fit into the parking space on the site, you will be refused entry.

**Q30: Are the cottages and bungalows equipped with toilets, showers, and electrical appliances?**

**A30:** Cottage has toilets, showers, electrical appliances, bedding, etc. The bungalow has lighting and outlets inside and outside, and please use the shared toilet and kitchen facilities. Please also bring your own bedding.

**[Bonfire/BBQ questions]**

**Q31: Can I have a bonfire?**

**A31:** Open fires are prohibited. You can use the fire pit. Firewood is also available for sale at the store. Please use a bonfire stand with the fire bed at least 30 cm from the ground and cover it with a fireproof/insulating sheet to avoid burning the lawn. Also, please do not burn a lot of firewood or trash. In case of strong winds, bonfires are prohibited, so please follow the staff's instructions. Thoroughly extinguish the firewood residue and dispose of it in the designated area. Please end the bonfire by 9:30 p.m. and go to bed by 10 p.m. Please note that bonfires are prohibited at the car camping site.

**Q32: Is there a BBQ stove or a space dedicated to yakiniku?**

**A32:** Please bring a BBQ stove if possible. BBQ is possible at your location. BBQ stoves are available for rental, but the number is limited, so please make your reservation early. Simple stoves made by stacking blocks, stones, etc. are prohibited (open flames are prohibited). Please do not burn the lawn. There is a barbecue house (free of charge) as a space exclusively for yakiniku.

**Q33: Can I use the BBQ house without making a reservation?**

**A33:** It is possible if there is space, but we recommend that you make a reservation as it may be fully booked.

**Q34: What do I need to use the BBQ house?**

**A34:** The BBQ house has a roof and is equipped with a table, chairs, and stove. There are two outdoor hearths in each house, with four in each building. Each building can accommodate 30 to 40 people. Rental nets and charcoal are available for a fee.

**Q35: Can I have a BBQ without bringing anything?**

**A35:** Our facility has "BBQ stove rental." We do not sell "ingredients". At the shop, we sell "charcoal", "kindling", "grilling net", etc. There are convenience stores, supermarkets, home centers, and butchers within 5 to 10 minutes, so please purchase ingredients there before coming.

**Q36: Can I bring my own BBQ stove and BBQ?**

**A36:** Yes, you can. However, the free site and auto site can be used until 18:00 for day camps

and until 22:00 for overnight guests. There is also a BBQ stove available for rental.

#### [Play question]

Q37: Can I go fishing?

A37: No. There are no fish in the streams within the park, so fishing is prohibited.

Q38: Can I have fireworks?

A38: Only hand-held fireworks can be used. Please refrain from riding on the lawn.  
(Fireworks prohibited)

Q39: Can I use the sound equipment (karaoke, musical instruments, radio cassette player, megaphone), etc.?

A39: Not available. Please refrain from doing so as it may disturb people who are camping quietly.

#### [Bath/hot spring questions]

Q40: Is there a bath nearby?

A40: Furanui Onsen is about 10 minutes walk or 5 minutes by car.

Q41: Is there a hot spring?

A41: There is "Fukiage Onsen Recreation Center Shiroginsou" about 25 minutes by car from our campsite towards the Tokachidake Mountain Range. The hot springs, which are 100% natural hot springs and equipped with a sauna (Loryu), will refresh your mind and body. This is the same affiliated company as our campground, and we hand out "hot spring discount tickets" to everyone who uses the campground. Please use it once.

#### [Questions about tourist spots]

Q42: Are there any tourist spots nearby?

A42: Yes. First of all, there is "Kamifurano Hinode Park Lavender Garden" adjacent to the campsite. On a gentle hill of approximately 4 hectares, the lavenders of "Dokumurasaki No. 3" and "Okamurasaki No. 4" bloom for one month in July, welcoming everyone with their purple jutas. Climbing the Tokachidake mountain range is also attractive. Other attractions in Kamifurano Town include Kanno Farm, Flowerland, Lavender East, Goto Museum, and Trick Art. Biei Town has "Zerbu no Oka", "Shikisai no Oka", and "Blue Pond". Nakafurano Town has "Farm Tomita," "Flower Park," and "Ayaka no Sato." Furano City is home to "Garden of the Wind" and "Lavender Forest." In the Biei/Furano region, there are facilities that display a wide variety of flowers, and from early summer to autumn, the colorful flowers bloom in abundance, inviting you to a moving and relaxing space.

Please use Kamifurano Hinode Park Campground as a base for sightseeing and outdoor activities.





In summer, the approximately 4 hectares of gentle hills are filled with 40,000 purple lavender trees and colorful flowers to welcome you. Let's ring the "bell of love" and be happy.



If you go up to the observation deck, you can see a panoramic view of the lavender fields, the Tokachidake mountain range to the east, Mt. Ashibetsu to the west, and a spectacular 360-degree panoramic view of the surrounding hills and countryside.



Great panorama of the Tokachidake mountain range

(Summer open-air bath)



(Winter open-air bath)



(Hakuginsou-mae campsite)



Fukiage Onsen Recreation Center ``hakuginsou" has 100% natural hot springs, a sauna, an open-air bath, and a campsite. It's 18 km/25 minutes by car from Hinode Campsite, and you can enjoy the scenery while driving, and you'll see foxes and deer. They might come to greet you...(They may jump out suddenly, so be careful)