

## To Customers

### **Payment and cancellation policy**

#### How to pay

Please pay tour fee by credit card when making a reservation. You can use VISA or MasterCard.

#### Cancellation policy

If you want to cancel your tour suddenly for any reason, you will need to pay a cancellation fee.

- ✓ From 10 days to 7 days before : 10 %
- ✓ From 6 days to 3 days before : 30 %
- ✓ 2 days before : 50%
- ✓ From the day before the date of the tour : 100%

The cancellation fee will be settled in advance from the tour price paid by credit card.

### **The day before the tour**

#### Confirmation of reservation

We will call you by phone the day before to confirm your reservation. At that time we often use a mobile phone. Please call us if you haven't received a phone call by 7pm the day before the tour.  
Kazaguruma office: 090-8915-0931

#### Tour guidelines

We hope you can go on your tour in the best conditions, so don't drink too much alcohol, and try and get a good night's sleep the night before. After you finish the tour, you will be able to eat a delicious dinner and drink a lot of beer.

### **The day of the tour: Access**

#### For guests coming from Ishigaki Island

- During the busy season, you should go to Ishigaki port earlier, because the parking area is sometimes full.
- When you buy a ferry ticket, please make sure that you confirm your destination. There are two ports on Iriomote island. They are Uehara and Ohara. The names are very similar, but they are 40km apart.
- If you can't understand how to use the ferry, please contact us.  
Kazaguruma office: 090-8915-0931

#### For guests staying on Iriomote Island

We will call you by phone call on the morning of the tour if there is any change to the pick-up time.

## **The day of the tour: Clothing and equipment**

### Clothing

#### ◆ Hot season: April to October

A quick dry and quick absorption shirt, short pants and swim leggings would be good.

Long sleeves would be better for sun protection.

#### ◆ Fall and Winter season: November to March

The weather is quite cool during the fall and winter on Iriomote Island, because it is often windy.

So you should wear a wind-breaker.

A fleece would be better if the temperature is below 20 degrees.

### Shoes

You can use our free rental shoes. The sizes are from 18cm to 32cm.

### Drinks

You need to have many water (1-2L) on summer season.

On winter season you need to have some water (0.5-1L).

Especially, you had not only better water or tea but also sports drinks. You can buy it at our shop.

### Life jacket

You don't need to prepare a life jacket. It include in tour cost.

### Baggage

You don't need to bring a rucksack. It is included in the cost of the tour.

But there is one rucksack for two people.

### Sun protection

You need a hat, sunscreen, sunglasses and a towel. You can buy them at our shop.

### Cameras

You need to protect your camera from water. We cannot be held responsible for any breakages.

### Valuables

There is a strong box at our shop, and it is free to use.

We will also take care of any large baggage you have.

### Changing clothes after the tour

You can use the shower room after the tour. It is free.