



FAQ

About Accommodations

Q1. What time is check-in and check-out?

A. Check in 15:00 / Check out 11:00am.

Q2. Do you provide transportation service?

A. On-call transportation between Gora Station and Gora Kadan is available. Please call us when you arrive Gora Station.

Q3. Do you have a parking lot?

A. You can park your car on the day of check-out. Please leave your car key at the Front Desk.

Q4. Do you have an electric vehicle charging station ?

A. We have a Tesla-type charging station for the guests in-house. Please bring your own charging cable if your vehicle if it is not a Tesla type charging socket.

Q5. Are you a small kid firendly facility ?

A. We do not have any age limitation including small kids.

Q6. Do you have any amenities for kids?

A. We have yukata, sandals and toothbrush, etc for kids.

Q7. Do you have any amenities for babies? ?

A. We have electric kettle, baby bed, baby soap and baby chair. Please inquire for the details.

Q8. Do you offer a laundry service, or facility?

A. We do not have our own laundry facility, however, we will distribute laundry to outside with laundry fee.

Q9. Do you have an accessible room?

A. We do not have an accessible room. If you require chair/table and such to enhance your stay, please inquire in advance.◦

Q10. Do you offer any amenities for physically challenged guests?

A. We have handrail/wheelchair/bath chair/bath step/roll away bed. Please inquire in advance.

Q11. Where can we book you with your best rate? ?

A. It is available on our official HP.

About Meals

Q1. What time does dinner and breakfast start. ?

A. Dinner at 6:00pm or 7:00pm. Breakfast at 8:00am, 8:30am or 9:00am. *You might not have full dinner experience if you arrive later than 7:00pm.

Q2. Are you able to accommodate special request on the meals such as food allergy/restriction?

A. We are able to accommodate special request on the meals. Please kindly inform us in advance. Please note that the request on the arrival day cannot be accommodated.

Q3. Are you able to accommodate special request on the meals for those who are pregnant?

A. We are able to accommodate special request on the meals. Please kindly inform us in advance. Please note that the request on the arrival day cannot be accommodated.

Q4. What kind of breakfast menu do you offer?

A. We offer Japanese style or Western style breakfast.

About Facilities

Q1. What kind of facilities do you have?

A. We have the public onsen, in-door pool, gym, bed-rock bath, private onsen, lounge and salon and souvenir shop.

Q2. What kind of hot spring water do we enjoy?

A. It is mildly alkaline hot spring.

Q3. Do you have saunas at your public onsen? ?

A. We have a dry sauna and a steam sauna at our public onsen.

Q4. Are small children allowed to enjoy your public onsen?

A. Potty trained children are allowed to enjoy our onsen. Please note that the children older than 7 year old are not allowed to enjoy different gender onsen.

Q5. Are small children allowed to enjoy your pool?

A. Potty trained children are allowed to enjoy our pool.

Q6. Are exposed tattoos allowed in your public onsen and pool?

A. Exposed tattoos are not allowed in our public onsen and pool. Please kindly make them unexposed with bandage. Please note that bathing suit/rash guard shirt are not allowed.

Q7. Do you offer rental equipments for your pool?

A. We offer some such as rental swimsuits as well as purchasable.

Q8. Are we able to enjoy Kadan Spa as a day trip?

A. You are able to enjoy Kadan Spa as a day trip. Please kindly inquire the details in advance.

Q9. Person who are pregnant able to enjoy Kadan Spa?

A. We kindly ask those who are pregnant to refrain from having Kadan Spa for safety reasons. Please kindly inquire the details in advance.