

Frequently Asked Questions (FAQ)

■ Regarding Reservations and Cancellations

Q. How do I make a reservation?

A. Please make a reservation through the website.

*Please use the reservation button located on this page. We do not take reservations by phone.

Q. How do I cancel a reservation?

A. As long as it is before cancellation fees occur, you can cancel your reservation online yourself.

Q. How do I change a reservation?

A. To change your reservation, please first cancel your current reservation and create a new reservation.

Please remember to cancel your existing reservations. If you forget to cancel a reservation, you will be charged a cancellation fee. Please note that no refunds will be made.

Q. What are the cancellation fees?

A. Cancellation fees are charged if a reservation is canceled after the reservation deadline. Cancellation fees are 100% of the full price, and this is the same for all tickets.

Example: Bistro Wanko, from 14 days before the reservation date

No-shows on the day of the reservation will also be considered as cancellations.

Please note that no refunds will be made for cancellations.

Q. What payment methods are available?

A. We only accept payment by credit card.

Credit cards accepted for payment:

VISA, Mastercard, AMERICAN EXPRESS

Q. Can I make a reservation now and pay in cash on-site?

A. We only accept payment by credit card, in advance.

Q. Can I buy same-day tickets?

A. The sales of same-day tickets will be limited based on availability. It is not yet decided if same-day ticket sales will be available.

Q. How do I buy same-day tickets?

A. Same-day tickets may be bought at the ticket window and paid in cash or by credit card online. Please note that same-day tickets may not be available.

Q. How do I confirm my reservation at check-in?

A. Please present the reservation screen on your smartphone or other mobile device.

Q. What happens if I mix up the date of my reservation?

A. No-shows on the day of the event will be considered as cancellations.

If you wish to participate, you will need to purchase a ticket again.

Please check whether same-day ticket sales are available.

■EVENTS

Q. Could you provide more information about the "Morioka Traditional Sake Brewery Tour" and the exclusive sake offered?

A. You can observe the highly polished sake brewing techniques of the "Nanbu Toji" master brewer and sample sake specially brewed for sake competitions, which is not available on the market.

Q. Could you provide more information about the "Jazz Live Show and Café - A limited two-day event at one of the most famous buildings in Morioka"?

A. The Bank of Iwate Red Brick Building, built in the Taisho Era and featured in the New York Times, is a fusion of the architectural beauty of the West and the East. For a limited time, you can enjoy jazz and coffee in this historic building. You can enjoy Morioka's best attractions together in one place.

Enjoy a one-of-kind experience at this unique jazz café and take in the history and culture of Morioka.

Q. Could you provide more information about "Bistro Wanko"?

A. A premium buffet will be held at Morioka Castle Ruins Park and the 3 World Heritage Sites in Iwate Prefecture, where you can enjoy local ingredients, traditional cuisine, and local sake. Stage attractions including local performing arts are also planned!

* "Wanko" is a word in the local dialect referring to small wooden bowls.

Q. What is on the menu at Bistro Wanko?

A. Bistro Wanko offers a special daily menu at each location with local ingredients.

Q. What should I do if there are ingredients that I can't eat?

A. Please refer to the following.

• For those with allergies:

Please note that we cannot respond to individual requests for menu changes. In addition, any symptoms or attacks caused by allergic reactions are entirely the responsibility of the customer.

*The organizer assumes no responsibility whatsoever.

Please see the disclaimer on the reservation page for details.

• For vegans, and those with other dietary restrictions:

Please note that we cannot respond to individual requests for menu changes.

Q. Could you provide the menu in advance so I can check if there are some ingredients that I cannot eat?

A. The menu changes daily, so we are unable to provide any information in advance about the menu, including ingredients.

Q. Please tell me more about the Wanko Soba World Championship

A. The Wanko Soba World Championship will be held for the first time in Morioka City. There are tournaments with children's groups and general groups for the public. Anyone can enjoy the Wanko Soba championships.

Q. I'm worried about allergies. If it turns out I have a soba allergy, what is the responsibility of the event organizer?

A. Allergic reactions are the responsibility of the participant. The organizer claims no responsibility whatsoever.

Q. It says that children are not allowed to participate alone, but can they participate if they are accompanied by a parent or guardian?

A. Children may participate if accompanied by a parent or guardian.

■ ACCESS

Q. How do I get to the venue?

A. You can reach the different venues by following the corresponding directions below:

• "Morioka Traditional Sake Brewery Tour - Try artisanal sake only available here!"

Venue

Venue: Asabiraki Co., Ltd.

Address: 10-34 Daijijicho, Morioka City, Iwate Prefecture

From Morioka Station: 10 min by taxi
34 min walk
18 min by bus + walk (a 15-minute ride on the Iwateken
Kotsu Bus from Morioka eki-mae to Matsuo-mae, followed by a 3-minute walk)

- "Jazz Live Show and Café - A limited two-day event at one of the most famous buildings in Morioka" Venue

Venue: The Bank of Iwate Red Brick Building

Address: 1-2-20 Nakanohashi-dori, Morioka City, Iwate Prefecture

From Morioka Station: 10 min by taxi

23 min walk

18 min by bus + walk (a 12-minute ride on the Iwateken

Kotsu Bus from Morioka Station to Morioka Bus Center, followed by a 1-minute walk)

- Bistro Wanko Hiraizumi Venue

Venue: World Heritage Site Hiraizumi Kanjizaio-in Ruins Special Venue

Address: Hiraizumi Shirayama, Hiraizumi Town, Nishiiwai District, Iwate
Prefecture

From Hiraizumi Sta: 8 min walk

- Bistro Wanko Morioka Venue

Venue: Morioka Castle Ruins Park Special Venue

Address: 1-37 Maru, Morioka City, Iwate Prefecture

From Morioka Station: 10 min by taxi

16 min walk

7 min by bus + walk (a 6-minute ride on the Iwateken

Kotsu Bus from Morioka Station to Morioka Joshi Koen, followed by a 1-minute walk)

- Kamaishi Venue

Venue: World Heritage Site Hashino Iron Mine Special Venue

From Kamaishi Station: 40 min by shuttle bus (departs at 2:45 PM)

- Ichinohe Venue

Venue: Special Venue in Goshono Jomon Park

1) From Ninohe Station: 15 min by shuttle bus (departs at 9:40 AM and 11:00 AM)

15 min by taxi

2) From Ichinohe Station: 10 min by bus (ride the Iwate Kenpoku Bus from Ichinohe Station to Goshono Jomon Koen)

5 min by taxi

- "Wanko Soba World Championship - Have fun and make new friends over a bowl of wanko soba" Venue

Venue: Morioka Castle Ruins Park Special Venue

Address: 1-37 Uchimaru, Morioka City, Iwate Prefecture

From Morioka Station: 10 min by taxi

16 min walk

7 min by bus + walk (a 6-minute ride on the Iwateken

Kotsu Bus from Morioka Station to Morioka Joshi Koen, followed by a 1-minute walk)

- "Wanko Soba World Championship – Have fun and make new friends over a bowl of wanko soba" (pre-tournament activity) Venue

Venue: Morioka History & Culture Museum Special Venue

Address: 1-50 Uchimaru, Morioka City, Iwate Prefecture

From Morioka Station: 10 min by taxi

16 min walk

11 min by bus + walk (a 6-minute ride on the Iwateken

Kotsu Bus from Morioka Station to Kencho/Shiyakusho-Mae, followed by a 4-minute walk.

■ Other

Q. Where should I contact you for inquiries?

A. Please email us at the following address: info@iwate-treasurehunt.com

*Languages: English or Traditional Chinese

Q. Do you take inquiries via phone?

A. We apologize for any inconvenience, but we do not respond to inquiries via phone.

Q. Are there any tourist information centers near each venue?

A. There are tourist information centers at the following locations:

- Morioka City

Morioka Station 2F North entrance and South entrance

- Hiraizumi Town
Inside Hiraizumi Station
- Kamaishi City
Hotel Folkloro Sanriku Kamaishi 1F, next to Kamaishi Station
- Ninohe City
Cassiopeia Messe Nanyato 3F, next to Ninohe Station