
FACILITIES, TICKETS, RENTAL, LESSONS

General

Q. What are Gala's business hours?

A. Cowabunga Ski Center, which is connected to the train station, located at the bottom of the mountain closes around 15 minutes after the last train of the day leaves (around 7:15pm on weekdays during the winter season). Chair lifts finalize their operations at 5pm and the last descending time for the gondola (cable car) back down to Cowabunga is 5:30pm.

Q. Is skiing or snowboarding hard?

A. Skiing or snowboarding as a beginner is fairly hard so it is recommended that first-timers or beginners take a lesson to make the most of your time on the snow. It will be fairly hard to ski or snowboard without an instructor.

Q. Where baby cars (strollers) and suitcases can be stored?

A. Suitcases can be stored at the Information Counter in the Cowabunga Ski Center provided you buy a locker ticket and show it to our Information Counter staff. Baby cars (strollers) can also be stored at the information counter in Cowabunga free of charge.

Suitcases and baby cars (strollers) **CANNOT** be stored on the top of the mountain at Cheers.

Q. Is it possible to ride the gondola with a baby car (stroller) or a suitcase?

A. Baby cars (strollers) can be taken into the gondola but at Cheers there are stairs and it could be inconvenient to move around, and they cannot be stored on the mountain.

Suitcases are also allowed in the gondola but there is nowhere to store them on the mountain.

Q. Where can inquiries about lost items be made?

A. Inquiries about lost items including valuables can be made at the information counter either in Cowabunga or on the mountain at Cheers. Lost items will be eventually delivered to the information counter in Cowabunga.

Q. How do I reserve tickets, rental gear and lessons in advance?

A. There are a few ways to reserve tickets, gear and lessons in advance.

In your country of origin, travel agencies which are partnered with Gala Yuzawa Snow Resort will be able help organize tickets, gear and lessons in advance.

Otherwise tickets can be reserved in advance using our online ticketing system.

Rental items, at this moment, cannot be reserved in advance online without an address within Japan.

Lastly, a limited number of Group first-timer Thai and Chinese ski lessons will be available online on our online ticketing system for each day. Private Thai/Chinese ski or snowboard lesson enquires can be made here: flschool@gala.co.jp

English lessons may be reserved in advance through Canyons Snowsports School. More information can be found here: <https://canyons.jp/en/tours/winter-tours/gala-yuzawa-snow-resort>

On the other hand, it is recommended that customers from countries other than Japan purchase a JR Tokyo Wide Pass as it is a cheap and effective way of getting to Gala from Tokyo while also allowing customers to purchase some cheaper ticket package options at Gala on the day (there is no way to take advantage of these discounts in advance). More information on this pass can be found here: <http://www.jreast.co.jp/e/tokyowidepass/?src=pcbp>

Q. Where can I get a lift ticket holder?

A. Lift ticket holders can be purchased at the gift shop located in front of the Information Counter (Cowabunga - 2F) and at the gift shop in Cheers on the mountain.

Facilities

Q. What type of lockers do you have at Gala?

A. At Gala we have multiple types of lockers. We have two types of lockers that can be used for the multiple times throughout the day at Gala. We have male and female separate lockers as well as family lockers (Unisex). These are fairly large sized lockers that can be shared and located in the Cowabunga building.

We also have coin lockers which are one time use at Gala. These lockers range from small to large. Small and large coin lockers are available in Cowabunga but only small sized coin lockers are available at Cheers on the mountain and are limited in availability.

Q. Is there Halal food available at Gala.

A. We have no meals with Halal meat here at Gala but we do have some meals which do not contain pork, beef or chicken.

Q. Is there any restaurants on the top of the mountain at Cheers?

A. Yes, we have more restaurants on top of the mountain at Cheers then we do at the bottom of the mountain in Cowabunga!

Tickets

Q. Is there an entrance fee?

A. There is no entrance fee at Gala but to ascend the mountain. to reach the resort, you will need to have a at least ride the gondola which requires a ticket.

Q. Is there any discounts for JR Pass holders?

A. Discounts are available for holders of the JR Tokyo Wide Pass, JR East Pass (Tohoku area), JR East Pass (Nagano, Niigata area) and the JR East-South Hokkaido Rail Pass. More information on the available discounts can be found here: <http://www.jreast.co.jp/e/tokyowidepass/?src=pcbp>.

Q. What is a lift ticket?

A. A lift ticket is a ticket which is used when going skiing or snowboarding. A lift ticket will allow the holder to ride the chair lifts and the gondola unlimited times for a set duration depending on the length of ticket purchased.

Q. What tickets do I need?

A. What tickets are needed depends on upon what you wish to do at Gala on the day. If you wish to ski or snowboard at Gala you will need a lift ticket to ride the gondola and the chair lifts so that you may go skiing.

If you wish to just play in the snow, the only required ticket will be a gondola one-day ticket so that you may go up the mountain to reach the snow play area and snow activities.

Q. Where can lift and gondola tickets be purchased or vouchers exchanged?

A. Lift tickets and gondola tickets can be purchased and vouchers can be exchanged at the Information (or Ticket) Counter in Cowabunga in front of the Shinkansen exit.

Q. Where can inquiries about lost lift and gondola tickets be made?

A. Lost tickets inquiries can be done at the Information Counter in Cowabunga Ski Center. If you are in a group, please bring also the tickets of the persons accompanying you.

Rental

Q. Where do I rent gear?

A. All rental items can be found at the rental counter in Cowabunga (2F). Applying and payment of rental items are done at this counter.

Before lining up for rental items, please fill in a rental application form with the appropriate details. These rental application forms can be found at Gala near the rental counter.

Q. Do I need to rent snow wear?

A. Renting snow wear is not a necessity when skiing/snowboarding or playing in the snow but is highly recommended. Also, depending on the weather on the day it can basically become an necessity.

During the winter months (December – Mid March) it is recommended to rent snow wear whatever the weather.

Q. Is it possible to change ski, snowboard and boots sizes?

A. Exchanges can be done at the rental counter in Cowabunga. Changes can also be done at Cheers but are limited and snow wear exchanges cannot be done.

Q. Where are the ski poles located?

A. The ski poles are located at Cheers, near the exit of the Gondola (cable car)

Lessons

Q. Do you have Chinese and Thai snowboard lessons

A. We currently have Chinese and Thai snowboard lessons but they must be booked in advance and can only be booked as a private lesson. For enquiries into these lessons please email here; flschool@gala.co.jp