

# FAQ

## TICKETS & FESTIVAL ACCESS



### **CAN I ATTEND IF I AM NOT STAYING AT SETSU NISEKO? HOW DO I BUY A TICKET? IS IT FREE?**

We have a limited number of pairs of tickets for both the 10th and 11th. The tickets are free and available through our website via a ballot system. Please register on [nisekojazzfestival.com](https://nisekojazzfestival.com) to enter the ballot for tickets before the ballot closes on 21st July 2024.

### **IF I AM STAYING AT SETSU NISEKO, HOW DO I GET ACCESS TO THE FESTIVAL?**

When you check in at the hotel, the front desk will provide you with event wristbands for entry. We will also provide a program leaflet in your room. Please note that you will have complimentary access to the Niseko Jazz Festival throughout your stay. However, space is limited, and access may be restricted due to capacity. If you are unable to enter initially, you are welcome to try again later as the number of attendees will vary throughout the event.

### **CAN I ATTEND BOTH DAYS OF THE FESTIVAL IF I AM ONLY STAYING AT SETSU NISEKO FOR 1 NIGHT?**

Unfortunately, due to high demand, wristbands will only be distributed for the number of nights you are staying with Setsu. If you are staying just one night, wristbands will only be issued for the date of check-in. We have different coloured wristbands for each day's event.

### **IS THERE ANY AGE RESTRICTION? CAN I BRING CHILDREN? IS THERE A PLAY AREA FOR CHILDREN OR ANY CHILDREN'S ACTIVITIES?**

There are no age restrictions. As long as you are staying with us at Setsu or are a ballot guest, you are welcome to join us. We have an outdoor kids' play area for children within the festival grounds.

### **DOES MY TICKET GUARANTEE ENTRY?**

You will have complimentary access to the Niseko Jazz Festival. However space is limited and access may be restricted due to capacity. If you are unable to enter initially, you are welcome to try again later as the number of attendees will vary throughout the event.

### **WHAT HAPPENS IF IT IS TOO BUSY AND I CAN'T GET IN?**

If you are unable to enter initially, you are welcome to try again later, as the number of attendees will vary throughout the event. Our event staff will try their best to assist you.

### **CAN I BRING MY DOG?**

We love furry friends, but to ensure a safe and enjoyable experience for everyone, dogs (except for certified service animals) are not permitted at our hotel.

### **IS THERE WHEELCHAIR ACCESS?**

Yes, we do. Please approach the Setsu hotel staff who will assist with any accessibility needs.

### **IS THERE CAR PARKING?**

The hotel car park is only available for in-house guests. If you wish to park your car, there is a public car park near the hotel - ひらふ第2駐車場 (Hirafu Parking Lot #2). The parking is just an 8-minute walk from the hotel. We will have directional signboards to guide you to the public car park during the event days. Please refer to the following link: <https://maps.app.goo.gl/n3weUX8SuqBe9KmaA>

# FAQ

## FOOD & BEVERAGE

### WHAT FOOD DO YOU HAVE ON SALE AT THE FESTIVAL?

We are having all our restaurants – méli mélo, AFURI, Tempura Araki, and Sushi Kato INORi – join us for this event, offering exciting menus for this festive occasion.

### ARE THERE VEGETARIAN FOOD OPTIONS?

Each restaurant tent will have different offerings. méli mélo restaurant will have vegetarian food options for you.

### WILL I BE ABLE TO GET DRINKS AT THE FESTIVAL?

Yes, we will be selling both alcoholic and soft drinks at the festival food tents, including beers, wines, Japanese sake, whisky soda, gin and juices. Please note that outside food and drinks are not allowed during the event – although personal water bottles are permitted.

### CAN I PAY CASH OR CREDIT CARD FOR THE FOOD STALLS? CAN I CHARGE TO MY HOTEL ACCOUNT?

F&B vendors accept cash only. You can find an ATM at the Lawsons opposite the hotel. We are sorry but we are unable to bill purchases from the F&B stalls to your hotel account.

### CAN I USE THE HOTEL FACILITIES LIKE THE WELLNESS CENTRE AND KIDS PLAYROOM?

There are certain facilities of the hotel that are exclusively for hotel guests, these include the indoor and outdoor onsen, gymnasium, business centre, and the indoor kids playroom. Ballot ticket guests are welcome to use our public facilities which include the restaurants, Rikka Spa, and Studio En. We recommend making reservations in advance to avoid any disappointment.

## GENERAL

### IS THIS AN OUTDOOR EVENT?

Yes, the event is held in the outdoor courtyard within Setsu Niseko. Please remember to stay hydrated and bring sunscreen in case of hot weather.

### IF IT RAINS, DOES THIS MEAN THAT THE EVENT IS CANCELLED?

No. The event is open rain or shine. In the case of severe weather or lightning detected in the area, the stage will be shut down. We will get up and running again, once lightning strikes are undetected for 20 minutes.

### IS THERE SEATING AT THE EVENT? ARE FOLDING AND PORTABLE CHAIRS ALLOWED?

There will be more than 200 seats available at the event, on a first-come, first-served basis. We will also have standing tables. No outside folding and portable chairs are allowed.

### CAN I RESERVE SEATING?

Seating is on a first-come, first-served basis. Our event staff will be there to assist.

### AM I ALLOWED TO SMOKE AT THE EVENT?

No smoking is allowed at the event. Setsu Niseko has a smoking room located inside the hotel for you to use.



# FAQ

## GENERAL

### IS THERE ANY OFFICIAL EVENT MERCHANDISE?

Absolutely! We'll have a choice of two t-shirt designs to commemorate the event. These shirts are a perfect way to remember the experience and show your love for the event.

### IS THERE A FIRST AID BOOTH?

Yes, first aid assistance will be available at our information booth. The first aid team will provide the following basic service only:

- Treatment of minor cuts and bruises.
- Managing heat exhaustion and providing preliminary care for heatstroke.

### ARE PHOTOS AND VIDEOS ALLOWED TO BE TAKEN DURING THE EVENT?

Photos and short videos can be taken at the festival for social media use. Please refrain from taking long video recordings. Please remember to tag #nisekojazzfestival in your social media posts.

### IS JAZZ THE ONLY MUSIC PERFORMED AT THE FESTIVAL?

We have over 23 talented jazz artists performing at the Niseko Jazz Festival. They will bring different jazz performances to the audience, making it a fresh and exciting event for everyone to enjoy.

### WHAT ARE THE ITEMS PROHIBITED AT THE FESTIVAL?

- Pets, except for service dogs duly identified or with special accreditation
- Bicycles and skateboards
- Folding and portable chairs
- Umbrellas for sun shade
- Any other object that may present a safety hazard to festival attendees
- Selling and soliciting on the festival site