

# FREQUENTLY ASKED QUESTIONS

## Where is Rhythm Japan located?

We are located at three resorts within Japan. Two on the north island of Hokkaido; Niseko and new store opening in Furano and Hakuba in Nagano.

Niseko is located about 2 hours from Sapporo. The main store is in the centre of Hirafu village 50m from the town's main traffic lights, next to Odin Place and minutes from the Family Chairlift.

Hakuba is located in the Nagano prefecture west of Tokyo. The store is located at the old Wadano Visitors Centre, next to Mominoki Hotel at the base of the Happo-One Ski Resort.

Furano is two-hour's drive northeast of Chitose Airport (Sapporo) or one-hour's drive south from Asahikawa Airport. Rhythm will be located in custom built space inside the Fenix, Furano's newest luxury ski-in, ski out accommodation. Enjoy direct access from the store to Furano Ski Resort's Kitanomine Gondola.

## What is the difference between Standard and Premium package?

Standard rental equipment is specifically designed for rental use and first timers.

Premium rental equipment is designed for retail use and caters to all abilities, whether it's a first timer or seasoned expert. It is updated every year with current season models. We also allow equipment to be swapped to suit the snow conditions or the type of riding you wish to do i.e. groomers, side/backcountry or park.

## Can I book a Standard package and then upgrade?

Yes, you can upgrade at any time.

You will just need to cover the price difference between the packages.

## Can I swap from skis to snowboard?

Yes. Swapping between skis and snowboard is available on both Premium and Standard rental packages.

## Can I book a specific ski or board?

No. Unfortunately we are unable to reserve specific boards or skis as the product may be rented at the time of your arrival. When you pick up your rentals, we can check to see when the product is expected back and contact you if it arrives earlier.

## Can I exchange my gear if I don't like it?

Yes. Boots can be exchanged at any point regardless of the package. On a Standard package, skis/board can be exchanged for a different length. If you are unhappy with the type of skis/board on the Standard package you are welcome to upgrade to Premium where there is a wider variety and no limitations on exchanging gear.

## Can I change my boots if they don't fit?

Yes. Regardless of the package rented it is important that the boots fit well. If you have trouble with your boots, you can come into the store and change them.

## What sizes do the rental boots come in?

Ski boots start at 15.5cm and go to 33.5cm. Snowboard boots start at US2 (kids) and go up to US16 (mens).

## Are helmets included in the package?

No. Helmets, wrist guards, après

boots, jackets and pants are all additional items that will need to be booked separately.

## Do the jacket and pants come as a set?

No. Jacket and pants are rented and booked as separate items.

## Do you rent goggles and gloves?

No. Due to hygiene reasons we don't rent gloves or goggles, however, we have a great range of affordable products for purchase.

## Do I need to provide sizing requirements when pre-booking?

No. There is no requirement to supply this information prior; however, the more details we receive the quicker the fitting process.

## How do you define 'kids'?

Kids are classified as 13 years of age and younger.

## Can I store my rental equipment at the shop overnight?

Yes. If you are renting from our Premium package you can store your skis/board in our storage lockers. We advise you take your boots home so they keep toasty warm.

## When can I pick up my equipment?

Your rental equipment can be picked up free of charge after 3pm the night before your rental starts and kept until 10am the day after the rental period has finishes.

## How will I get equipment back to my accommodation?

We provide a free pick up and drop off service for customers. Once you have been fitted out in your rental equipment, we will drive you to your accommodation. Within Niseko this is limited to the Hirafu,

Hanazono and Niseko Village area. Our service in Hakuba extends as far as Wadano, Goryu, Hakuba Station and Iwatake.

## Can I get my equipment delivered without coming into the store?

No. Although we may have your sizing details, it is still important that you are fitted out in store to ensure you have the right gear.

## What happens if I lose my skis/board on the mountain?

There is a replacement charge, however if the equipment is returned to us in its original state we will refund the money. In the meantime, we will fit you out with a new set of skis/board so you can continue your holiday.

## Is there insurance on the rentals and what does it cover?

Yes. There is insurance included in the price of the rental. This covers repairable damage to skis/board including:

- Base work/patches
- Core shots
- Edge and Tune
- P-TEX

If there is extensive damage that can be repaired, you will be charged the minimum cost of a full tune (¥8,000).

If damaged beyond repair, the payable insurance excess is the 14-day rental price for that item.

Damage includes:

- Snapped board or ski
- cracked top sheet
- Excessive base damage
- De-lamination
- Lost or stolen item

## Is there a package which includes rental, lift pass and lesson?

No. Lift passes and lessons will need to be booked independently.

## Can I take my rentals to another resort?

Yes. You can pick up your gear from our store in Niseko or Hakuba and take them to other resorts within Japan. We provide a courier service with all the paper work and bags to send the equipment back to us. The cost is an extra day rental for the delivery and the courier fee (approx. ¥2,000 per bag).

## Can I swap/upgrade from Premium/Standard to Backcountry equipment?

No. We do not offer any swap/upgrade option from Premium/Standard to Backcountry gear, however, we offer a discounted rate for Premium customers wanting to rent Backcountry equipment.

## Can I pre-book Backcountry gear?

No. We do not pre-book these as most of the time our customers rent on a day by day basis and it is difficult for us to hold stock in advance due to this reason.

