

F VILLAGE Snow Park | Q&A(FAQ)

【Reservations】

F VILLAGE Snow Park | 常見問題(FAQ)

【預約】

Q. Can I change the number of people after making a reservation?

A. No. Changes to the number of people cannot be made after the reservation is completed.

If you need to change the number of participants, please cancel your reservation and make a new reservation with the correct number.

Q. 预订完成后可以更改人数吗？

A. 不可以。预订完成后无法更改人数。

如需更改人数, 请先取消原有预订, 再以正确的人数重新预订。

Q. Can I reserve multiple plans at the same time?

A. No. Multiple plans cannot be reserved at the same time.

Only one plan can be booked per reservation.

Q. 可以同时预订多个套餐吗？

A. 不可以。无法同时预订多个套餐。

每次预订仅限选择一个套餐。

Q. Until when can I cancel my booking?

A. Up to 3 days before reservation dated (by 3:59 PM): 100% of the fee will be refunded.

Any cancelation after 4:00 pm 3 days prior to the reservation:

No refunds will be issued for any reason.

Q. 什麼時候開始收取取消費用？

A.在預約日的三天前16:00以後取消預約收取100%金額(不論任何理由都無法進行退款)

在預約日三天前15:59之前可以免費取消預約

Q. Will a cancellation fee apply even in the case of unavoidable circumstances?

A. Yes. Please note that cancellations made from 3 days prior to the reservation date will incur a cancellation fee of 100% of the total amount, regardless of the reason.

Q. 即使因不可避免的原因, 也会产生取消费用吗？

A. 是的。请注意, 自预约日期前3天起取消, 无论原因如何,

均将收取相当于费用100%的取消费用, 敬请理解。

Q. What happens if the facility closes due to bad weather?

A. We offer a variety of activities that can be enjoyed regardless of weather or snowfall conditions.

Some activities or services may be modified depending on the weather; however, the facility will remain open, so please feel free to visit with confidence.

In the event that continued operation becomes difficult due to a major disaster or similar circumstances, announcements will be made on our official website.

Q. 因天气不佳等原因设施关闭时会怎样？

A. 我们提供多种不受天气或积雪情况影响的活动项目。

根据天气情况, 部分营业内容可能会有所调整, 但设施原则上不受天气影响正常营业, 请放心前来。

如因重大灾害等原因导致无法继续营业, 我们将通过官方网站发布通知。

Q. How can I cancel my reservation?

A. Please cancel via the link in your reservation confirmation email or through the booking site where you made your reservation.

If you need assistance, please contact us through the inquiry form.

Q. 如何取消預約？

A. 請透過預約完成通知信中的連結，或您當初預約的官方網站／各訂票平台進行取消手續。

如有疑問，請使用聯絡表單與我們聯繫。

【For First-Time Visitors】

【首次來訪】

Q. Can small children enjoy the park?

A. Yes. We offer activities suitable for young children, such as sledding and snow play areas, so families can enjoy safely.

Q. 年紀較小的孩子也可以玩嗎？

A. 可以。園區內設有適合幼童的活動，以及專為雪橇與玩雪設計的區域，讓家庭能安心遊玩。

Q. Is it okay if it's my first time playing in the snow?

A. Absolutely. Snow escalators are available in ski areas for easy access, and staff members are stationed throughout the park to assist beginners.

Q. 第一次玩雪也沒問題嗎？

A. 沒問題。滑雪區內設有雪地電扶梯，方便移動。其他活動區域也有工作人員常駐，即使是初學者家庭也能安心體驗。

【Fees & Tickets】

【費用·票券】

Q. Is there a child rate?

A. Yes. Children of elementary school age and under are eligible for child ticket. Children 3 years old and under are free of charge.

Q. 有兒童票價嗎？

A. 有的。小學生(含)以下適用兒童票價。

3 歲以下幼兒可免費使用。

Q. Is there a fee if I only want to watch?

A. No. It will be free of charge.

Q. 只參觀不體驗活動，需要付費嗎？

A. 不需要。僅參觀不收取任何費用。

Q. What payment methods are accepted?

A. We accept cards, E-money, and QR code payments.

Cash is not accepted.

Q. 可使用哪些付款方式？

A. 可使用信用卡、電子支付及 QR Code 行動支付。

無法使用現金付款。

【Rental & What to Bring】

【租借·攜帶物品】

Q. Can I come without any equipment?

A. Yes. We offer rentals such as snow wear, skis, snowboards, and sleds.

Gloves, hats, and other accessories are also available.

Q. 沒有工具也可以嗎？

A. 可以。園區提供雪衣、滑雪板、單板滑雪、雪橇等多種租借用品。

手套、帽子等配件也有提供。

Q. Do you have children's wear and boots?

A. Yes. We carry a wide range of sizes.

Snow wear from 90 cm and snow boots from 17 cm are available.

Q. 有提供兒童用的雪衣和雪靴嗎？

A. 有的。我們備有多種尺寸。

雪衣 90cm 起, 雪靴 17cm 起。

【Activities】

【活動相關】

Q. Is a guardian required to accompany children?

A. Yes. Children of elementary school age and under must be accompanied by a parent or guardian.

Q. 孩子一定要家人陪同嗎？

A. 是的。小學生(含)以下的小孩, 必須要與家人或監護人陪同參與活動。

Q. Are ski or snowboard lessons available?

A. Basic support is available; however,

professional lessons are not included in the standard fee.

On dates and during time slots when qualified instructors are available, we offer lesson experiences as an optional add-on on the day of your visit.

If you would like to check in advance whether lesson options are available on your planned visit date, please contact us individually via the inquiry form.

Q. 有滑雪或单板滑雪的课程吗？

A. 我们可提供基本的协助, 但专业课程不包含在费用内。

仅在有可进行讲解的工作人员值班的日期和时间段, 才可在当天加购课程体验作为附加选项。如需提前确认您计划来访的日期是否提供课程选项, 请通过咨询表单与我们单独联系。

Q. Is the Premium Pass available for unlimited time?

A. No. The usage time is 2 hours from the time of check-in completion.

All plans have a usage time of 2 hours.

Q. 高級通行証 (Premium Pass) 的使用時間是無限的嗎？

A. 不是的。使用時間為完成報到手續起 2小時。

所有套餐的使用時間均為 2小時。

【On the Day / Facilities】

【當日流程·設施】

Q. How long can we play?

A. Most activities are based on a 2-hour period, but you are free to enjoy the park depending on your activity combination.

Q. 可以玩多久？

A. 活動主要以2小時為基本單位, 但可依活動的組合方式, 自由安排您的時間。

Q. Is parking available?

A. Yes. You may use the F VILLAGE parking lot.

Please note that during events, reservations may be required and congestion is expected.

Q. 有停車場嗎？

A. 有的, 可使用 F VILLAGE 停車場。

活動期間可能必需要事前預約, 而且預期會比較為擁擠。