

Frequently Asked Questions

Q 1 : Which dates will require advance reservation?

A : The date ranges below are subject to advance reservation in 2021 (includes weekdays).

	Affected Date Ranges	Ticket Sale Start Date
Spring	April 29 th to May 9 th	March 1 st
Summer	July 22 nd to September 12 th	April 1 st
Autumn	Late October to Early November	July (TBD)

※ Dates listed outside of these ranges do not require advance reservation (group reservations still required).

※ Concrete autumn dates will be announced in July.

※ Beginning in 2022, all date ranges requiring advanced reservation will be announced January 1st each year.

Q 2 : Can I make same-day reservations?

A : It is possible to make a same-day reservation. However, we cannot guarantee ticket availability and highly recommend you book further in advance.

Q 3 : I've come without a reservation. What should I do?

A : There are no 7/11 convenience stores in the nearby area, so please reserve a ticket online using your phone. However, we cannot guarantee ticket availability for same-day reservation. Additionally, cell service may be spotty in the area so we highly recommend reserving prior to your visit.

Q 4 : Where is the closest 7/11 to the Kiyotsu Gorge?

A : The closest 7/11 is 10km away in Shiozawa. The closest one in Tokamachi is 12km in Nakasato located along Highway 117.

If you are looking for a 7/11 around the Echigo Yuzawa Station area, there is one located the right of the west entrance upon exiting the station. We recommend this location especially for those arriving here via bus or taxi.

Q 5 : I am having problems reserving online.

A : Please contact the Asoview Ticket Services Help Desk at 050-3537-9828 between 10am to 7pm (Japanese only).

Q 6 : I reserved my ticket online. What should I do when I arrive to Kiyotsu Gorge?

A : Please display the QR code associated with your ticket when you reach the reception desk. However, be aware that cell service can be spotty around Kiyotsu Gorge so we recommend saving a screenshot or printing out your QR code in advance.

Q 7 : I can't connect to the website to buy a ticket. Are there other methods?

A : Please visit any 7/11 convenience store for ticket purchasing.

Q 8 : How do I reserve tickets at 7/11?

A : Tickets can be purchased through the multi-purpose copier inside 7/11. The menu is in Japanese only, but please use the below guide to assist you; your selections will be outlined in red. A staff member may also be able to assist you.

セブンチケット【日付指定券】購入フロー

confidential

■マルチコピー機



①	: Select "Tickets" from the touch panel. Reads チケット in Japanese.
② - ⑤	: Tap "Seven Ticket," then "Leisure," then "Other Leisure," and finally "Kiyotsu Gorge Tunnel" in that order. In order, this looks like the following in Japanese: 「セブンチケット」⇒「レジャー」⇒「その他レジャー」⇒「清津峡渓谷トンネル」
⑥-⑦	: Select your date (日付) and time (時間) of your desired visit.
⑧	: Confirm the contents.
⑨	: Select the type of tickets and how many. Adult (大人), Junior High Age (中学生), Elementary School Age (小学生), and Toddler (幼児) may be displayed. As a reminder, Kiyotsu Gorge has two ticket prices: 800yen for high school and older and 400yen for elementary school through junior high age.
⑩-⑪	: Enter your name (氏名) and phone number (電話番号).
	: Confirm all information is correct and hit OK. You have 30 minutes from the time of printing to pay at the register. If at any time you need to change something, hit the Back (戻る) button.

Q 9 : Do I need to leave before the time window I reserved is over?

A : No, there is no time limit for your visit once you are inside the tunnel but please be aware that you cannot change your reservation window once confirmed. If you arrive beyond the time window you will not be allowed entry so we recommend giving yourself extra time to get here just in case.