



Q. Will I be in time for the Hozugawa River Boat Ride?

You will **be able to board the boat**.

However, if the carriage arrives at or after the departure time of the final boat, **boarding will not be possible**.

Currently, the carriage arrives at the same time as the scheduled departure of the Hozugawa River Boat Ride.

We have contacted the boat terminal and asked them to wait a little for your arrival, so you will be able to board.

However, please note that depending on the situation on the day, there may be a short wait. If you wish to board the boat at the scheduled time without delay, we recommend taking **an earlier carriage, a bus, or a taxi**.

Please note: **From early December to early March**, the Hozugawa River Boat Ride operates only once every 90 minutes due to the winter schedule. During this period, almost all boats follow the fixed schedule. If you take **the 9:35 or 12:35 carriage**, the boat's departure time will likely be **about 90 minutes later**. Please keep this in mind.

Q. If I take the Sagano Romantic Train, will I make it in time for the horse-drawn carriage?

If you head straight to the carriage boarding area, you will have plenty of time to make it.

The carriage boarding area is located right in front of Torokko Kameoka Station, about a 1-2 minute walk away.

There may be limited time before the carriage ride starts, so please try to come directly without making detours.

Generally, the carriage departs about 10 minutes after the Torokko train arrives.

Therefore, if the Torokko train is delayed, the carriage departure time will be adjusted accordingly.

When the Torokko train arrives, the stairs, elevators, restrooms, and shops can become very crowded.

We recommend using the restroom before boarding the Torokko train.

Please also be mindful of purchases that require cooking time, such as "Taiyaki".

Q. How do I get to the carriage boarding area?

◆ By Torokko Train (the Sagano Romantic Train)

The carriage boarding area is located on the north side of Torokko Kameoka Station.
(Please note that this is a different station from JR Kameoka Station.)

◆ By JR Kyoto Station (via the JR Sagano Line)

The nearest station is **Umahori** Station, about a 10-minute walk from there.

◆ By Car

Approximately 10 minutes from the Shino Interchange on the Kyoto Jukan Expressway.
Paid parking is available around Torokko Kameoka Station.

Q. I have questions about the reservation system. What should I do?

Please refer to the "FAQ" section at the bottom of the page after clicking "Book Now."
All advance reservations are managed through the booking system "LINKTIVITY."

For inquiries regarding reservations:

No responses will be provided on Sundays and public holidays.

For other inquiries:

Please allow 1 to 3 days for a response.

Q. Do you operate on rainy days?

We operate as usual in light rain.

However, service may be suspended, or the schedule and route may be changed in the following cases:

- Strong winds
- **Risk of lightning**
- Extremely high temperatures
- Snow accumulation or icy roads
- Torokko train service disruptions
- Horse health issues
- Carriage maintenance

If river rafting is canceled, our Hozugawa Course will also be suspended.

In the event of cancellation, we will notify all reserved customers and issue a full refund.

Q. Can I bring a wheelchair, stroller, or large luggage on the carriage?

Large luggage can be placed at your feet during the ride.

Wheelchairs and strollers must be folded before being loaded onto the carriage.

However, the carriage is not originally designed to carry luggage.

If you have too much large luggage, you may **not be able to** board the carriage.

For passengers with excessive baggage, please store it in station lockers in advance.

For those taking the carriage excursion course, large luggage (except valuables) must be left at the reception.

If your question is not resolved, please contact us through the inquiry form.