

FAQ

1. Access

Q Could you tell me the location of the pier?

A Please refer to this link



Q Is there a space near the pier (Nihonbashi) where a shuttle car can wait?

A You can stop by the roadside to pick up/drop off passengers, but there is no waiting area.

2. About Accompanying Passengers

Q If a tour guide or security personnel (SP) accompanies us, is there an additional charge?

A There is no charge if they do not have a meal. However, due to the boat's layout, please plan for a maximum of two additional passengers. We are unable to provide separate meals other than what is offered to the main guests.

Q Can people with mobility issues board the boat?

A The boarding area is narrow and steep, so boarding is possible only if a companion can assist them. Due to the boat's layout, it is not possible to move around in a wheelchair inside the boat.

3. Food and Drink Menu

Q Can you accommodate dietary restrictions or dislikes?

A If you inform us in advance, we can accommodate individual preferences. We will do our best to meet your requests, but depending on the season and ingredients, there may be an additional charge.

Q Can I specify the type of sake?

A We recommend a pairing selected by the chef to match each dish. However, if you have a specific request, we will do our best to accommodate it. Please note that there may be an additional charge depending on the season and type of sake.

Q Can I bring my own alcohol?

A Yes, you can. In that case, we can also provide mineral water or tea within the indicated price.

4. Dining Location

Q Why don't you serve meals in Odaiba like the yakatabune (traditional Japanese houseboat) do?

A The waters within Hama-rikyu Gardens have very few boats and are extremely calm, being inside the water gate. Dining in this tranquil setting while enjoying views of Tokyo Tower and skyscrapers beyond the Japanese garden is the essence of the KISEN HANARE experience.



5. Reservation Lead Time

Q Why can't I make a reservation more than three months in advance?

A Due to the pier reservation system, this is how we manage bookings. If you wish to book further in advance, we can prioritize booking the boat and chef, and once the three-month window opens, we will secure the pier and confirm your reservation.

6. Insurance

Q What kind of insurance do you have?

A We have Passenger Injury Liability Insurance (up to 50 million yen per person per incident). This also covers accompanying passengers. If you require additional coverage, please arrange it separately through your provider.

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August 20th, 2024