



Welcome
to TwinTips Apartments



Access

TwinTips apartments are situated in The Twin Towers Ishiuchi Resort at 949-6372, Niigata Ken, Minami-Uonuma-Shi, 986-2. Just over 2 hours driving from Tokyo on the Kan-Etsu highway, brings you to the town of Yuzawa. Twin Towers Resort is approximately 4 kms from the centre of town on Route 17. You can enter the following Phone number into the car Navi for easy access: 025 783 5166. Please download and print our 'Driving instructions' from our 'How to get here' page on www.twintips.jp, as you might need the printed document to enter the parking area.

The resort complex is made up of 3 towers;

Tower A – Apartments with ski slope access on B2 floor, Main Reception and Lobby, grocery store, La Mouette restaurant, courier services, table tennis and billiards and children play area.

Central Tower P – Onsen and laundry on the 4th floor, Heated swimming pool on the 6th floor, access to the Sports Centre (full size basketball court) on the 5th floor.

Tower B – Apartments, 9th Floor access to the ski field and Gelande restaurant.

**Please note, the 5th floor of Tower B connects to the 6th floor of the Central Tower.

Air conditioning

The temperature is set to heat at approximately 20°C

Operation is one On / Off button.

Please turn Off whenever you leave the apartment to save power.

ATM

Like most places in rural Japan, cash is best. However an ATM which accepts international cards, is available at the 7/11 on the Yuzawa Main Street not far from the Echigo Yuzawa Station. Alternatively, Noguchi supermarket (which accepts all major credit cards), has a cash machine.

Car Parking

Enter the carpark, take a ticket from the machine and take it with you to reception on the first floor, for validation for the total length of stay. Parking for TwinTips guests cost ¥1,000 per 24 hours. Payment is made by purchasing daily amount tickets from the vending machine at the reception front desk.

Check In / Out

Ordinarily, check in will be available at 3pm. We would like our guests to check out at 11am. Requests for earlier arrival or later check out can be made via email and may, if available, incur additional fees.

Cooking facilities

Each apartment is equipped with some very basic cooking facilities. This includes a refrigerator, plates, bowls, glasses, cups, eating utensils and several cooking utensils (ladle, spatula, sharp knife, cork screw, bottle opener). It will also include some of the following: toaster, kettle, microwave, coffee plunger, pots and frying pan. Guests are encouraged to enjoy the variety of lunch venues on the mountain and La Mouette restaurant below reception for dinner.

Courier Services

The courier office is located on B1 underneath reception. You can Takkyubin items to your desired destination either by paying per bag before you send, or payment on delivery. You can have your gear sent to the following address:

Twin Tower Ishiuchi (care of TwinTips)
Minami-Uonuma-Shi
Ishiuchi 986-2
Niigata Ken 949-6372

You cannot get gear delivered to the apartment directly, it will get delivered to Takkyubin corner on B1 and you will pick it up there. When sending gear back to Tokyo from Twin towers please take it to the Takkyubin corner on B1 after you check out and Takkyubin will pick up from there.

Drinking water

Tap water is safe to drink.

<u>DVD</u>	The apartment has a multi-region DVD player attached to the television. Press the green button to access the DVD channel.
<u>Emergency</u>	Each unit is equipped with smoke alarms. In the event of an emergency, please follow the instructions of Building Management.
<u>Energy Saving</u>	We here at TwinTips are trying to do our bit to reduce stress on the Grid. Please help us save energy by switching off lights and heaters when you leave the room.
<u>Groceries</u>	There is a small grocery store selling basics and omiyage, located in the lobby of the main reception Tower A. There is a very well stocked supermarket called Noguchi located in Yuzawa town, 4 kms from TwinTips which accepts all major credit cards and has good opening hours.
<u>IC Cards</u>	Each Apartment has an IC Card (2 for Suites and 1 for smaller Apartments). These cards give you building access from within the carpark, garbage areas and of course the main entrance at reception. When you arrive at the resort please use the Intercom (Main Entrance or Parking building and say "TwinTips Apartments" and you will be given access to check in at Reception. Replacement of the cards is ¥5000 so please take care of them.
<u>Information</u>	Information in English about the local area is available at the Yuzawa Information Centre located at the Echigo Yuzawa train station. While the Twin Towers staff at Reception may be able to answer any questions (in Japanese), this may be limited to hiring equipment, ordering taxis and validating car park tickets. For other enquiries, please call the TwinTips phone on: 090 2306 2211
<u>Karaoke Bar</u>	"Grace" Karaoke Bar is located on the 2nd Floor above Reception and open on most Friday and Saturday nights from 19:00 to midnight. If you want to belt out all the classics from the 90's or just enjoy a few drinks then this is the place to go. A great Nomihoudai price of ¥2,000 per adult (alcoholic/soft drinks), ¥500 per child (soft drink) allows 2 hours of unlimited drinking and singing (Beer/sho chu/whiskey). A very authentic Japanese experience.
<u>Laundry</u>	All Suites have a washing machine. Coin operated Washing machines and dryers are available on the 4th Floor of the Central Tower (P). Small packets of detergent are available at the reception grocery store. A wash cycle costs ¥200 and ¥300 gets 30 minutes of drying time.
<u>Lift Passes</u>	Ski lift passes are available from the office at the first chair lift found at the very bottom of the learner's slope (below the Hatsukaishi slope). From Tower B, exit the resort on the 9th floor and ski down to purchase your tickets. From Tower A you exit the resort at level B2 and ski down. Cash only. The season at Ishiuchi Maruyama Resort runs from December 19th 2014 – April 5th 2015. Regular hours of operation are from 8am – 5pm with night skiing available from 5pm – 8.50pm. Please see the general guide to Lift Pass prices attached.
<u>Massage</u>	In-room Shiatsu Massage (Japanese language only) is available but appointments should be made 24 hours in advance.
<u>Onsen</u>	The Japanese style bath house is located on the 4th floor of the Central tower P. To gain access you will need to purchase a ticket at the vending machine outside the Onsen entrance. Cost for Adults are ¥500 and children are ¥200 (3 and under are free). Please deposit tickets in small box on the desk to the right of the vending machine. The Onsen entrance is staffed in the evening outside of this the Onsen operates on an honesty system so please be respectful of this. Once you have purchased your ticket Males go to the left and Females to the right. YOU WILL NEED THE IC CARD TO ENTER THE ONSEN ROOMS. Please read the small notice concerning Onsen Etiquette

if you are at all unsure about what to expect. Please be respectful and understand that Onsen time is totally about relaxing.

Pets

TwinTips has a strict No Pet policy.

Pool

The pool is located on the 6th floor of the Central Tower P. Entrance to the heated swimming pool is based on an Honesty System. Tickets can be purchased from the small vending machine on the 5th floor (one floor down from the pool itself). Costs for adults is ¥500 and children are ¥200 (3 and under are free). Please place your ticket in the small box located inside the pool complex.

Recreation

There are a host of recreation facilities available including a full size basketball court, several table tennis tables, a billiards table, a gym with workout equipment, a small children's play area (accessed from main lobby via stairs to B1) and a heated swimming pool. Equipment such as pool cues, table tennis bats badminton rackets and basketballs, are available for hire at the front reception desk.

Restaurants

Gelande Restaurant located on the 9th floor of Tower B is open for lunch and occasionally on weekends for Japanese style breakfasts. They have a menu in English and serve coffee and beer. There are over a dozen fabulous restaurants located on the Ishiuchi ski slopes for a variety of lunch time dining options.

La Mouette is the wonderful in-house Dinner option located directly beneath reception, overlooking the bottom Hatsukaishi slope. They serve an amazing variety of fresh Japanese style food, sake, beers, soft and mixed drinks. There is a menu in English and children are most welcome. La Mouette also offers a Take Out Service. All restaurants throughout the Resort and Mountain are CASH ONLY.

Smoking

TwinTips Apartments are all Non Smoking but all have access to a balcony.

Ski Rental

Located in the lobby area of Central Tower P, you will find Ski Rentals. Both adults and children's equipment and clothing may be hired or purchased here. They also stock a range of exclusive brands for all terrain. Please see the price list. Rentals can be paid with cash or credit card.

Taxi

Taxis are readily available at the Echigo Yukawa Station exits to take you to Twin Towers Ishiuchi Resort. From the Resort please call the following, say "Twin Towers Ishiuchi" and your name for swift collection (usually a 10 minute wait)- approximate cost ¥1700. Yuzawa Taxi: 0257 84 2025. Operating Times: 6am to Midnight daily.

TV

Access to local Japanese stations. DVD players are provided in all rooms.

Vending Machines

Various vending machines are available throughout the building where you can purchase beer, chu-hai and soft drinks. Cigarettes can be purchased from the machine beside reception using a Taspo card available at the front desk. An ice cream vending machine is also located in the reception area. Yen Notes can be exchanged for coins in the machine directly beside the front desk.

Wall Heaters

Turn to the dial at the end of the unit to desired heat. These may be left on all day set at 2-3 which will maintain a comfortable warmth.

Washing machines

The machines in the apartment are for washing only. Small packets of washing powder are available at the reception grocery store.

Wi-Fi

Unfortunately Wi-Fi is not available in rooms at this stage. Wi-Fi access is available in the Reception area.