

Rugby World Cup 2019™, JAPAN: Oita FAQ

Field	Enquiry	Response
1 General	How do I download the OITA app?	The app can be downloaded from smartphones. iPhone → 「App Store」 Android→ 「Google Play」 ※ Search for "Oita" ※ This app offers a range of local information, including access and events, sightseeing, hot spring, and food and drink facilities.
2 General	How do I contact the call centre from abroad?	Please use this number when calling from outside of Japan: +81-3-6743-2788 You can also send email enquiries to oitarugby@tabiorder.jp.
3 Match venue	Are there items that can not be taken into the stadium?	Drink, long umbrellas, and large luggage such as suitcases cannot be brought into the stadium. It is possible to bring in food that can be consumed by individuals. Cans, bottles, plastic bottles, stainless steel bottles, selfie sticks, drones, Wi-Fi routers, other devices that emit radio waves, or any other dangerous goods must not be brought in. Please note, it is possible to bring in tea for medical and health maintenance purposes. Please bring it in a plastic container if possible.
4 Match venue	Can cameras be brought into the stadium?	Yes, cameras may be brought into the stadium. Footage taken must be for personal use only.
5 Match venue	Will the roof of the stadium be closed if it is raining on the day?	The roof will be closed for all of the matches, regardless of the weather.
6 Match venue	Will the matches go ahead if it rains?	Yes, the matches will go ahead in rainy weather. The stadium has a roof, but there is a 15-20 minute walk from the shuttle bus stop to the stadium, so please come prepared with a raincoat (long umbrellas are prohibited).
7 Match venue	Will there be Wi-Fi at the match venue?	Yes there will be Wi-Fi (oita_stadium_free_wi-fi).
8 Match venue	Is the restaurant in the stadium open to the public on match days?	The restaurant will not be open on match days, but there will be food and drink stalls provided.
9 Match venue	Will there be lunch boxes, alcohol, and other drinks on sale?	Yes, there will be places to buy food and drinks (including alcohol) in the stadium.
10 Match venue	Will there be a day care centre?	No there will not be a day care centre.
11 Match venue	Can strollers be brought into the stadium?	Strollers cannot be taken to the spectator seats, but there are stroller storage areas near the ticket gates so please leave them there.
12 Match venue	Are spectators allowed to bring animals into the stadium?	Generally, animals are prohibited inside the stadium. However, guide dogs are allowed for the visually impaired. There is a sign-up form for this on the officially ticketing website, so please fill this out in advance: https://tickets.rugbyworldcup.com/showNews.html?idNews=210
13 Match venue	Will there be a first aid room?	There are three first aid rooms in the stadium.
14 Match venue	Can people enter the stadium on days that there are no matches?	The stadium is not open to the public from 22 Sept - 24 October, as it is during the tournament. It will also be undergoing preparations before the tournament, so may not be open to the public. Please contact Oita Sport Park for further enquiries (097-528-7700).
15 Match venue	Will there be staff to assist disabled people inside the stadium (e.g. steps)?	There will be guiding staff members inside the stadium, so please do not hesitate to ask for assistance.
16 Match venue	Will there be a luggage storage area?	No, there will not be a luggage storage area.
17 Match venue	Will there be a smoking area in the stadium?	Yes, there will be two smoking areas at the stadium.

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18	Transport How do I access the stadium on match days?	Spectators are prohibited from accessing the stadium by personal car, and are asked to use the shuttle bus services from Oita Station, Beppu Station, and temporary parking lots in Oita City and Beppu City. The shuttle buses are free of charge. Please check "Access to Stadium" on the Oita rugby website [https://oitarugby.pref.oita.jp/] for further details. Reservations must be made in advance to secure a parking space in the temporary parking lots, so please do so on the Oita rugby homepage [https://oitarugby.pref.oita.jp/] under "Access to Stadium".
19	Transport Will there be a car park at the stadium?	Spectators are not able to access the stadium using their personal cars. We ask that spectators use the temporary parking lots in Oita City and Beppu City, and the shuttle bus services to access the stadium. The shuttle buses are all free of charge. Reservations must be made in advance to secure a parking spot in these car parks, so please do so on the Oita rugby homepage [https://oitarugby.pref.oita.jp/] under "Access to Stadium".
20	Transport Is there a shuttle bus time table available?	There will be no shuttle bus timetable. The buses will begin running 4 hours before kick-off, and will depart once it is at capacity.
21	Transport Are the shuttle buses wheelchair-friendly?	Yes. Please ask staff for assistance when boarding.
22	Transport Where are the shuttle bus stops and Park & Ride bus stops?	All of the car parks within the stadium will serve as bus stops. Spectators must confirm which car park to use, as this will differ depending on destination. Please confirm this under "Access to Stadium" on the Oita rugby homepage [https://oitarugby.pref.oita.jp/]. Please note that return buses will always depart from the same car park used on arrival.
23	Transport Is it possible to walk to a Park & Ride car park and ride the shuttle bus to the stadium from there?	Yes, but please make a reservation through the advance reservation page to ensure that the bus services run smoothly. This can be found on the Oita Rugby Information website (https://oitarugby.pref.oita.jp/) under "Access to Stadium".
24	Transport The Park and Ride car park reservations are full, but is it possible to ride the shuttle bus and not use the car park?	We plan to arrange shuttle buses according the number of people who have made car park reservations, so it would be difficult to accommodate for people outside of that. If the Park & Ride car park reservation is full, please use another Park & Ride car park or board the shuttle bus from Oita Station or Beppu Station.
25	Transport How far is the stadium from the bus stops?	The stadium is a 15-20 minute walk away from each bus stop. Spectators must confirm which car park to use, as this will differ depending on destination. Please confirm this under "Access to Stadium" on the Oita rugby homepage [https://oitarugby.pref.oita.jp/].
26	Transport I am not well enough to walk around the stadium on foot. What should I do?	We will have accessible shuttle bus for those who are unable to get around on foot. Please ask a staff member to use one. Please note that due to a limitation on the number of indoor shuttle buses, there may be a wait in some cases. There are also wheelchairs provided at every bus stop, so please do not hesitate to ask a staff member for one.
27	Transport Can I be dropped off near the stadium by car?	No. Private cars are prohibited from entering and parking on match days (between Showa Denko Dome Oita East Intersection to Showa Denko Dome Oita West Intersection).
28	Transport Is the stadium accessible by motorbike or bicycle?	Yes, Car Park J at Oita Stadium (in front of the baseball field) is the designated bicycle parking lot. For the specific location, please consult the Oita rugby homepage [https://oitarugby.pref.oita.jp/] under "Access to Stadium".

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29	Transport Is there a disabled parking lot?	The Tournament Organising Committee is conducting is gathering information from all ticket-holders who have purchased a wheelchair seat. A parking space will not be provided for those who have not purchased a wheelchair seat, so please use the shuttle buses operating from Car Park K to the stadium. There will be wheelchairs provided at every bus stop, so please do not hesitate to ask a staff member for one. Please consult the Oita rugby homepage [https://oitarugby.pref.oita.jp/] under "Access to Stadium" for information on the car park locations.
30	Transport Is the stadium accessible by taxi?	Yes. Below are set prices for certain journeys (four-seaters/ one way) ○Oita Station - Stadium・・・¥2,360 ○Nishi-Oita ferry port - Stadium・・・¥2,980 ○Takajo Station - Stadium・・・¥1,950
31	Transport Will the taxis drop people off near the stadium on match days?	There will be a designated area for taxi drop-offs. Spectators may not stop or get off at any place other than this designated area, which will be a 5-10 minute walk from the stadium. There will not be a car park specifically for taxis, so please be careful when hiring private taxis. Please consult the Oita rugby homepage [https://oitarugby.pref.oita.jp/] under "Access to Stadium" for information on the taxi drop-off location.
32	Transport Can I reserve a taxi and have it pick me up after the match? If so, where from?	Spectators will not be allowed to order taxis themselves to pick them up from the stadium. There will be taxis provided at the designated taxi area, so please get on from there. Please consult the Oita rugby homepage [https://oitarugby.pref.oita.jp/] under "Access to Stadium" for information on the taxi drop-off location.
33	Transport Will there be wheelchairs available at the taxi stand?	Yes, there will be wheelchairs available at the taxi stand.
34	Transport How will traffic regulations be on match days?	There will be traffic regulations near the stadium and in Shimogori in Oita City. Please check the Oita Rugby Information website (https://oitarugby.pref.oita.jp/) for further details.
35	Transport Will local bus services be running as normal near the stadium on match days?	They are expected to run as normal. Please check the official website of each bus company for specific bus times.
36	Transport I imagine there will be many spectators, so will there be later or more frequent trains after matches?	JR Kyushu will be running more frequent train services on match days in Oita. Please check the Oita Rugby Information website (https://oitarugby.pref.oita.jp/) under "Access" for specific train times.
37	Transport Will there be shuttle buses from Oita Airport?	There will not be shuttle buses from Oita Airport. However, there will be Oita Airport buses from Oita Station to the stadium, so please use one of these bus stops.
38	Transport Will there be shuttle buses from Oita Port or Beppu Port?	There will not be shuttle buses from Oita Port or Beppu Port. However, there will be city buses from Oita Station and Beppu Station to the stadium, so please use one of these bus stops.
39	Transport Where is the closest station to the stadium?	Takajo Station (6km away) on the Nippo Line and Takio Station (4km away) on the Hohi Line are the closest stations to the stadium, but it would be easier to use the shuttle buses from Oita Station.

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40	Transport I plan to stay in Fukuoka (Kitakyushu), enter Oita on the day of the game, and return to a hotel in Fukuoka (Kitakyushu) after the game, but are there any problems?	It is expected that the train and the station will be very crowded on the day of the game, and if you do not make a reservation for the train, you may not be able to get on the desired train and you may not be in time for the start of the game. Please enter Oita on the day before the match and leave Oita the day after the match. Regarding hotel reservations, if accommodation in Oita City is fully booked, please search online for availabilities in Beppu City, as shuttle buses will run from Beppu Station. Alternatively, please look for availabilities near other stations along the JR line, such as Yufu City, Hita City, Nakatsu City, and Saiki City. There are currently hotel availabilities in these places.
41	Transport I will be staying in Fukuoka City. At what time should I leave Hakata Station in order to make it to a match?	Trains and train stations are expected to be extremely crowded on match days. Fanzones will be open from 11am (9:30 on 05 October) on match days and shuttle buses will be running from 4 hours before each match, so we recommend that you come to Oita as early as possible. 《Here is the time required <u>without</u> crowds》 ○Hakata Station - Oita Station approx. 2.5 hours (SONIC express train) ○Oita Station - Stadium approx 1.5 hours (waiting time, bus, on foot) ※ In addition, if designated seats are not bought in advance, spectators may be unable to board their preferred train at Hakata Station due to crowds. If opting for a free-seating carriage, please leave plenty of time. Again, it is expected that it will be even more crowded after matches have ended. Please make your way to the shuttle buses and to Oita Stadium as soon as the match has ended.
42	Tickets How do I buy tickets?	Ticket purchases can be made from the official ticketing website. Please search "Rugby World Cup" or "Rugby World Cup 2019 Official Ticket Website", make an account, and buy your tickets. [Ticket FAQ] https://tickets.rugbyworldcup.com/showNews.html?idNews=195 In addition, those who purchased at the 4th general sale from 18:00 on August 10 (Sat) will be admitted with electronic tickets.
43	Tickets I have purchased tickets. When will they arrive?	If you have opted for postal delivery, it will be posted at the end of July 18. You will receive an e-mail from the Organizing Committee on the occasion of shipping, so please check. If you have opted for electronic tickets, they will be available to print from the official ticketing website after payment is complete.
44	Tickets Please tell me how to confirm my electronic ticket and how I should present my ticket at the ticket gates.	Electronic tickets can be confirmed from the My Ticket page on the official ticketing website. There are two ways to present tickets at the ticket gates in the stadium: ① Use your smartphone to present the QR code on your electronic ticket. ② Print the electronic ticket beforehand and present the QR code on paper. In case you have trouble accessing the official ticketing website on match days, we suggest that you print your ticket beforehand and bring it with you to the stadium.
45	Tickets I have bought a ticket but am unsure where I can confirm the location of my seat.	Please log in to the ticketing website and confirm your seat number under My Ticket. Please check your seat location using one of the following websites: [Japanese] https://info.tickets.rugbyworldcup.com/seatmap-ja/ [English] https://info.tickets.rugbyworldcup.com/seatmap-en/
46	Tickets Will there be tickets on sale on the day?	If the tickets are in stock, you can purchase them on the official ticket site and enter even on the day of the match.
47	Tickets I have bought tickets from outside of the official ticketing website. What should I do?	Please consult your nearest Consumer Centre. 188 is the national three-digit telephone number to call local Consumer Centres.

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48	Tickets Please tell me the number of wheelchair seat tickets.	We do not have the specific numbers, so please contact the tournament Organising Committee. TEL:0570-09-2019 E-mail: support@tickets.rugbyworldcup.com
49	Tickets Is reentry permitted at the stadium?	Reentry is not permitted.
50	Tickets Do pre-schoolers require tickets?	A child who is under the age of 3 at the time that the match is being held can enter for free with one parent if they are a ticket-holder, but must be sat on the parent's knee. A ticket is required if they will be using a seat. Please note that children over the age of 3 require a ticket.
51	Tickets I have bought a ticket, but I would like to upgrade or change it to another category. Is this possible?	It is not possible to change your ticket once purchased.
52	Tickets Are elementary students allowed to enter the stadium alone (without being accompanied by an adult)?	Spectators under the age of 16 must be accompanied by somebody over 20 years old.
53	Tickets Are disabled people allowed to enter the stadium with a caregiver?	For spectators who have purchased a wheelchair-seat ticket, a caregiver may enter for free.
54	Accom. I would like to reserve accommodation in Oita City, but there are no availabilities. What should I do?	Please spread your search to areas around Beppu City, Yufu City, Hita City, Nakatsu City, and Saiki City. Accommodation can be found under "Sightseeing and Accommodation" on the Oita rugby homepage [https://oitarugby.pref.oita.jp].
55	Accom. There seems to be no transportation to the accommodation that I have booked. What should I do?	[Hotels relatively near to a JR Station] Shuttle buses will run from Oita Station and Beppu Station. Please use public transportation or taxis from these stations. [Hotels that are far from a JR Station] There will be temporary car parks in Oita City and Beppu City, where shuttle buses will run from. Please use your own car or rent a car to get to these car parks.
56	Accom. Is it possible to stay at the Takaosan Natural Park campsite near Oita Sports Park during the tournament?	Due to facility management, they are not taking bookings from 28 September to 25 October.
57	Fanzone Where will the Fanzone be? Please tell me the opening hours.	The location and schedule are listed below. Further details are listed on the Oita rugby homepage [https://oitarugby.pref.oita.jp/] under "Fanzone". ○Location : Oita ikoi-no-michi square (Oita Station South Exit) ○Open dates: Sep 20,28, Oct 1,2,4,5,8,9,13,18,19,20,26,27, Nov 2
58	Fanzone Will there be events held other than the Fanzone?	All prefectural events will be listed on Oita's official app O!TA. Please download it using the link below. URL: https://oita-app.jp/support/index.html
59	Fanzone Please tell me about the events of the fan zone.	Please check the "Fan Zone" page of Oita Rugby Information. URL: https://oitarugby.pref.oita.jp/en
60	Sightseeing Where can I find information on places that will be open until late?	All dining information will be listed on Oita's official app O!TA. Please download it using the link below. URL: https://oita-app.jp/support/index.html
61	Sightseeing Where can I find information on what places take credit card?	All dining information will be listed on Oita's official app O!TA. Please download it using the link below. URL: https://oita-app.jp/support/index.html

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62	Sightseeing Where can I exchange money and what are their opening hours?	○Oita City: In addition to banks, money can be exchanged at the Oita City Information Centre in Oita Station North Exit. ○Beppu City: In addition to banks, money can be exchanged at the Wonder Compass Beppu in Beppu Station East Exit.
63	Sightseeing Are there information centres?	We plan on having information centres in Oita Station, Beppu Station, Oita Airport, Oita Port, and Beppu Port.
64	Sightseeing Are there coin lockers?	There are coin lockers at places like Oita Station and Beppu Station. There is also a service in which your luggage can be sent from Oita Airport or a station directly to your hotel. Please check the following website or ask local staff for further details: https://www.visit-oita.jp/news/detail/274
65	Sightseeing Are there hot springs that allow tattoos?	All hot spring information will be listed on Oita's official app O!TA. Please download it using the link below. URL: https://oita-app.jp/support/index.html
66	Sightseeing Where can I buy local specialities?	Local specialities can be purchased at Oita Station, Beppu Station, and Oita Airport.
67	Sightseeing What are Oita's recommended sightseeing spots?	<ul style="list-style-type: none"> • Hot springs, as Oita has the most hot spring sources and highest yield of hot spring water in Japan. Usa Shrine, Usuki Stone Buddhas, Fuki-ji Temple are some of the national treasures in Oita. Kuju Kogen in Aso Kuju National Park and Handa Kogen are some of the other recommended areas to visit. • Oita beef and local seafood is also something to try when visiting. • There are many other activities that can be enjoyed while in Oita. Please check the Oita rugby information [https://oitarugby.pref.oita.jp/] under "sightseeing and accommodation" for further information.
68	Other Where can I buy tournament merchandise?	<ul style="list-style-type: none"> • To buy goods online, please use the official merchandise website: https://www.japanshop.rugbyworldcup.com/ • There will also be a corner at the stadium where you can buy promotional items.
69	Other Will the tournament be broadcasted on television?	The tournament will be broadcasted nationally on NHK, Nihon Terebi, and J SPORTS. Please consult the websites of each broadcasting station for further details (J SPORTS's will be showing all 48 matches).