

Rusutsu App User Manual(FAQ)

About Digital Tickets & Digital Lottery

Q1: How can I purchase digital tickets or digital lottery tickets?

A: Open the Shop tab in the Rusutsu App and tap the “Purchase” button at the bottom of the page. The product purchase screen will appear.

Q2: What payment methods are available?

A: Credit cards, Apple Pay, and Google Pay are accepted.

Q3: Can I purchase multiple digital tickets (Lift Ticket 25 Hours + 5 Exchange Ticket) at once?

A: Yes. You can purchase multiple digital tickets in a single order.

Q4: Is ID verification required when purchasing digital tickets?

A: Yes. When purchasing Senior or Youth tickets, you are required to submit an ID through the app.

Q5: How do I use a purchased digital ticket? (How to receive the Lift Ticket 25 Hours + 5)

A: Please show your smartphone with the Rusutsu App screen to the staff at the gondola or lift ticket counter.

Display the digital ticket details screen. Staff will verify your ticket ownership, complete digital validation, and issue an IC card lift ticket.

Q6: Is there an expiration date for ticket exchange?

A: Yes. Each digital ticket has an expiration date. Please check the ticket details screen for validity.

Q7: Can I purchase multiple digital lottery tickets at once?

A: No. You may purchase one digital lottery ticket per day.

Q8: How do I redeem prizes won in the digital lottery?

A: Prize redemption locations are listed below:

- 2026 Summer Pair Accommodation Voucher
Exchange at: North Wing 2F Front Desk
- 2025–2026 Gondola & Lift 1-Day Pass
Exchange at: Center Ticket / West Ticket / East Ticket
- Oktoberfest Dinner Buffet Voucher
Exchange at: North Wing 1F Oktoberfest
- In-Resort Voucher
Exchange at: North Wing 2F Front Desk

Please show the prize details screen in the Rusutsu App on your smartphone.

Staff will verify your winning status, complete digital validation, and hand over the prize.

Q9: Where can in-resort vouchers from the digital lottery be used?

A: They can be used at major facilities within Rusutsu Resort, including restaurants, fast food outlets, activities, ski slopes, and retail shops.

Q10: Do I need to download a dedicated app?

A: No. Purchasing and using digital tickets and digital lottery tickets can be completed entirely via a web browser.

About the Digital Stamp Rally

Q11: How do I participate in the Stamp Rally?

A: Open the Stamp Rally tab in the Rusutsu App and tap “Start Stamp Rally.” When you find QR codes placed around the resort, tap “Scan Digital Stamp” on the Stamp Rally screen and scan the QR code using your smartphone camera.

Q12: How do I receive the Stamp Rally prize?

A: After collecting all digital stamps, please visit the Brand Store (North Wing GF).

Staff will confirm completion and perform digital validation before handing over the prize.

Q13: Do I need to download a dedicated app for the Stamp Rally?

A: No. The digital stamp rally is completed entirely via a web browser.

Q14: Is there a participation fee?

A: No. Participation in the digital stamp rally is free of charge.

Q15: Is there an age restriction?

A: No. There is no age restriction.

User Registration & Other Questions

Q16: Is user registration required to use the service?

A: Yes. User registration is required for first-time use, such as purchasing digital tickets.

Q17: Why can't I register using a PC?

A: The Rusutsu App uses smartphone-based security features such as Secure Element and Passkeys, which allow secure login without passwords. On PCs, you can only view information that does not require login.

Q18: What operating systems or browsers are recommended?

A: Please refer to the “Operating Environment” section listed under the *Act on Specified Commercial Transactions*.

Contact & Support Information

For detailed information and the latest updates, please visit the official websites:

- Rusutsu App:
<https://app.rusutsu-ap.com>
- Rusutsu App Landing Page:
<https://www.rusutsu-ap.jp>