Thank you for choosing to book with Holiday Niseko. This document is designed to assist you through the booking process from your first enquiry until your departure.

YOUR BOOKING

Contents

1. How to book - Overview
2. How to book airport transfers, lift passes and ski hire/lessons
3. How to view my booking online or make additional payments
4. Arriving and departing Niseko
5. Checking in and checking out of your accommodation
6. Accommodation amenities
7. Holiday Niseko resort services
8. FAQ
1. How to book – Overview

If your check in day is **more than 60 days away**

**STEP 1**
Select Accommodation

**STEP 2**
Pay a 20% non-refundable deposit within 5 days to confirm your accommodation

**STEP 3**
Add package extras such as lift tickets, airport transfers, ski lessons or ski hire

**STEP 4**
Pay remaining accommodation balance at least 60 days prior to check-in

**STEP 5**
Package extras can be paid either with balance or any time up to 3 weeks prior to check in

If your check in day is **less than 60 days away**

**STEP 1**
Select Accommodation

**STEP 2**
Pay 100% of accommodation balance with 48 hours to confirm your accommodation

**STEP 3**
Package extras can be paid either with balance or any time up to 3 weeks prior to check in

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2
2. How to book transfers, lift passes and ski hire/lessons

Holiday Niseko works with local service providers to create a custom ski holiday experience. In order to confirm your extras we require key information, the details of which can be reviewed in our Guest Services Guide [HERE](#).

- **Transfers:**
  In order to book airport transfers (either coach or private), HN requires your **flight numbers and times** at least 14 days prior to arrival or departure. *Please note buses do book out during peak period. Advance bookings are strongly recommended*

- **Lift Passes:**
  In order to pre-order lift passes HN requires the following information:
  - Desired type (All-Mountain or Grand Hirafu-Hanazono).
  - How many days.
  - Type of each pass (Adult, Ages 13-15, Ages 7-12, Age 6 and under or Senior 60+). *Pre-ordered lift passes will be provided to guests in their Welcome Pack upon arrival.*

- **Ski Hire:**
  In order to book your ski hire HN requires the following information:
  - Desired type (Mid Range or Premium).
  - How many days.
  - Type of items that are required (skis, snowboard, boots, helmet, etc.). *A ski hire voucher with instructions will be provided to guests in their Welcome Pack upon arrival.*

- **Lessons:**
  There are many types of lessons available, please refer to our Guest Services Guide for more information. In order to book your lessons HN requires **the name, age and skill level of those participating.** *A ski lesson voucher will be provided to guests in their Welcome Pack upon arrival. Ski lessons do not include ski hire or lift passes. Please note lessons do book out early during peak periods such as Xmas and Chinese New Year. Advance bookings are strongly recommended*
3. How to check your booking online or make additional payments

To access an existing booking account, please select the following link and enter your 6-digit Customer Reference Number or Booking ID (For example: 223456) and contact email address: Please ensure the email address is all lower case.

http://accommodation.holidayniseko.com/hn/yourbooking.jsf

Logging-in to your personal HN account will allow you to view all of your booking details and make payments online.

*Please note that accessing your booking will redirect you away from the Holiday Niseko website.*
4. Arriving and departing Niseko

Depending on the method of transport, you will arrive and depart from either:

- **Hirafu Welcome Center (Bus):** If Holiday Niseko has booked coach bus transfers for you, HN drivers and vans will be present at the Hirafu Welcome Center (bus station) upon arrival to collect and check you in to your accommodation. On departure, you can expect a pick up from your accommodation to the Welcome Center approximately 15-30min before your bus is scheduled to depart (earliest pick up time provided is 7:30am). This service is available to those who have booked their buses independently if HN is informed of their scheduled arrival and departure times at least 48hrs in advance and the bus arrival or departure time is between 8am and midnight.

- **Accommodation (Private Transfer):** If a private transfer has been booked, you will receive transport directly to and from your accommodation. You will either be met by a Holiday Niseko representative, the accommodation’s concierge or front desk staff. For late arrivals you may need to do a self check-in. Arrangements for a late check in must be made in advance so please contact your Holiday Niseko agent regarding this. For an early departure please contact the Holiday Niseko front desk regarding check-out procedures for your accommodation.

- **Kutchan Train Station (Japan Rail):** If a guest choses to take the JR train to Niseko, HN offers a pickup from the Kutchan Train Station (not Niseko Station) for all guests. It is important that the guest’s arrival time is provided at least 48hrs in advance and reconfirmed on the day, or the guest may need to take a taxi. On departure, advance notice is required to ensure your pickup 40min prior to train departure. This service is only provided between 7:30am and 10pm. Outside of these times you will need to take a taxi.

- **Self-drive or Other:** If guests chose to drive to Niseko themselves, it is the guest’s responsibility to check-in at the Holiday Niseko office between 8:30am and 6:00pm. If the expected time of arrival falls outside of regular office hours, special arrangements must be made on a case-by-case basis at least 24hrs in advance of expected arrival and departure. If HN is not notified of arrival or departure schedule, it is the guest’s responsibility to check-in at the HN office and not the property itself.

**Please note**
It is your responsibility to return the accommodation keys to a Holiday Niseko representative. If you lose a key please inform the front desk as soon as possible.
5. Checking in and checking out of your accommodation

Check-in time for all Holiday Niseko bookings is 3pm, and checkout time is 10am.

- **Check-in**: If you arrive earlier than 3pm, HN can hold luggage at either the HN Office or possibly at the accommodation until it is ready for check-in.
- **Checkout**: If guests are scheduled to depart Niseko after 10am, Holiday Niseko will collect and hold guest luggage from the apartment until they depart from the Holiday Niseko office.
- **Early Check-in and Late Checkout**: It is not possible to accommodate an early check-in or late checkout at any property. Please note the check-in and checkout time when booking flights and transfers.

6. Accommodation amenities

Booking with Holiday Niseko means that all guests receive:

- **Accommodation Cleaning**: The cleaning schedule will vary depending on the length of your stay. Typically garbage will be removed every 2 or 3 days and bookings staying longer than 7 days will have a weekly linen change. Full details of the cleaning schedule can be found in the accommodation compendium or you can ask your HN agent prior to arrival.
- **Consumables**: All apartments come stocked with linen, towels, body soap, shampoo and conditioner, cutlery, plates, cooking utensils, dish-washing liquid and sponge. Most accommodation also provide salt and pepper.
- **Appliances**: Most apartments come equipped with adjustable heating, a fridge, stovetop, microwave and kettle at minimum. Please check the specific property page for a comprehensive list of appliances.

7. Holiday Niseko resort services

- **Front Desk**: The Holiday Niseko Office is centrally located and our capable front desk staff is available to answer any guest queries with local knowledge and insight. The
- **Baggage Hold**: If you would like to ship luggage to Niseko, you can send it to the Holiday Niseko office (not accommodation), where it will be held and then provided upon check-in. Please be sure to include the guest name and booking ID on the bag/tag. The HN office address is: 167-6 Aza-Yamada, Kutchan, Hokkaido, Japan 044-0081. Tel:0136-21-6221
- **Emergency Phone**: Holiday Niseko has a 24hr emergency only phone line available to guest for use in case of emergency outside of regular hours of operation (08:00 – 18:00).
8. FAQ

Access

Q: Does HN provide pickup and drop off for transfers departing before 07:30am and arriving after Midnight?
   • HN Drivers are not available before 07:30 am and after 12:00am. If your arrival and departure falls outside of our hours of operation, it is important that:
     1) Your booking agent is notified at least 24hrs before your expected arrival or departure
     2) Your group is prepared to take a taxi.
     3) You are informed of the location of your apartment and how to do a self check-in.

Q: Are airport transfers available to be booked at the airport when I arrive and Welcome Center when I depart (last minute)?
   • Due to the scale of the Niseko Resort relative to the number of guests, there are often shortages of available transport. In order to secure your desired transfer, we highly recommend booking as far ahead in advance as possible. If left to the last minute, especially for late arrivals and early departures, the only option may be the train.

Accommodation

Q: Is there a minimum night stay?
   • In the shoulder seasons the minimum night stay is typically 3 nights. During the peak seasons the minimum night stay is typically between 3 to 5 nights, with 5 nights being the most common. A couple of properties may have a 7 night minimum stay.

Q: Does every accommodation have a front desk, and does my apartment have a front desk or concierge?
   • Unless the booking is specified to be a hotel, there is likely no front desk service or concierge available at your accommodation. As such, arrival and departure times are important for HN to properly coordinate your holiday.

Q: What is the difference between a self-contained apartment and a hotel room?
   • Hotel rooms typically have only sleeping and bathing facilities and offer limited cooking facilities. Hotel rooms are usually cleaned daily. Self-contained apartments are more of a home away from home. They offer food storage and cooking facilities and are equipped with cleaning supplies. The housekeeping is typically less frequent than a hotel room.
Changes and Cancellation

Q: What happens if I want to cancel my booking?
   - The deposit is non-refundable. If canceling within 60 days of arrival, a cancellation penalty of 100% of the total invoice will be incurred. Niseko has a strict cancellation policy as most visitors need to arrange flights, so any cancellations are difficult to re-book. For more details about the cancellation policy please refer to our terms and conditions.

Q: If my flights are cancelled due to weather, is it possible to receive a refund on my un-used accommodation?
   - The cost of accommodation is strictly non-refundable. To recoup the cost of un-used days in your accommodation, please contact your travel insurance provider.

Q: Can I move my deposit to another property?
   - No, unfortunately this is not possible as most accommodation units are privately owned and as such your deposit would have been paid to the owner of the accommodation. It is not transferrable to another different owner.

Q: If I shorten my stay can I get a refund for the nights I did not stay?
   - No, unfortunately this is not possible.

Niseko and Hirafu Village

Q: If someone gets sick or injured, what are the options?
   - There is no clinic in Hirafu. For any condition beyond a cold or flu requiring more than over-the-counter medication, the Kutchan Hospital is the nearest and best option. The hospital has interpreters during the week and foreigners can pay for treatment. Travel health insurance is highly recommended when travelling to Japan.

For more information on Niseko, then check out our FAQ (Over 100 informative FAQ).