



Guest Service Guide
2023 -2024



Introduction to Guest Services

Welcome to the Holiday Niseko Guest Service Guide for winter 2023-2024. If you have any questions regarding any of the services in this guide please don't hesitate to contact your Holiday Niseko agent or **res@holidayniseko.com**

We look forward to meeting you!

The Holiday Niseko Team

Reservation Office Hours

Summer

May 5-Nov 30

Monday to Friday 9am -5pm

Winter

Dec 1 - March 31st

7 days a week 8:30am - 5:30pm

Contact Information

Phone +81 (0)136-21-6221



Important Information



BOOK IN ADVANCE TO AVOID DISAPPOINTMENT

Pre-book as soon as possible if you would like airport transfers and ski lessons. There is limited availability so don't miss out.

CANCELLATIONS & CHANGES MAY INCUR PENALTY CHARGES

Due to limited availability, ski schools and transfer companies in Niseko have strict cancellation policies. Please familiarise yourself with the terms and conditions at the end of this guide or check with your agent.

CHECK-OUT TIME IS 10:00AM

DEPARTURE TIME FROM NISEKO- Check-out time is 10am. Late check-outs are not possible. If you have a later flight it is strongly recommended to depart Niseko at 10am rather than wait around. The New Chitose Airport has extensive shopping, restaurants and entertainment areas.



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Private Transfers



All transfers are a door to door service between New Chitose Airport (CTS) and Niseko or Niseko and Sapporo city. For other destinations please contact your agent for details.

| From/To Niseko | Sedan | Alphard or Vellfire | Luxury Alphard | Hiace Grand Cabine (van) | Medium Coach |
|---------------------------------|--|---|--|--|--|
| New Chitose | ¥34,000 | ¥44,000 | ¥56,000 | ¥48,000 | ¥96,000 |
| Sapporo City | ¥38,000 | ¥48,000 | ¥58,000 | ¥52,000 | ¥92,000 |
| Passenger and Luggage Allowance | | | | | |
| No Luggage | 3 x | 5 x | 5 x | 9 x | 25 x |
| With Baggage Only | 2 x 2 x Suitcases 2 Carry-on | 3 x 2 x Suitcases 2 x Carry-on | 3 x 2 x Suitcases 2 x Carry-on | 8 x 8 x Suitcases | 16 x 16 x Suitcases |
| With Ski / Snowboard Bags | 2 x 2 x Suitcases 1x Ski/Board bag | 3 x 3 x Suitcases 1 x Ski/Board bag | 2 x 2 x Suitcases 2 x Ski/Board bags | 6 x 6 Suitcases 4 Ski/Board bags | 12 x 12 x Suitcases 4 x Ski/Board Bags |

Please note that if the luggage allowance is exceeded for the vehicle type, you will be charged for a cargo van to take the excess baggage to your accommodation.



Bus Transfers



COMING

SOON



REGULAR SEASON - All Mountain Lift Passes

16 Dec 2023 - 20 Mar 2024



| | Adult 16-64 | Child 4-12 | Youth 13-15 | Senior 65+ |
|----------------------|-------------|------------|-------------|------------|
| 1 day | ¥9,500 | ¥5,700 | ¥7,600 | ¥7,600 |
| 2 days | ¥18,500 | ¥11,100 | ¥14,800 | ¥14,800 |
| 3 days | ¥27,500 | ¥16,500 | ¥22,000 | ¥22,000 |
| 4 days | ¥36,500 | ¥21,900 | ¥29,200 | ¥29,200 |
| 5 days | ¥45,500 | ¥27,300 | ¥36,400 | ¥36,400 |
| 6 days | ¥54,500 | ¥32,700 | ¥43,600 | ¥43,600 |
| 7 days | ¥63,500 | ¥38,100 | ¥50,800 | ¥50,800 |
| 8 in 10 days | ¥72,500 | ¥43,500 | ¥58,000 | ¥58,000 |
| 9 in 11 days | ¥81,500 | ¥48,900 | ¥65,200 | ¥65,200 |
| 10 in 12 days | ¥90,500 | ¥54,300 | ¥72,400 | ¥72,400 |
| 11 in 13 days | ¥99,500 | ¥59,700 | ¥79,600 | ¥79,600 |
| 12 in 14 days | ¥108,500 | ¥65,100 | ¥86,800 | ¥86,800 |

The All Mountain lift pass covers all four Niseko resorts - Hanazono, Grand Hirafu, Niseko Village and Annupuri. This is recommended for all guests wanting to make the most of their time on the mountain here in Niseko.

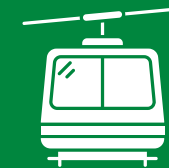
Lift passes of seven days or less can only be used on consecutive days. Eight days or more lift passes have two additional rest days in which the pass holder can choose their days off.

Lift passes can be reissued at the lift pass counter by paying a ¥2,500 fee. The lift pass number (located on the front of the pass) is required for this.



SHOULDER SEASON - All Mountain Lift Passes

Early 2-16 Dec 2023 & Spring 21 Mar to 7 Apr 2024



| | Adult 16-64 | Child 4-12 | Youth 13-15 | Senior 65+ |
|----------------------|-------------|------------|-------------|------------|
| 1 day | ¥6,700 | ¥4,000 | ¥5,400 | ¥5,400 |
| 2 days | ¥13,000 | ¥7,800 | ¥10,400 | ¥10,400 |
| 3 days | ¥19,300 | ¥11,600 | ¥15,400 | ¥15,400 |
| 4 days | ¥25,600 | ¥15,400 | ¥20,500 | ¥20,500 |
| 5 days | ¥31,900 | ¥19,100 | ¥25,500 | ¥25,500 |
| 6 days | ¥38,200 | ¥22,900 | ¥30,600 | ¥30,600 |
| 7 days | ¥44,500 | ¥26,700 | ¥35,600 | ¥35,600 |
| 8 in 10 days | ¥50,800 | ¥30,500 | ¥40,600 | ¥40,600 |
| 9 in 11 days | ¥57,100 | ¥34,300 | ¥45,700 | ¥45,700 |
| 10 in 12 days | ¥63,400 | ¥38,000 | ¥50,700 | ¥50,700 |
| 11 in 13 days | ¥69,700 | ¥41,800 | ¥55,800 | ¥55,800 |
| 12 in 14 days | ¥76,000 | ¥45,600 | ¥60,800 | ¥60,800 |

The All Mountain lift pass covers all four Niseko resorts - Hanazono, Grand Hirafu, Niseko Village and Annupuri. This is recommended for all guests wanting to make the most of their time on the mountain here in Niseko.

Lift passes of seven days or less can only be used on consecutive days. Eight days or more lift passes have two additional rest days in which the pass holder can choose their days off.

Lift passes can be reissued at the lift pass counter by paying a ¥2,500 fee. The lift pass number (located on the front of the pass) is required for this.



Hirafu-Hanazono Lift Passes

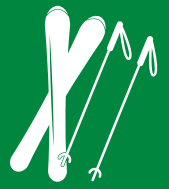


**COMING
SOON**





Ski Rental **RHYTHM** JAPAN



Free rental swaps. Try different models.



Overnight storage for premium package.



Kids 13 years and younger



Large retail store for outerwear and base layers.



Free pick-up and drop-off service.



Extensive range of brands.

RENTAL RATES 2023-24

PRICES IN JPN ¥

RHYTHM
JAPAN

PREMIUM: Wide selection of new season gear. Change equipment to suit conditions. Swap from ski/board. Overnight storage.

STANDARD: Great for first timers or those sticking to groomers. Swap from ski/board.

| PREMIUM SKI OR BOARD PACKAGES | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | +1 |
|-------------------------------|-----------------------------------|-------|--------|--------|--------|--------|--------|--------|-------|
| ADULT | SKIS & POLES OR SNOWBOARD + BOOTS | 7,500 | 13,500 | 18,500 | 23,500 | 28,500 | 33,500 | 38,500 | 4,000 |
| | SKIS & POLES OR SNOWBOARD | 6,000 | 11,000 | 16,000 | 21,000 | 26,000 | 31,000 | 36,000 | 4,000 |
| KIDS | SKIS & POLES OR SNOWBOARD + BOOTS | 5,000 | 8,500 | 11,500 | 14,500 | 17,500 | 20,500 | 23,500 | 2,000 |
| | SKIS & POLES OR SNOWBOARD | 4,000 | 7,000 | 10,000 | 13,000 | 16,000 | 19,000 | 22,000 | 2,000 |

| STANDARD SKI OR BOARD PACKAGES | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | +1 |
|--------------------------------|-----------------------------------|-------|--------|--------|--------|--------|--------|--------|-------|
| ADULT | SKIS & POLES OR SNOWBOARD + BOOTS | 5,500 | 10,500 | 14,500 | 18,500 | 22,500 | 26,500 | 30,500 | 3,000 |
| | SKIS & POLES OR SNOWBOARD | 4,500 | 9,000 | 13,000 | 17,000 | 21,000 | 25,000 | 29,000 | 3,000 |
| KIDS | SKIS & POLES OR SNOWBOARD + BOOTS | 4,000 | 7,000 | 9,500 | 12,000 | 14,500 | 17,000 | 19,500 | 1,500 |
| | SKIS & POLES OR SNOWBOARD | 3,500 | 6,000 | 8,500 | 11,000 | 13,500 | 16,000 | 18,500 | 1,500 |

| CLOTHING & ACCESSORIES | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | +1 |
|------------------------|--|-------|-------|-------|-------|-------|--------|--------|-----|
| ADULT JACKET OR PANTS | | 2,500 | 4,500 | 6,000 | 7,500 | 9,000 | 10,500 | 12,000 | 500 |
| KIDS JACKET OR PANTS | | 1,500 | 2,500 | 3,000 | 3,500 | 4,000 | 4,500 | 5,000 | 300 |
| HELMET | | 2,000 | 3,000 | 3,800 | 4,600 | 5,400 | 6,200 | 7,000 | 300 |
| APRÉS BOOTS | | 1,500 | 2,500 | 3,000 | 3,500 | 4,000 | 4,500 | 5,000 | 200 |
| SKI OR SNOWBOARD BOOTS | | 2,500 | 4,500 | 5,500 | 6,500 | 7,500 | 8,500 | 9,500 | 500 |
| SNOWBOARD BINDINGS | | 2,500 | 4,500 | 5,500 | 6,500 | 7,500 | 8,500 | 9,500 | 500 |
| WRIST GUARDS | | 600 | 1,200 | 1,600 | 2,000 | 2,400 | 2,800 | 3,200 | 200 |
| SKI POLES | | 600 | 1,200 | 1,600 | 2,000 | 2,400 | 2,800 | 3,200 | 200 |

Equipment can be picked up after 3pm the night before the rental period starts and can be kept until 10am the day after the rental period finishes. Rates include FREE insurance on all products (excess is 14 day rate of specific equipment). Kids rates apply to 13 years and younger.



Niseko Sports Ski Rental



Free rental swaps for Premium Range.



Free Overnight storage.



Free hot wax service.



Four convenient locations



Free pick-up and drop-off service from.



Extensive range of brands.



Niseko Sports Ski Rental



PRICES IN JPY

| SKIS / SNOWBOARD PACKAGES | 1 | 2 | 3 | 4 | 5 | 6 | 7 | Extra |
|---|-------|--------|--------|--------|--------|--------|--------|---------|
| PREMIUM Skis + Poles + boots / Snowboard + boots | 8,500 | 15,500 | 22,500 | 27,500 | 32,500 | 37,500 | 42,500 | + 5,000 |
| SPORTS PLUS Skis + Poles + boots / Snowboard + boots | 6,500 | 12,000 | 17,500 | 23,000 | 27,000 | 31,000 | 35,000 | + 4,000 |
| CHILD Skis + Poles + boots / Snowboard + boots | 5,000 | 8,500 | 11,000 | 14,000 | 17,000 | 20,000 | 23,000 | + 3,000 |

| SKIS and POLES / SNOWBOARD ONLY | 1 | 2 | 3 | 4 | 5 | 6 | 7 | Extra |
|--|-------|--------|--------|--------|--------|--------|--------|---------|
| Skis + Poles / Snowboard SPORTS PLUS Skis + | 7,000 | 13,000 | 19,000 | 24,000 | 29,000 | 34,000 | 39,000 | + 5,000 |
| Poles / Snowboard CHILD Skis + Poles / | 5,500 | 10,500 | 15,000 | 20,500 | 24,500 | 28,500 | 32,500 | + 4,000 |
| Snowboard | 4,200 | 7,700 | 10,500 | 13,000 | 16,000 | 18,000 | 20,000 | + 2,000 |

| OTHERS | 1 | 2 | 3 | 4 | 5 | 6 | 7 | Extra |
|---------------------------------|-------|-------|--------|--------|--------|--------|--------|---------|
| ADULT Jacket or Pants | 2,500 | 4,500 | 6,000 | 7,500 | 9,000 | 10,000 | 11,000 | + 1,000 |
| ADULT Jacket & Pants set | 5,000 | 9,000 | 12,000 | 15,000 | 18,000 | 20,000 | 22,000 | + 2,000 |
| CHILD Jacket or Pants | 2,000 | 2,500 | 3,000 | 3,500 | 4,000 | 4,500 | 5,000 | + 500 |
| CHILD Jacket & Pants set | 4,000 | 5,000 | 6,000 | 7,000 | 8,000 | 9,000 | 10,000 | + 1,000 |
| Helmet | 2,000 | 3,000 | 4,000 | 5,000 | 6,000 | 7,000 | 8,000 | + 1,000 |
| Ski or Snowboard boots ONLY | 3,000 | 4,000 | 5,000 | 6,000 | 7,000 | 8,000 | 9,000 | + 1,000 |

GoSnow is the official international snowsports school of Niseko Grand Hirafu Resort offering lessons to guests of all ages and abilities

[More info](#)



- ✓ **Exclusive Priority Lift Lanes in Niseko Grand Hirafu Resort**
- ✓ **All lessons in English by qualified international staff**
- ✓ **Maximum class sizes**
- ✓ **Private on-snow Learning Areas, including three Magic Carpets**
- ✓ **On-snow kids facilities**



Kid's Lessons Age 3-6



- Ski Only (*Snowboard lessons not available*)
- Conveniently located at the Gondola Base
- 3 - 6 years of age *children must be toilet trained*
- Full Day and Half Day options available
- Maximum of 6 children per class
- Exclusive Ninja Kids Magic Carpet learning area
- Full Day Lessons include lunch in our Ninja Kids room
- Ninja Kids enjoy breaks with hot chocolate to stay warm and rested

NINJA KIDS

| Type | Time | Lesson Price | Spring Special Price |
|----------|--|--------------|----------------------|
| Full Day | 9:00am Registration 3:15pm Pick Up | ¥19,000 | ¥14,000 |
| Half Day | 9:00am Registration 12:15pm Pick Up | ¥15,000 | ¥11,000 |

Full Day lesson includes lunch. Lift pass not included. Spring Special pricing is in effect from the 1st of March

[Ability Levels](#)[Check-in Location](#)[Tips For Parents](#)[FAQ](#)



Kid's Lessons Age 7-15



- Full and Half Day options available for both ski and snowboard
- Conveniently located at the Gondola Base
- Maximum 7 per class
- Exclusive magic carpet learning area for beginners
- Priority lift lane access for more advanced skier and boarders
- Full Day Lessons include lunch

YAMA RIDERS

| Type | Time | Lesson Price | Spring Special Price |
|----------|--|--------------|----------------------|
| Full Day | 9:00am Registration 3:15pm Pick Up | ¥18,000 | ¥13,000 |
| Half Day | 9:00am Registration 12:15pm Pick Up | ¥14,000 | ¥10,000 |

Full Day lesson includes lunch. Lift pass not included. Spring Special pricing is in effect from the 1st of March

[Ability Levels](#)[Check-in Location](#)[Tips For Parents](#)[FAQ](#)



Adult Group Lessons



- Group Lessons for skiers and snowboarders from **first timers to intermediate levels**
- Conveniently located at the Gondola Base
- Ages 15 years and above
- Full and Half Day options available for both ski and snowboard
- Maximum 6 per class
- Exclusive magic carpet learning area for beginners
- Priority lift lane access for more skilled skiers and snowboarders

GROUP LESSONS

| Type | Time | Lesson Price | Spring Special Price |
|----------|---|--------------|----------------------|
| Full Day | 9:45am Registration 3:30pm Conclusion | ¥16,000 | ¥12,000 |
| Half Day | 9:45am Registration 12:30pm Conclusion | ¥14,000 | ¥10,000 |

Lunch and lift pass not included. Spring Special pricing is in effect from the 1st of March

[Ability Levels](#)[Check-in Location](#)[Tips For Adults](#)[FAQ](#)



Adult Workshops



Learn how to ride Niseko's famous deep powder when the conditions are at a premium. Learn the skills needed to ride off piste in deep powder, tackle steep runs, trees, and be guided to the best powder runs on the mountain. If the powder isn't available, enjoy a more technical focus and work on carving, moguls, trees and short turns.

- Explore the terrain park or ride the mountain with a freestyle focus.
- Maximum of 4 people per class.
- For advanced level skiers & snowboarders
- Ages 15 years and above
- Priority lift lane access to fast track you to the best runs on the mountain



| Type | Duration | Time | Lesson Price | Spring Special Price |
|----------|----------|-----------------|--------------|----------------------|
| Full Day | 6 hours | 9:00am - 3:00pm | ¥28,000 | ¥25,000 |

Lunch and lift pass not included. Spring Special pricing is in effect from the 1st of March

[Ability Levels](#)[Check-in Location](#)[Tips For Adults](#)[FAQ](#)



Private Lessons



PRIVATE LESSONS

- Available at both the Gondola Base and Family Base
- Flat rate for up to 6 people of similar ability
- Children and adult specialist privates
- Exclusive magic carpet learning area for beginners
- Priority lift lane access for more skilled skiers and snowboarders
- Full Day Privates can enjoy flexible start times and locations within Hirafu
- Lessons are continuous; full day privates require a minimum 30 minute break at your preferred time.

[Ability Levels](#)[Check-in Location](#)[Important Information](#)[FAQ](#)



Private Lessons



| Type | Duration | Time | Lesson Price | Spring Special Price |
|----------------------|----------|--|--------------|----------------------|
| Full Day Private | 6 hours | Flexible start time from 8:30am - 10:00am | ¥88,000 | ¥70,000 |
| AM Private | 4 hours | Flexible start time from 8:30am - 9.00am | ¥69,000 | ¥55,000 |
| PM Private | 2 hours | 1:30pm - 3:30pm | ¥31,000 | ¥24,000 |
| First Tracks Private | 1 hour | 8.30am - 9.30am | ¥20,000 | ¥16,000 |
| Twilight Private | 2 hours | 4.00pm - 6.00pm | ¥30,000 | ¥24,000 |

Lunch and lift pass not included. Spring Special pricing is in effect from the 1st of March



Terms & Conditions



Key points

- Lift passes are obligatory and are not included in the lesson price. They are required for all lifts including the magic carpets
- Cancellations made up to 7 days prior to commencement of the lesson will receive a full refund
- Cancellations made between 7 days and 48 hours prior to the commencement of the lesson will incur a 20% cancellation fee
- Cancellations made within 48 hours of the commencement of the lesson will incur a 100% cancellation fee

[Read more](#)

Private Transfers

Cancellation Policy

Cancellation (including vehicle change, time and destination change)

More than 14 days - No charge

14 days prior 20%

7 days prior 30%

6 days to 24 hours prior 50%

Within 24 hours before the trip 100%

Arrival delay

If the flight number does not change the car will be dispatched according to the arrival time.

If the flight number is changed, let us know in advance and we will arrange a ride for your new flight. With no contact in advance and no show the cancellation on the day fee is taken.

Continued...



Terms & Conditions



Private Transfers

Flight cancellation

- On the day: If the flight is canceled due to weather or equipment trouble, transfer will be charged as canceled on the day.
Unfortunately, refunds are not possible. We recommend that you use travel insurance.
- Before arrival (the day before): If you contact us to cancel your flight due to bad weather or equipment trouble, we will accept changes, but we may change the dispatch time and vehicle type.

Excess Luggage

- Please note that if the luggage allowance is exceeded for the vehicle type - you will be charged for a cargo van to take the excess baggage to your accommodation. Prices are approximately ¥38,000 depending on route.



- Cancellations of paid reservations made more than 48 hours prior to the rental start date will receive a full refund.
- Booking amendments made more than 48 hours prior to the rental start date will receive a balance refund in case of reduction.
- Cancellations/reductions of paid reservations within 48 hours will not be refunded. Instead, guests will receive store credit of equal value to the cancelled portion of the booking. Store credit will be valid for the current season, in any Rhythm Stores in Japan or Rhythm Online Store.