



Guest Service Guide

2024 -2025

Introduction to Guest Services

Welcome to the Holiday Niseko Guest Service Guide for winter 2024-2025. 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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Coming Soon!

Bus Transfers

All Mountain Lift Passes - Regular Season

All Mountain Lift Passes - Shoulder Season

Hirafu-Hanazono Lift Passes

Niseko Sports Ski Rental

GoSnow Ski Lessons



Explore Niseko 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	Hiace Grand Cabine (van)	Micro Bus	Medium Coach
New Chitose	¥38,200	¥47,100	¥47,100	¥104,000	¥120,000
Sapporo City	¥39,000	¥47,700	¥47,700	¥113,400	¥131,000
Passenger and Luggage Allowance					
No Luggage	3 x	5 x	9 x	15 x	23 x
With Baggage Only	2 x 2 x Suitcases 2 Carry-on	3 x 2 x Suitcases 2 x Carry-on	8 x 8 x Suitcases 3 x Carry-on	13 x 13 x Suitcases	23 x 23 x Suitcases
With Ski / Snowboard Bags	2 x 2 x Suitcases 1 x Ski/Board bag	3 x 3 x Suitcases 1 x Ski/Board bag	8 x 8 x Suitcases 3 x Ski/Board bags	15 x 15 x Suitcases 3 x Ski/Board bags	23 x 23 x Suitcases 3 - 6 x Ski/Board Bags

Explore Niseko Private Transfers



Options	Sedan / Alphard	Hiace Grand Cabine (van)	Micro Bus	Medium Coach
Stop 1 hour	¥8,700	¥11,500	¥14,500	¥17,400
Drop off 2 places*	¥4,350	¥4,350	¥7,250	¥10,150
Before 6 AM pick-up	¥5,800	¥8,700	¥14,500	¥17,400
After 10 PM pick-up	¥5,800	¥8,700	¥14,500	¥17,400

*Limited to two stops in Hirafu, if the second stop is outside Hirafu extra fees will incur

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.



Cancellation Policy for Explore Niseko Transfers

72 hours before 100% cancellation charge

72 hours before no changes to pick up time is possible



Ski Rental

RHYTHM
JAPAN 



20% OFF

Ends July 27

- ✓ 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.

RHYTHM JAPAN

		1 DAY	2 DAY	3 DAY	4 DAY	5 DAY	6 DAY	7 DAY	+1
PREMIUM SKI OR BOARD									
ADULT	Skis & Poles or Snowboard + Boots	9,500	16,500	22,500	28,500	34,500	40,500	46,500	5,000
	Skis & Poles or Snowboard	8,000	14,000	20,000	26,000	32,000	38,000	44,000	5,000
KIDS	Skis & Poles or Snowboard + Boots	7,000	11,500	15,500	19,500	23,500	27,500	31,500	3,000
	Skis & Poles or Snowboard	6,000	10,000	14,000	18,000	22,000	26,000	30,000	3,000
STANDARD SKI OR BOARD									
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	6,000	9,500	12,500	15,500	18,500	21,500	24,500	2,500
	Skis & Poles or Snowboard	5,000	8,000	11,000	14,000	17,000	20,000	23,000	2,500
CLOTHING & ACCESSORIES									
ADULT JACKET OR PANTS		3,000	5,000	6,500	8,000	9,500	11,000	12,500	700
KIDS JACKET OR PANTS		2,000	3,000	3,500	4,000	4,500	5,000	5,500	400
HELMET		2,500	3,500	4,300	5,100	5,900	6,700	7,500	500
APRÉS BOOTS		2,000	3,000	3,500	4,000	4,500	5,000	5,500	400
SKI OR SNOWBOARD BOOTS		3,500	5,500	6,500	7,500	8,500	9,500	10,500	600
SNOWBOARD BINDINGS		3,000	5,000	6,000	7,000	8,000	9,000	10,000	600
WRIST GUARDS		800	1,400	1,800	2,200	2,600	3,000	3,400	300
SKI POLES		800	1,400	1,800	2,200	2,600	3,000	3,400	300

**20%
OFF**

Get 20% off the above rates if you book before July 27th

Private Lessons - Rhythm Rides

RHYTHM
JAPAN

Do you want to improve your skiing or snowboarding skills this winter in Niseko? Rhythm Rides offer private lessons for everyone. It could be your first time on snow, or you're comfortable ripping blacks, our lessons are tailored to meet all ability levels and goals.

You can choose to start your lesson in either Grand Hirafu or Annupuri (full-day only,) and our highly-certified team of passionate pros will ensure that you receive a lesson that is personal to you

Benefits:

- Grand Hirafu or Annupuri start location
- Flexible start time and lesson durations.
- A team of highly qualified team passionate pros!



Private Lessons - Rhythm Rides



PEAK

Dec 16 - Feb 2

Type	Duration	Time	Lesson Price	Guests
Full Day Private	6 hours	Flexible start time	¥105,000	Up to 6

REGULAR SEASON

Dec 9 - Dec 15 & Feb 3 - March 31st

Type	Duration	Time	Lesson Price	Guests
Full Day Private	6 hours	Flexible start time	¥90,000	Up to 6

* Private lessons with children under 7. Lessons for 3 - 4 year olds are available for a maximum of 2 guests per lesson. Lessons for 5 - 6 year olds are available for a maximum of 3 guests per lesson.

Terms & Conditions



Explore Niseko Private Transfers



Cancellation Policy

72 hours before 100% cancellation charge

72 hours before no changes to pick up time is possible

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.

For more details please [click here](#)

Rhythm Ski Rentals



- 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.

Terms & Conditions



Rhythm Rides



- Up until seven days prior, a full refund will be provided for any reason.
- From seven days prior until 48 hours prior a 20% cancellation fee will be incurred.
- Within 48 hours of the booked lesson/tour date a 100% cancellation fee will be incurred.
- Lift passes are not included with any lesson or guiding product. They are required to be purchased separately for the duration of the lesson or guided product, when accessing a resort area.
- No refund will be given for any unused portion of lift passes.
- Every full day lesson includes a 30 minute lunch break, this is required and can be taken at your leisure.