

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 | liseko Sedan Alp | | Alphard Hiace Grand Cabine (van) | | Medium Coach | | | | |
|--|---|--|---|---|---|--|--|--|--|
| New Chitose ¥38,200 ¥47,100 Sapporo City ¥39,000 ¥47,700 | | ¥47,100 | ¥47,100 | ¥104,000 | ¥120,000 | | | | |
| | | ¥47,700 | ¥47,700 | ¥113,400 | ¥131,000 | | | | |
| | Passenger and Luggage Allowance | | | | | | | | |
| No Luggage | 3 x n | 5 x 🐧 | 9 x 🐧 | 15 x 👖 | 23 x 🐧 | | | | |
| With Baggage Only | 2 x f 2 x Suitcases 2 Carry-on | 3 x n 2 x Suitcases 2 x Carry-on | 8 x f 8 x Suitcases 3 x Carry-on | 8 x Suitcases | | | | | |
| With Ski / Snowboard Bags | 2 x n 2 x Suitcases 1x Ski/Board bag | 3 x n 3 x Suitcases 1 x Ski/Board bag | 8 x f 8 x Suitcases 3 x Ski/Board bags | 15 x 1 15 x Suitcases 3 x Ski/Board bags | 23 x 1 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 Hirafy 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

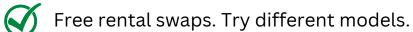
72 hours before 100% cancellation charge

72 hours before no changes to pick up time is possible

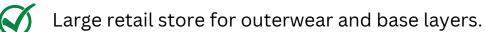
Ski Rental







- Overnight storage for premium package.
- Kids 13 years and younger



- 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 |
| ADOLI | 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 |
| KIDS | 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 |
| ADOLI | 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 |
| KIDS | Skis & Poles or Snowboard | 5,000 | 8,000 | 11,000 | 14,000 | 17,000 | 20,000 | 23,000 | 2,500 |
| C | 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 |



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

Private Lessons - Rhythm Rides



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

| Туре | 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

| Туре | 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 charge72 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.

 <u>Unfortunately, refunds are not possible. We recommend that you use travel insurance.</u>
- 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.