



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



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 1x 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 



- ✓ 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

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.

Ski School



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
- Children must be a minimum of 3 years old on the day of the lesson
- Children must be toilet trained
- It is not possible to join the lesson if you arrive after check in closes at 9.30am
- All children are required to have a lift pass (not included in price)
- All children are required to understand and communicate in English
- Ski poles are not required until Black Ninja level
- Full day lesson includes lunch



TYPE	TIME	VALUE	REGULAR	PEAK
		Nov 30 -Dec 15 Mar 1- Mar 31		
Full Day	9:00am Registration 3:15pm Pick Up	¥18,000	Feb 5 - Feb 28 ¥20,000	Dec 16 - Feb 4 ¥24,000
Half Day	9:00am Registration 12:15pm Pick Up	¥14,000	¥16,000	¥19,000

[Ability Levels](#)

[Check-in Location](#)

Kid's Lessons Age 7-14



- Children must be a minimum of 7 years old on the day of the lesson
- It is not possible to join the lesson if you arrive after check in closes at 9.30am
- All children are required to have a lift pass
- All children are required to understand and communicate in English
- Lessons are conducted at our Hirafu Gondola Base only
- Ski poles are not required until Intermediate level
- Full day lesson includes lunch

YAMA RIDERS

TYPE	TIME	VALUE	REGULAR	PEAK
		Nov 30 -Dec 15 Mar 1 - Mar 31	Feb 5 - Feb 28	Dec 16 - Feb 4
Full Day	9:00am Registration 3:15pm Pick Up	¥16,000	¥18,000	¥22,000
Half Day	9:00am Registration 12:15pm Pick Up	¥12,000	¥14,000	¥17,000

[Ability Levels](#)

[Check-in Location](#)

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	VALUE	REGULAR Feb 5 - Feb 28	PEAK Dec 16 - Feb 4
		Nov 30 -Dec 15 Mar 1 - Mar 31		
Full Day	9:00am Registration 3:15pm Pick Up	¥15,000	¥17,000	¥20,000
Half Day	9:00am Registration 12:15pm Pick Up	¥12,000	¥14,000	¥17,000

[Ability Levels](#)

[Check-in Location](#)

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	VALUE	REGULAR	PEAK
			Nov 30 -Dec 15 Mar 1 - Mar 31	Feb 5 - Feb 28	Dec 16 - Feb 4
Full Day	6 hours	9:00am - 3:00pm	¥25,000	¥28,000	¥34,000

Lunch and lift pass not included.

[Ability Levels](#)

[Check-in Location](#)

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.
- Lift pass and lunch is not included in the prices.



[Ability Levels](#)

[Check-in Location](#)

Private Lessons



Type	Duration	Time	VALUE Nov 30 -Dec 15 Mar 1 - Mar 31	REGULAR Feb 5 - Feb 28	PEAK Dec 16 - Feb 4
Full Day Private	6 hours	Flexible start time from 8:30am - 10:00am	¥78,000	¥89,000	¥105,000
AM Private	4 hours	Flexible start time from 8:30am - 9.00am	¥62,000	¥70,000	¥83,000
PM Private	2 hours	1:30pm - 3:30pm	¥27,000	¥31,000	¥37,000
First Tracks Private	1 hour	8.30am - 9.30am	¥18,000	¥20,000	¥24,000
Twilight Private	2 hours	4.00pm - 6.00pm	¥23,000	¥26,000	¥31,000

Lunch and lift pass not included.

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.



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