



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

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### 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

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**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
<b>Passenger and Luggage Allowance</b>					
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



Age	One Way	Return
<b>Adult</b> 12 years old and over	<b>¥6,000</b>	<b>¥12,000</b>
<b>Child</b> 11 years old and under	<b>¥5,000</b>	<b>¥10,000</b>
If under 3 years old and does not require a seat. (Will sit on lap)	<b>Free</b>	<b>Free</b>



If you are staying in Hirafu, Holiday Niseko provides a free pick up from and drop off to the Hirafu Welcome Center for all bus transfers booked through us.

## Minimum Connection times

### Flight Arrivals

Domestic 45 minutes

International 60 minutes

### Flight Departures

Domestic 60 minutes

International 120 minutes





# Bus Timetables



TO HIRAFU, NISEKO - Bus #	101	103	105	107	109	111	113
New Chitose Airport (Dom.Terminal)	09:45	10:45	11:45	13:45	15:45	17:55	19:45
New Chitose Airport (Int'l Terminal)	---	---	---	13:55	15:55	18:05	19:55
↓							
Hirafu Welcome Center	12:25	13:25	14:25	16:35	18:35	20:45	22:35

TO AIRPORT - Bus #	102	104	106	108	110	112	114
Hirafu Welcome Center	07:50	09:50	11:20	12:50	14:30	15:30	16:30
↓							
New Chitose Airport (Dom.Terminal)	10:40	12:40	14:10	15:40	17:20	18:20	19:20
New Chitose Airport (Int'l Terminal)	10:45	12:45	14:15	15:45	17:25	18:25	19:25



# REGULAR SEASON - All Mountain Lift Passes

## 16 Dec 2023 - 20 Mar 2024



	Adult 16-64	Child 4-12	Youth 13-15	Senior 65+
<b>1 day</b>	¥9,500	¥5,700	¥7,600	¥7,600
<b>2 days</b>	¥18,500	¥11,100	¥14,800	¥14,800
<b>3 days</b>	¥27,500	¥16,500	¥22,000	¥22,000
<b>4 days</b>	¥36,500	¥21,900	¥29,200	¥29,200
<b>5 days</b>	¥45,500	¥27,300	¥36,400	¥36,400
<b>6 days</b>	¥54,500	¥32,700	¥43,600	¥43,600
<b>7 days</b>	¥63,500	¥38,100	¥50,800	¥50,800
<b>8 in 10 days</b>	¥72,500	¥43,500	¥58,000	¥58,000
<b>9 in 11 days</b>	¥81,500	¥48,900	¥65,200	¥65,200
<b>10 in 12 days</b>	¥90,500	¥54,300	¥72,400	¥72,400
<b>11 in 13 days</b>	¥99,500	¥59,700	¥79,600	¥79,600
<b>12 in 14 days</b>	¥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+
<b>1 day</b>	¥6,700	¥4,000	¥5,400	¥5,400
<b>2 days</b>	¥13,000	¥7,800	¥10,400	¥10,400
<b>3 days</b>	¥19,300	¥11,600	¥15,400	¥15,400
<b>4 days</b>	¥25,600	¥15,400	¥20,500	¥20,500
<b>5 days</b>	¥31,900	¥19,100	¥25,500	¥25,500
<b>6 days</b>	¥38,200	¥22,900	¥30,600	¥30,600
<b>7 days</b>	¥44,500	¥26,700	¥35,600	¥35,600
<b>8 in 10 days</b>	¥50,800	¥30,500	¥40,600	¥40,600
<b>9 in 11 days</b>	¥57,100	¥34,300	¥45,700	¥45,700
<b>10 in 12 days</b>	¥63,400	¥38,000	¥50,700	¥50,700
<b>11 in 13 days</b>	¥69,700	¥41,800	¥55,800	¥55,800
<b>12 in 14 days</b>	¥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



## Regular Season

Dec. 16, 2023-

Mar. 20, 2024

Includes

Night skiing

16:30~19:00

	Adult 16-64	Child 4-12	Youth 13-15	Senior 65+
1 day	¥7,800	¥4,700	¥6,200	¥6,200
2 days	¥15,200	¥9,100	¥12,200	¥12,200
3 days	¥22,600	¥13,600	¥18,100	¥18,100
4 days	¥30,000	¥18,000	¥24,000	¥24,000
5 days	¥37,400	¥22,400	¥29,900	¥29,900

## Spring Season

Mar. 21, 2024-

Apr. 7, 2024

	Adult 16-64	Child 4-12	Youth 13-15	Senior 65+
1 day	¥5,500	¥3,300	¥4,400	¥4,400
2 days	¥10,700	¥6,400	¥8,600	¥8,600
3 days	¥15,900	¥9,500	¥12,700	¥12,700
4 days	¥21,100	¥12,700	¥16,900	¥16,900
5 days	¥26,300	¥15,800	¥21,000	¥21,000



# 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 ¥



**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
<b>PREMIUM</b> Skis + Poles + boots / Snowboard + boots	8,500	15,500	22,500	27,500	32,500	37,500	42,500	+ 5,000
<b>SPORTS PLUS</b> Skis + Poles + boots / Snowboard + boots	6,500	12,000	17,500	23,000	27,000	31,000	35,000	+ 4,000
<b>CHILD</b> 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 <b>SPORTS PLUS</b> Skis +	7,000	13,000	19,000	24,000	29,000	34,000	39,000	+ 5,000
Poles / Snowboard <b>CHILD</b> 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
<b>ADULT</b> Jacket or Pants	2,500	4,500	6,000	7,500	9,000	10,000	11,000	+ 1,000
<b>ADULT</b> Jacket & Pants set	5,000	9,000	12,000	15,000	18,000	20,000	22,000	+ 2,000
<b>CHILD</b> Jacket or Pants	2,000	2,500	3,000	3,500	4,000	4,500	5,000	+ 500
<b>CHILD</b> 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



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 7-14



- 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](#)

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# 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](#)

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# 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

- 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](#)

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# 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.