



holiday inn express



**Guest Services
Winter 22-23**



Introduction to Guest Services

Welcome to the Holiday Niseko Guest Service Guide for winter 2022-2023. 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

Peak season dates such as Xmas/New Year and Chinese New Year can book out early. Pre-book as soon as possible if you would like airport transfers and ski lessons.

LAST MINUTE CANCELLATIONS & CHANGES INCUR PENALTY CHARGES

Due to limited availability, ski schools and transfer companies have stricter cancellation and last minute change policies than you may be used to. Please familiarise yourself with the terms and conditions at the end of this guide.

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 more details.

Vehicle Types	Sedan	Mini Van	Hiace	Small Bus
From/To Niseko	Crown or Prius	Alphard or Vellfire	Hiace Grand Cabin	Rosa or Coaster
New Chitose Airport	¥30,000	¥40,000	¥40,000	¥60,000
Sapporo City	¥30,000	¥40,000	¥40,000	¥60,000
Suitcase only	1-2 	1-4 	1-8 	8-16 
Ski/Snowboard bags	1 	2 	4 	6 

Cancellation policy

100% Within 24 hours before trip

50% 6 days (starting from 00:00) to 24 hours prior

30% 7 days (starting from 00:00) prior



Airport Coach Transfers



One Way

Adult ¥6,000

Child 0-11yrs ¥4,000

Minimum Connecting Times

Flight Arrivals

Domestic 45 minutes

International 90 minutes

Flight Departures

Domestic 60 minutes

International 120 minutes



Any Change or Cancellation	From 7 to 2 days prior to travel departure	The day before departure	Your departure date
Change or Cancellation Fee	30%	40%	100%

Bus To Hirafu (Niseko)

Bus Number	101	103	105	107	109	111	113	115	117	119
Domestic Terminal	9:30	10:30	11:30	12:30	14:00	15:00	16:30	18:00	19:20	21:20
International Terminal	---	---	---	12:40	14:10	15:10	16:40	18:10	---	---
↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
Bifue pass	With rest stop on the way								Non-stop	
↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
Hirafu Welcome Center	12:10	13:10	14:10	15:20	16:50	17:50	19:20	20:40	22:00	00:00

Bus To New Chitose Airport

Bus Number	102	104	106	108	110	112	114	116
Hirafu Welcome Center	07:50	09:00	10:40	12:10	13:40	14:40	15:40	16:40
↓	↓	↓	↓	↓	↓	↓	↓	↓
Bifue pass	With rest stop on the way							
↓	↓	↓	↓	↓	↓	↓	↓	↓
Domestic Terminal	10:40	11:50	13:30	15:00	16:30	17:30	18:30	19:30
International Terminal	10:45	11:55	13:35	15:05	16:35	17:35	18:35	19:35



Timetable may be subject to change

REGULAR SEASON All Mountain Lift Pass



Dec 17, 2022 - Mar 19, 2023

	Adult 16~59	Elementary 7~12	Middle 13~15	Senior 60 and over
1 day	¥8,500	¥5,100	¥6,800	¥6,800
2 days	¥15,600	¥9,400	¥12,500	¥12,500
3 days	¥22,700	¥13,600	¥18,200	¥18,200
4 days	¥29,800	¥17,900	¥23,800	¥23,800
5 days	¥36,900	¥22,100	¥29,500	¥29,500
6 days	¥44,000	¥26,400	¥35,200	¥35,200
7 days	¥51,100	¥30,700	¥40,900	¥40,900
8/10 days	¥58,200	¥34,900	¥46,600	¥46,600
9/11 days	¥65,300	¥39,200	¥52,200	¥52,200
10/12 days	¥72,400	¥43,400	¥57,900	¥57,900
11/13 days	¥79,500	¥47,700	¥63,600	¥63,600
12/14 days	¥86,600	¥52,000	¥69,300	¥69,300



SHOULDER SEASON All Mountain Lift Pass

First Season Dec 2, 2022 - Dec 16, 2022

Spring Season Mar 20, 2023 - Apr 7, 2023

	Adult 16~59	Elementary 7~12	Middle 13~15	Senior 60 and over
1 day	¥6,000	¥3,600	¥4,800	¥4,800
2 days	¥11,000	¥6,600	¥8,800	¥8,800
3 days	¥16,000	¥9,600	¥12,800	¥12,800
4 days	¥21,000	¥12,600	¥16,800	¥16,800
5 days	¥26,000	¥15,600	¥20,800	¥20,800
6 days	¥31,000	¥18,600	¥24,800	¥24,800
7 days	¥36,000	¥21,600	¥28,800	¥28,800
8/10 days	¥41,000	¥24,600	¥32,800	¥32,800
9/11 days	¥46,000	¥27,600	¥36,800	¥36,800
10/12 days	¥51,000	¥30,600	¥40,800	¥40,800
11/13 days	¥56,000	¥33,600	¥44,800	¥44,800
12/14 days	¥61,000	¥36,600	¥48,800	¥48,800



Hirafu-Hanazono Lift Pass

Regular Season

Dec. 17, 2022-
Mar. 19, 2023

Includes
Night skiing
16:30~19:00

	Adults	Age 7-12	Age 13-15	Over 60
1 day pass	¥6,600	¥4,000	¥5,400	¥5,400
2 day pass	¥12,300	¥7,400	¥9,900	¥9,900
3 day pass	¥17,900	¥10,700	¥14,400	¥14,400
4 day pass	¥23,400	¥14,100	¥18,800	¥18,800
5 day pass	¥29,000	¥17,400	¥23,200	¥23,200
6 day pass	¥34,500	¥20,700	¥27,700	¥27,700
7 day pass	¥40,100	¥24,000	¥32,100	¥32,100

Early Season

Dec. 2, 2022-
Dec. 16, 2022

Spring Season
Mar. 20, 2023-
Apr. 7, 2023

	Adults	Age 7-12	Age 13-15	Over 60
1 day pass	¥4,600	¥2,700	¥3,800	¥3,800
2 day pass	¥8,600	¥5,100	¥6,900	¥6,900
3 day pass	¥12,500	¥7,500	¥10,100	¥10,100
4 day pass	¥16,400	¥9,800	¥13,100	¥13,100
5 day pass	¥20,300	¥12,100	¥16,300	¥16,300
6 day pass	¥24,200	¥14,400	¥19,300	¥19,300
7 day pass	¥28,000	¥16,700	¥22,400	¥22,400

Ski Rental - Niseko Sports

Leading Brands & Equipment

Benefit from our well prepared, top of the range equipment and conveniently located shops. Our advisors are best able to advise you according to your preferences, your level and also the snow conditions in the resort.

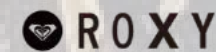
Niseko Sports is proud to offer an extensive selection of skis, snowboards, and boots most suited for the snow and terrain in Niseko. Depending on the range of equipment you choose to hire, you may also change your skis or try a snowboard during your stay, without any additional charge.

- ✓ Adult Premium Range
- ✓ Adult Mid-Range
- ✓ Child Range 14 & under
- ✓ Outer Wear

NISEKO
RENTAL & RETAIL
SPORTS
SKI



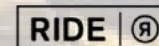
LINE



ROSSIGNOL 



SNOWBOARD



BURTON



BACKCOUNTRY GEAR



2022/23 WINTER SEASON RENTAL PRICES

Niseko Sports

PRICES IN JPY

SKI / SNOWBOARD PACKAGES	1	2	3	4	5	6	7	EXTRA
PREMIUM SKIS & POLES / SNOWBOARD + BOOTS	6,000	11,500	16,000	20,500	25,000	28,500	32,000	2,000
MID-RANGE SKIS & POLES / SNOWBOARD + BOOTS	4,700	9,000	12,500	16,000	19,500	22,000	24,500	1,500
CHILD SKIS & POLES / SNOWBOARD + BOOTS	3,500	6,000	8,000	10,000	12,000	13,500	15,000	1,000

SKI / SNOWBOARD ONLY	1	2	3	4	5	6	7	EXTRA
PREMIUM SKIS & POLES / SNOWBOARD	5,000	9,500	14,000	18,500	23,000	26,500	30,000	2,000
MID-RANGE SKIS & POLES / SNOWBOARD	4,000	7,500	11,000	14,500	18,000	20,500	23,000	1,500
CHILD SKIS & POLES / SNOWBOARD	3,000	5,500	7,500	9,500	11,500	13,000	14,500	1,000

CLOTHING & ACCESSORIES	1	2	3	4	5	6	7	EXTRA
ADULT JACKET OR PANTS	1,700	3,100	3,800	4,500	5,200	5,800	6,000	200
CHILD JACKET OR PANTS	1,000	1,600	1,900	2,200	2,500	2,700	2,900	200
HELMET	1,000	1,900	2,500	3,100	3,700	4,000	4,300	200
BOOTS ONLY	2,100	3,900	4,600	5,300	6,000	6,300	6,600	200
SNOWBOARD BINDINGS	2,100	3,900	4,600	5,300	6,000	6,300	6,600	200
SKI POLES ONLY	500	900	1,200	1,500	1,800	1,900	2,000	100
AVI SET (BACKPACK, BEACON, SHOVEL & PROBE)	5,200	7,500	9,800	11,800	13,800	15,300	16,800	1,000
BEACON ONLY	2,200	3,200	4,200	5,200	6,200	6,700	7,200	500
DAMAGE WAIVER	5% of Rental Cost							

Rental Equipment can be picked up after 3pm the day before your rental period. There will be no charge for that day and can be kept until 10am the day after the rental period finishes.

Child rates apply to 14 years and younger.

Ski Rentals

RHYTHM
JAPAN



Ski Rental - Rhythm

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.

プレミアム: 新シーズンギアが充実の品揃え。条件に合わせて装具を交換可能。スキー/ボードから交換可能。一晩保管サービス。

スタンダード: 初心者スキー/スノーボーダーの方にオススメ。

PRICES IN JPN ¥
日本円

PREMIUM SKI OR BOARD PACKAGES		1	2	3	4	5	6	7	+1
ADULT 大人	SKIS & POLES OR SNOWBOARD + BOOTS スキー&ポール OR スノー ボード + ブーツ	6,000	11,500	16,000	20,500	25,000	28,500	32,000	2,000
	SKIS & POLES OR SNOWBOARD スキー&ポール OR スノー ボード	5,000	9,500	14,000	18,500	23,000	26,500	30,000	2,000
KIDS 小人	SKIS & POLES OR SNOWBOARD + BOOTS スキー&ポール OR スノー ボード + ブーツ	4,000	7,000	9,500	12,000	14,500	16,500	18,500	1500
	SKIS & POLES OR SNOWBOARD スキー&ポール OR スノー ボード	3,500	6,000	8,500	11,000	13,500	15,500	17,500	1500

STANDARD SKI OR BOARD PACKAGES		1	2	3	4	5	6	7	+1
ADULT 大人	SKIS & POLES OR SNOWBOARD + BOOTS スキー&ポール OR スノー ボード + ブーツ	4,500	9,000	12,500	16,000	19,500	22,000	24,500	1,500
	SKIS & POLES OR SNOWBOARD スキー&ポール OR スノー ボード	4,000	7,500	11,000	14,500	18,000	20,500	23,000	1,500
KIDS 小人	SKIS & POLES OR SNOWBOARD + BOOTS スキー&ポール OR スノー ボード + ブーツ	3,500	6,000	8,000	10,000	12,000	13,500	15,000	1000
	SKIS & POLES OR SNOWBOARD スキー&ポール OR スノー ボード	3,000	5,500	7,500	9,500	11,500	13,000	14,500	1000

CLOTHING & ACCESSORIES		1	2	3	4	5	6	7	+1
ADULT JACKET OR PANTS 大人 ジャケットもしくはパンツ		1,500	2,900	3,600	4,300	5,000	5,300	5,600	200
KIDS JACKET OR PANTS 子供 ジャケットもしくはパンツ		800	1,400	1,700	2,000	2,300	2,500	2,700	200
HELMET ヘルメット		1,000	1,900	2,500	3,100	3,700	4,000	4,300	200
APRÉS BOOTS スノーブーツ		1,000	1,900	2,500	3,100	3,700	4,000	4,300	200
SKI OR SNOWBOARD BOOTS スキー/スノーボードブーツのみ		2,100	3,900	4,600	5,300	6,000	6,300	6,600	200
SNOWBOARD BINDINGS スノーボードバイディング		2,100	3,900	4,600	5,300	6,000	6,300	6,600	200
WRIST GUARDS リストガード		500	900	1,200	1,500	1,800	1,900	2,000	100
SKI POLES スキーポール		500	900	1,200	1,500	1,800	1,900	2,000	100

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.



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**

Kids Lessons Open~Feb 28

Ninja Kids Lessons: 3-6 years old (Ski only)

	Time	Duration	Max	Price	Location
Half Day AM	0900 - 1230	3.5 hours	Maximum 6	¥13,000	Gondola Base
Full Day	0900 - 1530	6.5 hours	Maximum 6	¥17,000	

* Registration is at 9.00am

* Lunch is included for Full Day Lessons

All lessons require a lift pass however for children under 7 years old they are free.

Yama Riders Lessons: 7-15 years old (Ski & Snowboard available)

	Time	Duration	Max	Price	Location
Half Day AM	0900 - 1230	3.5 hours	Maximum 8	¥11,000	Gondola Base
Full Day	0900 - 1530	6.5 hours	Maximum 8	¥15,000	

* Registration is at 9.00am

* Lunch is included for Full Day Lessons



GoSnow Cancellation Policy
 7 days - 48 hrs prior 20% fee
 Within 48 hrs 100% fee

Adult Lessons Open-Feb 28

Adult Group Lessons: 16+ years old (Ski & Snowboard available)

	Time	Duration	Max	Price	Location
Half Day AM	1000- 1230	2.5 hours	Maximum 6	¥11,000	Gondola Base
Full Day	1000 - 1530	5.5 hours	Maximum 6	¥15,000	

* Registration is at 9.45am

Workshop Group Lessons: 16+ years old (Ski & Snowboard available)

	Time	Duration	Max	Price	Location
Full Day	0900 - 1500	6 hours	Maximum 3	¥27,000	Gondola Base

*Registration is at 8.45am

* Advanced level Skiing or Snowboarding is required

* Workshops can be booked individually, however there is a minimum of two people required for a workshop to run. If we are unable to run the workshop on your booked day, we will offer you an alternative lesson option for you.

Private Lessons

	Time	Duration	Max	Price	Location
First Tracks Private	0830 - 0930	1 hour	Maximum 6	¥18,000	Gondola Base and Family Base
Full Day Private	Flexible start time between 0830 and 1000	6 hours	Maximum 6	¥75,000	
AM Private	Flexible start time between 0830 and 0900	4 hours	Maximum 6	¥61,000	
PM Private	1330 - 1530	2 hours	Maximum 6	¥28,000	
Twilight Private	1600 - 1800	2 hours	Maximum 6	¥26,000	

* Rate is for up to 6 people of a similar age and ability

* Ski and Snowboard cannot be in the same Private lesson together

* Lessons are continuous. Full Day Privates require a minimum 30 minute break at your preferred time

All lessons require a lift pass

Spring

- ✓ **Kids Ski Free from March 1st**
- ✓ **Reduced Lift Ticket Rates from March 20th**
- ✓ **Reduced Ski Lesson Rates from March 1st**

Kids Ski Campaign

Receive One Complimentary Child's Lift Pass per Adult Lift Pass purchased for the same length. From 3-12 Days Only. Mar 1~Apr 2



All Mountain Lift Pass *Spring*

Mar 20, 2023 - Apr 7, 2023

	Adult 16~59	Elementary 7~12	Middle 13~15	Senior 60 and over
1 day	¥6,000	¥3,600	¥4,800	¥4,800
2 days	¥11,000	¥6,600	¥8,800	¥8,800
3 days	¥16,000	¥9,600	¥12,800	¥12,800
4 days	¥21,000	¥12,600	¥16,800	¥16,800
5 days	¥26,000	¥15,600	¥20,800	¥20,800
6 days	¥31,000	¥18,600	¥24,800	¥24,800
7 days	¥36,000	¥21,600	¥28,800	¥28,800
8/10 days	¥41,000	¥24,600	¥32,800	¥32,800
9/11 days	¥46,000	¥27,600	¥36,800	¥36,800
10/12 days	¥51,000	¥30,600	¥40,800	¥40,800
11/13 days	¥56,000	¥33,600	¥44,800	¥44,800
12/14 days	¥61,000	¥36,600	¥48,800	¥48,800

Ask about Kids Ski Free Campaign



Hirafu-Hanazono Lift Pass

Spring

Mar 20, 2023 - Apr 7, 2023

	Adults	Age 7-12	Age 13-15	Over 60
1 day pass	¥4,600	¥2,700	¥3,800	¥3,800
2 day pass	¥8,600	¥5,100	¥6,900	¥6,900
3 day pass	¥12,500	¥7,500	¥10,100	¥10,100
4 day pass	¥16,400	¥9,800	¥13,100	¥13,100
5 day pass	¥20,300	¥12,100	¥16,300	¥16,300
6 day pass	¥24,200	¥14,400	¥19,300	¥19,300
7 day pass	¥28,000	¥16,700	¥22,400	¥22,400

Kids Lessons Mar 1st ~

Spring

Ninja Kids Lessons: 3-6 years old (Ski only)

	Time	Duration	Max	Price	Location
Half Day AM	0900 - 1230	3.5 hours	Maximum 6	¥12,000	Gondola Base
Full Day	0900 - 1530	6.5 hours	Maximum 6	¥15,000	

* Registration is at 9.00am

* Lunch is included for Full Day Lessons

All lessons require a lift pass however for children under 7 years old they are free.

Yama Riders Lessons: 7-15 years old (Ski & Snowboard available)

	Time	Duration	Max	Price	Location
Half Day AM	0900 - 1230	3.5 hours	Maximum 8	¥10,000	Gondola Base
Full Day	0900 - 1530	6.5 hours	Maximum 8	¥12,000	

* Registration is at 9.00am

* Lunch is included for Full Day Lessons



Cancellation Policy

7 days - 48 hrs prior 20% fee

Within 48 hrs 100% fee

Adult Lessons Mar 1st ~

Spring

Adult Group Lessons: 16+ years old (Ski & Snowboard available)

	Time	Duration	Max	Price	Location
Half Day AM	1000- 1230	2.5 hours	Maximum 6	¥10,000	Gondola Base
Full Day	1000 - 1530	5.5 hours	Maximum 6	¥13,000	

* Registration is at 9.45am

Workshop Group Lessons: 16+ years old (Ski & Snowboard available)

	Time	Duration	Max	Price	Location
Full Day	0900 - 1500	6 hours	Maximum 3	¥23,000	Gondola Base

*Registration is at 8.45am

* Advanced level Skiing or Snowboarding is required

* Workshops can be booked individually, however there is a minimum of two people required for a workshop to run. If we are unable to run the workshop on your booked day, we will offer you an alternative lesson option for you.

Private Lessons

	Time	Duration	Max	Price	Location
First Tracks Private	0830 - 0930	1 hour	Maximum 6	¥16,000	Gondola Base and Family Base
Full Day Private	Flexible start time between 0830 and 1000	6 hours	Maximum 6	¥67,000	
AM Private	Flexible start time between 0830 and 0900	4 hours	Maximum 6	¥55,000	
PM Private	1330 - 1530	2 hours	Maximum 6	¥25,000	
Twilight Private	1600 - 1800	2 hours	Maximum 6	¥23,000	

* Rate is for up to 6 people of a similar age and ability

* Ski and Snowboard cannot be in the same Private lesson together

* Lessons are continuous. Full Day Privates require a minimum 30 minute break at your preferred time

All lessons require a lift pass

GoSnow Terms & Conditions

Standard Booking and Lesson Terms

Payment for your lesson constitutes acceptance of our terms and conditions; you and the participants who are named on the lesson bookings agree that snowboarding and skiing are hazardous sports. GoSnow and employees cannot be held liable for any lost or stolen equipment, accident, injury, or injury resulting in death that occurs before, during or after your lesson.

Lift passes are obligatory and are not included in the lesson price. They are required for all lifts including the magic carpets.

Please arrive with your Snowsports gear and lift ticket ready to use.

Payment for all lessons must be made in full prior to start of the lesson.

Lessons will not be extended or rescheduled due to the late arrival of the guest for any reason.

No compensation can be made for weather, snow or other operational conditions outside of the control of GoSnow.

To be eligible for any refund due to sickness or injury you must present a valid local medical certificate from a local practitioner.

We must have been advised prior to the commencement of your lesson.

We must receive the medical certificate within 24 hours of the lesson start time.

You must have and you agree that you do have valid Travel Insurance which covers you for accident or injury while skiing.

All lessons are fixed to the lesson location accepted at the time of booking. If the client would like to change the location of the lesson, this will be subject to availability.

Payment and Cancellation Term

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.

GoSnow reserves the right to review and cancel any bookings which do not meet our booking terms and conditions for that product in the case of a booking being automatically confirmed by the system.

Private Lessons

Private Lessons can be transferred with at least 24 hours' notice to another person subject to availability.

All Full Day lessons have a flexible start time between 8:30 am and 10:30 am.

All lessons must meet at the private lesson meeting area as indicated at the time of booking.

All lessons must start and finish in Grand Hirafu. Lessons are able to ski the entire Niseko United Resort once the lesson has commenced.

All participants must be of the same or similar ability level and must be on the same equipment (No ski and board mixed privates).

Mixed aged privates with children under 6 years will be subject to manager approval

GoSnow will only provide privates to children under the age of 3 years in a one on one environment.

Full Day Private Lessons are for 6 continuous hours and must take a minimum of 30 minutes' break during the day at a time of your choice. Lunch is not provided.

You can request a specific instructor however we cannot guarantee that we will be able to accommodate your request.

If you select privates over multiple days which have differing start times or rest days, we will not be able to assign the same instructor to the booking.