

Bigruns Bus Rusutsu Line Important Notes (1/4)

**Advance reservations are required to take the Bigruns Shuttle New Chitose Airport route.
Before making your reservation, please review the following information.**

General Information about package tour

- This is a package tour. Please be sure to review the travel contract terms and conditions and the travel conditions document.
- One participant is the minimum required.
- No tour conductor or interpreter will accompany the group.
- Submit your application through the reservation form on our website by midnight local time 7 days prior to your travel date.
- Shuttles without reservations by the deadline will be canceled.
- Reservations can still be made if seats are available even after the deadline. Please inquire about the operating status via the dedicated form.
- Until the deadline, the number of passengers is unlimited. Based on the number of reservations at the deadline, we will adjust the number of vehicles and operate accordingly.
- The Shuttle fare includes sales tax and is charged per person.
- There is no child fare. Children aged 4 and older require a seat reservation.
- Children under 3 years old may travel free of charge if they do not require a seat. If a seat is required, please make a reservatio

The cancellation policy is as follows.

The day before the scheduled departure: 40% of the shuttle fare.

Scheduled departure date (before departure): 50% of the Shuttle fare

No-show without notice scheduled departure date (after departure): 100% of the Shuttle fare

- Changes to departure times on the same boarding date and route are subject to operational and seat availability.
- Changes to travel dates or routes will be handled according to our cancellation policy.
- Due to road conditions, weather, or flight schedule changes, departure times, routes, or services may be altered or suspended.

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Bigruns Bus Rusutsu Line Important Notes (2/4)

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About Reservation

- Please check the timetable and select your bus departure time. ※For transfer times, please refer to the next section.
- The following information is required at the time of reservation.
① Date of travel ② Shuttle destination, route number, departure time ③ Name of person making shuttle reservation ④ Phone number ⑤ Number of passengers ⑥ Hotel name ⑦ Hotel reservation number and details ⑧ Flight number and arrival/departure time ⑨ Shuttle boarding location, drop-off location ⑩ Email address ⑪ Credit card information
- If you would like to make a reservation other than online, please contact us using the inquiry form.

Regarding connection times

[Shuttle departing from New Chitose Airport]

Connecting times vary depending on the arrival and departure terminals, so please refer to the following as a guide when making your reservation.

- Arrival at the domestic terminal → Departure from the domestic terminal: 45 minutes or more
- Arrival at the International Terminal → Departure from the International Terminal: 90 minutes or more
- Arriving at the international terminal → Departing from the domestic terminal: 120 minutes or more

[Shuttle departing from Rusutsu Resort]

The estimated time required for connecting flights is as follows:

- Domestic transfers: 50 minutes or more after arriving at the airport
- International transfers: 90 minutes or more after arriving at the airport
- The shuttle will depart on schedule. Please make your reservation well in advance to ensure you arrive on time for the meeting (Check in) time .

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Bigruns Bus Rusutsu Line Important Notes (3/4)

**Advance reservations are required to take the Bigruns Shuttle New Chitose Airport route.
Before making your reservation, please review the following information.**

Meeting (check-in) time and location

- If you are unable to arrive at the meeting (Check in) Location by the designated time, you will not be able to board your reserved bus.
- Buses will not stop at boarding locations without reservations.
- Please be sure to come to the meeting (Check in) location you have reserved.
- At check-in, please provide your shuttle reservation name and ID number to our staff.

[Buses departing from New Chitose Airport]

■ Domestic Terminal

Check in location: In front of Arrival Gate 5 at the Bigruns Counter
Check-in counter closing times: 20 minutes before departure time,

■ International Terminal

Check-in location: Next to the information desk on the 1st floor of the international terminal. Look for the Bigruns bus sign.
Check-in closing times: 20 minutes before departure time
※ At the international terminal, staff are only available at the check-in closing time. They are not available at all times.

Bigruns Counter- Business Hours

Location: In front of the arrival gate 5 at Domestic Terminal
Reception Business Hours: 8:30 to 17:30 (Local time) Open daily during the season
※The reception counter will be open until the departure of the last bus after 17:30, or until the end of service in case of an emergency

[Bus departing from Rusutsu Resort]

■ The Vale Rusutsu

Check-in closing times:10 minutes before departure time, near the main entrance

■ The Westin Rusutsu

Check-in closing times:10 minutes before departure time, near the main entrance

■ Rusutsu Resort Hotel & Convention

Check-in closing times:10 minutes before departure time, near the main entrance information desk

Due to flight delays or other reasons if you miss your shuttle.

- If you are unable to board your reserved shuttle due to flight delays or other circumstances, you may board the next available shuttle with seats.
- If you miss the last bus or are unable to make the connection on the day, you may transfer to the next day's shuttle.
- You are responsible for any arrangements and costs associated with arranging alternative transportation.
- Please note that refunds for bus fares already paid will be processed in accordance with our cancellation policy.

Bigruns Bus Rusutsu Line Important Notes (4/4)

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Luggage and other items.

- Our standard policy is to allow two pieces of luggage per person in the trunk of the bus.
Example: One suitcase and one set of either skis, snowboards, or a golf bag
If you have additional luggage, please contact us in advance.
- Skis, poles and snowboards are required to be stored in their cases.
Please note that we are not responsible if your luggage is damaged or causes damage to other customers' luggage.
- Large or special luggage such as snowscoots or bicycles cannot be brought on board or stored in the trunk due to the risk of damage.
- For safety reasons, wearing ski boots or hard snowboard boots is prohibited.
- Pets and other animals are not allowed on board the vehicle.
※All animals except assistance dogs are considered pets.
- Please inform us in advance if you plan on bringing an assistance dog for a person with a physical disability, such as a guide dog or hearing dog, or an assistance dog with equivalent abilities.

About the shuttle Operations

- The shuttle departing from New Chitose Airport will make a 10-minute stop for a short break at the halfway point on its way to
- The shuttle departing from Rusutsu Resort does not take any breaks.
- Transportation may be provided by a taxi, jumbo taxi, minibuss, or other means depending on the circumstances.vehicles.
- Due to road conditions, weather, or flight schedule changes, departure times, routes, or arrivals may be altered, or service may be suspended.
- If safe operation cannot be ensured, we may recommend alternative transportation options such as JR.

Contact

- Bigruns Desk (Kamori Kanko Co., Ltd., Hokkaido Governor Registered Travel Agency No. 2-559)
If you have any questions, please use the inquiry form on our website.

Rusutsu Resort Official Web Site

<https://rusutsu.com/en/access-shuttle-bus-new-chitose-airport/>

Bigruns Web Site

<https://bigruns.com/?lang=en>

Business hours: 9:00-18:00 (Local time) Open daily during the season

After 18:00, we will be available until the departure of the last shuttle or until the end of service in case of an emergency.

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