

## **The Free shuttle Bus "Rusutsu Go" Important Notes (1/3)**

**Before making your reservation, please review the following information.**

### **Basic Information**

- This shuttle is operated by Rusutsu Resort and runs between Kamori Building 3 in Sapporo city and Rusutsu Resort.
- For Rusutsu Resort guests and visitors only.
  1. Guests who are staying at the Rusutsu Resort hotel and convention, the Westin Rusutsu or The Vale Rusutsu.
  2. Visitors who use the resort's facilities, such as skiing or snowboarding, seasonal activities, amusement park, or golf.
- ※ The shuttle is available to guests staying at nearby hotels and local residents only when they are using the Rusutsu Resort facilities.
- Reservations are required.
- The shuttle fare is free.

### **About Reservations**

- Submit your application using the reservation form on our website by 3:00pm local time one day prior to your travel date.
- Reservations are only accepted online.
- Based on the number of reservations at the deadline, we will adjust the number of vehicles and operate accordingly.
- During peak seasons or when vehicle availability is limited, we may impose restrictions on the number of passengers.
- Shuttles without reservations by the deadline will be canceled.
- After the deadline, reservations will only be accepted if seats are available.  
Please use the inquiry form to inquire about seat availability and operation status.
- To cancel, kindly contact us by sending the inquiry form.

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## **The Free shuttle Bus "Rusutsu Go" Important Notes (2/3)**

**Before making your reservation, please review the following information.**

### **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 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.

### **Check-in counters Reception time and location**

- At check-in, kindly provide our staff with your shuttle reservation name and Booking ID.
- If you have not checked in by the closing time, you will not be able to board the reserved bus.
- Please ensure that you arrive at the departure location you have registered for.  
The shuttle will not stop at any boarding location without a reservation.

### **[Departure from Sapporo Kamori Building ③ area]**

Check-in counter location : Kamori Building ③, Kita 4-jo Nishi 4-chome-1, Chuo-ku, Sapporo, Counter on the first floor

Check-in counter opening times: 30 minutes before the scheduled departure time.

Check-in counter closing times: 5 minutes before departure.

- Emergency contact number and Hours: 011-232-5000 7:30am-8:00am (Open only on days when buses operate)

### **[Departing from Rusutsu Resort]**

Check-in location : The main entrance of each hotel (The Vale Rusutus / The Westin Rusutus / Rusutus Resort Hotel and Convention)

Check-in opening times: 30 to 15 minutes before the scheduled departure time. (depending on the number of buses)

Check-in closing times: 5 minutes before departure.

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### **The Free shuttle Bus "Rusutsu Go" Important Notes (3/3)**

Before making your reservation, please review the following information.

#### **About the shuttle service**

- The shuttle takes about 2 hours to travel between Sapporo and Rusutsu Resort.
- The shuttle will stop for 10 minutes at Nakayama Pass during the halfway point on its way to Rusutsu.
- There are no breaks on the shuttle that departs from Rusutsu Resort to Sapporo.
- Transportation may be provided by a taxi, jumbo taxi, minibus, or other means depending on the circumstances.
- Due to road conditions and weather, departure times and routes may change, arrival may be delayed, or services may be cancelled..
- If safe operation cannot be ensured, we may recommend other means of transportation, such as JR.

#### **Contact**

- Free shuttle Rusutsu Go 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-sapporo/>

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[Access - New Chitose Airport ⇄ Rusutsu \(BIGRUNS BUS\)](#)

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

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