

Winter Complimentary Shuttle Service

Service Areas

For guests staying at The Orchards we offer a complimentary shuttle service to and from anywhere in the Grand Hiraifu Area. This service operates between the hours of 8am and 9pm for the duration of the winter season. Please see our serviced areas in the map below.

*Please note that service areas and hours may change due to the COVID-19 situation.

When making your shuttle request you will be asked to provide your email address and mobile phone number. This is so that we can send you a confirmation of your booking. You will also be sent an automatic reminder 10 minutes before your shuttle pickup. If there are any problems with your shuttle booking please contact the Front Desk as soon as possible.

When To Book

- Bookings must be made at least 60 minutes in advance. All shuttles are subject to availability.
- For all departures scheduled between 8am and 11am, it is advised that you make the booking the night before.
- Please honour all shuttle bookings made, and only request this service when you need it.
- Please be aware that shuttle bookings will only be accepted over the phone.

Large Groups

- Please understand that it will not always be possible to book multiple vehicles for large groups. We encourage larger groups to book shuttles in advance as much as possible.
- All vehicles hold a maximum of 6 guests and cannot exceed this number under any circumstances.
- Passengers must wear a seatbelt at all times.

Pick Up Time

- Please make sure that you are ready ahead of your scheduled pick up time. Any wait time will affect all of our guests staying at The Orchards.
- Please note that this is a point to point service only. This only means that we can offer pick up and drop off with no stops in between.

COVID Guidelines

- All passengers are requested to wear a mask when using The Orchards' complimentary shuttle service.
- Guests who have a fever or flu like symptoms are kindly asked to notify the Front Desk team who can assist you in seeking medical attention.
- Vans will be fitted with cabin screens, masks and hand sanitiser for guests' protection.



Shuttle Service Area

 **Grand Hiraifu Area**
Area serviced from 8am - 9pm

Points of Interest:

Seicomart, Hiraifu 188, Lawson, Hiraifu Gondola, Welcome Center, Rhythm and Niseko International Clinic.

Please call our Front Desk team to request a shuttle:

 0136 55 5609