



## 2017 SASS JAPAN TRAVEL DOCUMENT

**MAKE TWO COPIES OF THIS DOCUMENT AND THE IDENTITY PAGE OF YOUR PASSPORT.  
BRING THEM WITH YOU IN SEPARATE BAGS.**

You are about to embark on an incredible experience into the mountains of Japan. This document is your guide to getting there. Please note that it is your responsibility to carefully READ and UNDERSTAND this document. It is important, and contains vital information about your trip. We look forward to seeing you soon!

### CONTENTS:

- PART 1: SASS CONTACTS, LOCATION
- PART 2: ARRIVAL IN JAPAN
- PART 3: DEPARTING JAPAN, LOCAL CUSTOMS & INFORMATION

### REMINDERS:

- Double-check the Packing List. Do you have your passport?
- You are responsible for knowing your flight itinerary and flight status.
- Notify SASS of any flight delays, cancelations or missed connections.
- FLIGHT UPDATE OR CHANGES? Let us know via email: [info@sassglobaltravel.com](mailto:info@sassglobaltravel.com)

# PART 1: SASS CONTACTS AND LOCATION

## PRIMARY CONTACT

SASS MAIN OFFICE

1.800.851.4660 (US Toll-Free) or if urgent / after-hours:

1.603.498.7842 (US Cell Phone / Travis Moore - Managing Director)

## HOTEL CONTACT

THE KIRORO: A TRIBUTE PORTFOLIO HOTEL

128-1 Tokiwa, Akaigawa-mura, Hokkaido Prefecture, Japan

Phone: +81 135-34-7100

*Call here to reach a SASS Japan client directly at the hotel.*

## DIRECT LINE - URGENT CALLS / DIRECT TO CELL PHONE

DAVID BURG - LOGISTICS / GENERAL MANAGER

1.303.817.2464 (US - Forwards to Japan / Text Messages OK)

LUCAS MOORE - LOGISTICS / PROGRAM DIRECTOR

1.925.324.4483 (US - Forwards to Japan / Text Messages OK)

## TRAVEL AGENT

TAKASHI SOTOME - AMNET

1.212.247.1900 / takashi.sotome@amnet-usa.com

## GOOD TO KNOW:

- We track all flights, but it is your responsibility to notify us of any flight changes. The more you help us, the better we can assist you.
- Email to [info@sassglobaltravel.com](mailto:info@sassglobaltravel.com) and text or whatsapp to +1.303.817.2464.
- Consider bringing your ski/board boots as a carry-on, in case checked bags are delayed.

## FILLING OUT YOUR CUSTOMS FORM:

- You may have to provide the address where you are staying while in Japan:  
KIRORO RESORT, 128-1 TOKIWA, AKAIGAWA-MURA, HOKKAIDO

# PART 2: ARRIVAL IN JAPAN

## INTERNATIONAL FLIGHTS AND TOKYO TRANSFERS

- Most clients will arrive at Tokyo-Narita (NRT) airport, but some may connect at Tokyo-Haneda (HND) or elsewhere. Narita is located over an hour outside Tokyo, while Haneda is located near downtown Tokyo.
- You will pick up bags, clear customs and exit the secured area. If your domestic flight is from the same airport... proceed to your designated domestic check-in counter.
- DO NOT WAIT to meet SASS Global Travel staff in Tokyo or other connection points. Re-check your bags with your domestic carrier and proceed through security to your designated domestic gate.

### IF YOU NEED TO CHANGE AIRPORTS IN TOKYO

- If you have an airport transfer between Narita and Haneda in Tokyo, you can transfer yourself using one of several services at the airport, including Airport Limousine Bus.
- For an additional charge, a bilingual logistics representative/driver with a sign will meet you outside customs and facilitate your transfer between the two airports.

## MEETING SASS IN SAPPORO

- SASS Global Travel staff members will be waiting to meet every client as they exit the baggage claim in Sapporo. Staff will be wearing T-Shirts or holding signage.
- Please be patient if you don't see us right away -- clients arrive at varying gates, and we may need a few extra minutes to get to your location.

### TRANSFER OPTIONS TO KIRORO RESORT

- 1) PRIVATE SASS TRANSFER (Included) - 9:00PM
- 2) JR Train to Otaru-Chikko + Kiroro Resort Bus (\$17 USD) - 5x Daily
- 3) Hokkaido Resort Liner to Kiroro (\$40 USD) - 5x Daily

*\*Most North American flights with connections to Sapporo arrive in the evening, The included SASS private bus transfer to Kiroro loads at 8:45 PM and departs at 9:00PM.*

### WHAT IF MY FLIGHT IS DELAYED?

- Contact us ASAP! Email [info@sassglobaltravel.com](mailto:info@sassglobaltravel.com) and call/text 1.303.817.2464.
- SASS has an extra "chase van" on standby for gear, late flights and delayed clients.

# PART 3: LEAVING JAPAN / CULTURAL INFO

## DEPARTING JAPAN:

SASS offers the following transfer options from Kiroro Resort to the Sapporo-New Chitose Airport on the last day of your session. Other times are on a request basis only:

- 1) PRIVATE SASS TRANSFER (Included) - 9:45AM
- 2) Kiroro Resort Bus + JR Train from Otaru-Chikko (\$17 USD) - 5x Daily
- 3) Hokkaido Resort Liner to Sapporo (\$40 USD) - 5x Daily

## LOCAL INFORMATION, TRADITIONS & CUSTOMS:

### CASH AND CREDIT CARDS

Japanese people love cash, but most outlets at Kiroro Resort accept credit cards. We recommend that clients withdraw cash from a "7-Bank" or "JP Post" ATM at the airport. Other Japanese bank ATMs are not compatible with American cards. There is no ATM at Kiroro.

### WEATHER AND TERRAIN

Hokkaido is quite cold with persistent wind and only a few sunny days that get much above -10C (14F). This unique weather makes for the best, most reliable snow in the Northern Hemisphere. Most chairlifts and gondolas are "bubbled" or enclosed for comfort.

### THE ONSEN EXPERIENCE

One of Japan's great pleasures is the Onsen. These hot spring baths are unique to a Westerner...notably that males and females are separated and swimsuits are considered unhygienic and unacceptable. Towels and locker rooms are available. You must use the small washing stations (with stool, shower and bucket) to clean yourself before entering. Drinks are forbidden and patrons will expect that conversations be kept to a respectful tone.

### BOWING

In Japan, people commonly bow instead of shaking hands. It is impolite not to return a bow. If the person is much older than you are, bow deeper and longer, showing more respect. Bow by bending from your waist with a straight back. Men keep hands to their sides, and women put their hands together on their thighs with their fingers touching.

### HEALTH AND SECURITY

The health care system in Japan is excellent. You can be confident of receiving a high level of care in the event of injury, and we strongly recommend travel insurance to cover expenses. As for security, property crime is almost non-existent, it's simply not part of the cultural norm. There is very rare petty theft in resort areas, usually perpetrated by a foreigner.