



2018 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: ARRIVING 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

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.

MANAGEMENT CELL PHONES

DAVID BURG

1.303.817.2464 (US - Forwards to Japan / Text or Whatsapp also OK)

LUCAS MOORE

1.603.530.2992 (US - Forwards to Japan / Text or Whatsapp also 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 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: ARRIVING IN JAPAN

INTERNATIONAL FLIGHTS AND CONNECTIONS

- Most clients flying to Sapporo (CTS) will arrive or connect at Tokyo Narita (NRT) or Haneda (HND). All passengers pick up bags to clear customs/immigration upon arrival.
- If your domestic flight to Sapporo is from the same airport... proceed to your designated domestic airline check-in and DO NOT WAIT to meet SASS Global Travel staff in Tokyo.

CHANGING AIRPORTS IN TOKYO

- We recommend the transfer bus company Friendly Airport Limousine for easy, low-cost transfers between Narita and Haneda. Their desk in the terminal is open 24 hours.
- Allow a minimum of 90 minutes to make the transfer between airports in Tokyo.

INTERNATIONAL ARRIVALS IN SAPPORO (via Seoul, Taipei, Hong Kong or Hawaii)

- You'll clear customs upon arrival in Sapporo (CTS). See below regarding transfer times.

MEETING SASS IN SAPPORO

- If you arrive at Sapporo-New Chitose (CTS) after 17:00 on Saturday... our on-site staff will plan to meet you outside your bag claim. Look for a sign or the SASS logo.
- If you arrive at Sapporo-New Chitose (CTS) before 17:00 or on a different day... we offer transfer services by prior arrangement or with Hokkaido Resort Liner (see below). Or try out the airport onsen (hot springs) to relax, shower and soak while you pass the time.
- Please be patient and wait near your baggage claim exit if you don't see us right away.

AIRPORT TRANSFERS TO KIRORO RESORT

- 1) PRIVATE SASS TRANSFER - INCLUDED (Saturdays after 17:00, multiple departures)
**To minimize client wait time, transfers before 17:00 require prior arrangement. Just contact us at info@sassglobaltravel.com and we'll advise you of additional options.*
- 2) HOKKAIDO RESORT LINER - (Any day before 17:00, multiple departures, \$45USD)

WHAT IF MY FLIGHT IS DELAYED?

- Contact us ASAP! Email 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 (to CTS) - 9:00AM Bags / 9:30AM Departure

**SASS transfers to Sapporo hotels are on a request basis, after airport clients.*

- 2) Hokkaido Resort Liner to Sapporo hotels (\$45 USD) - 5x Daily

LOCAL INFORMATION, TRADITIONS & CUSTOMS:

CASH AND CREDIT CARDS

Most outlets at Kiroro Resort accept credit cards or room charge. But, we recommend that clients withdraw cash from a "7-11 Bank" or "JP Post" ATM upon arrival at the airport because there is no ATM at Kiroro. Cash is useful for taxis, trains and small local restaurants or shops.

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, normal precautions will avoid most issues.