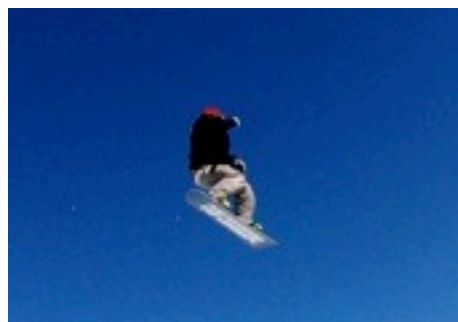




GUEST SERVICE GUIDE
winter 2011/2012



EVERYTHING YOU NEED

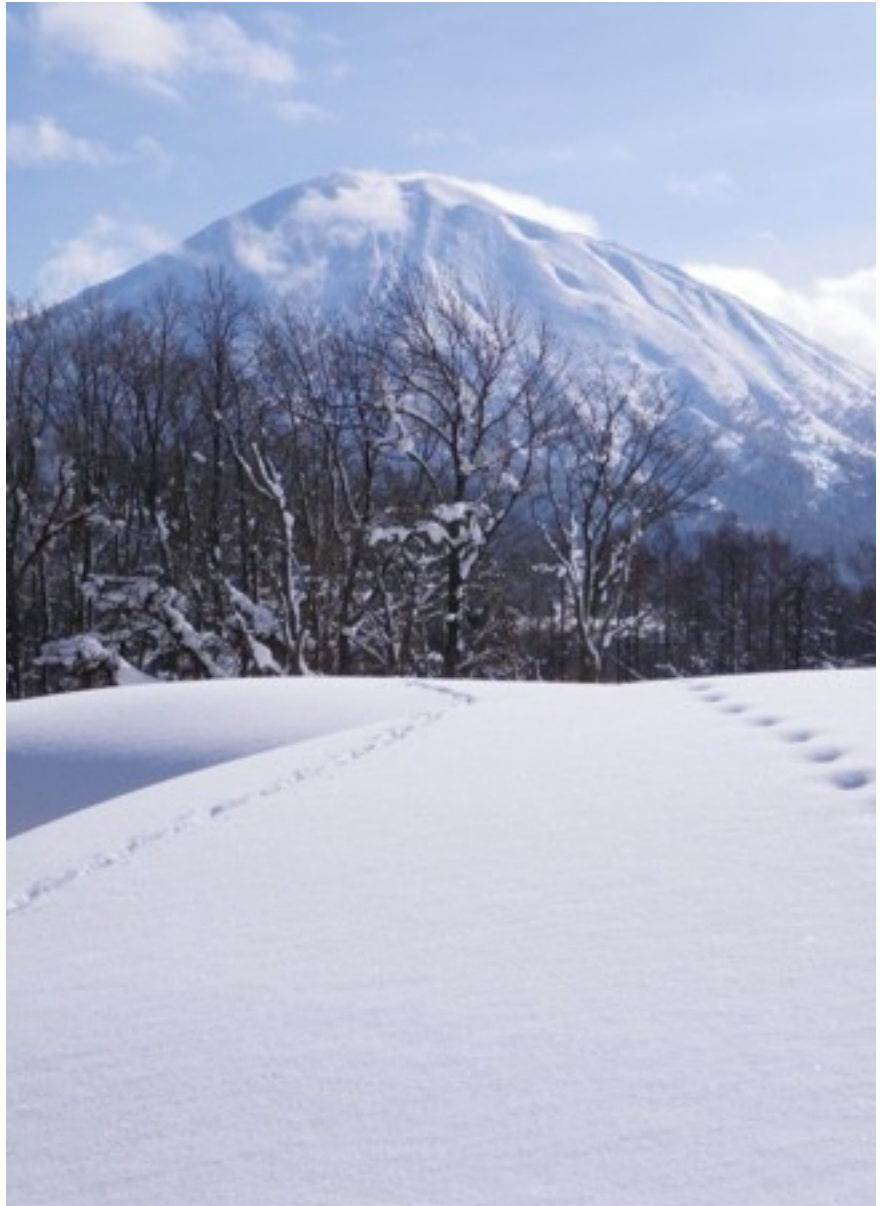
Our team at The Chalets at Country Resort pleased to offer you a full range of service, individually tailored to your specific holiday needs.

With extensive pre-arrival planning, our experienced and dedicated guest services team will have you covered from the moment you touch down in Hokkaido. We can assist you with door-to-door airport transfers, discount car rental, discount lift tickets, ski rental, ski school and much more. We will take care of all the arrangements, so you can relax and get the most out of your time in Niseko.

The Guest Services Guide, Winer 2011/2012 contains all the information you need on:

- Private Door-to-Door Airport Transfers
- Standard Scheduled Airport Transfers
- Discount Car Rental
- Lift Tickets
- Ski/Snowboard Rental
- Ski School
- Back Country Tours
- Snowmobile Tours
- Childcare
- In Chalet Massage Service

See following pages for our full price list.





Experience the tranquility of life at our luxury chalets just a few minutes away from the slopes of Hirafu.



THE CHALETS AT COUNTRY RESORT CONCIERGE

Our on-site concierge team at The Chalets at Country Resort are here to provide you with a full range of services to make your winter holiday in Niseko the best yet. They are also on-call 24 hours should you need urgent assistance at anytime, day or night.

When you arrive in Niseko our concierge will welcome you and bring you straight to your chalet for check-in. We will confirm the details of your pre-arranged bookings, explain the Ski Shuttle, resort and chalet facilities and answer all of your questions to ensure that you are comfortably settled in for your holiday.

For the rest of your stay we can assist you with anything from restaurant reservations and onsen recommendations, to private shuttles, babysitting and massage booking. Just drop in and see us at reception or call us from your chalet.

SKI SHUTTLE

Sick of carrying your skis and the kid's? Our complimentary Ski Shuttle loops from Country Resort to the slopes in Hirafu Village regularly throughout the day. You won't have to carry your gear far as our service will simply pick you up from your door and drop you right at the lifts and it's just as easy on the way home.

GROCERY SUPPLIES

Make the most of your time and your chalet's fully equipped, modern kitchen by pre-ordering your groceries and other supplies so they are stocked, ready and waiting for you upon your arrival. Just ask to be sent an order form, fill it out and send it back to us at least 3 days before you arrive and we will take care of the rest.





AIRPORT TRANSFERS STRESS FREE

Choose from our regular scheduled service or luxury private door to door airport transfer services or let us book you a discount Toyota rental car and make your way to and from the airport at your own pace.

Scheduled Door to Door Transfer		
	Adult	Child under 6
One Way	¥6,000	¥4,000
Return	¥10,000	¥7,000

Private Door to Door Transfer					
	Up to 2 pax	Up to 5 pax	Up to 9 pax	Up to 14 pax	Up to 21 pax
One Way	¥28,000	¥35,000	¥45,000	¥50,000	¥70,000
Return	¥56,000	¥70,000	¥90,000	¥100,000	¥140,000
Amendments to bookings within 3 days of service					¥2,000

Standard Coach		
	Adult	Child (3-11)
One Way	¥2,500	¥1,500
Return	¥5,000	¥3,000
Amendments to bookings within 2 - 3 days of service		30% of fee
Amendments to bookings within 1 day of service		40% of fee
Amendments to bookings on the day of service		100% of fee

Car Rental Rates								
	1 day	2 days	3 days	4 days	5 days	6 days	7 days	per extra day
P2	¥8,138	¥14,858	¥21,578	¥28,298	¥35,018	¥41,738	¥48,458	¥6,720
P3	¥9,555	¥17,693	¥25,830	¥33,968	¥42,105	¥50,243	¥58,381	¥8,138
W3	¥21,840	¥38,483	¥55,125	¥71,768	¥88,410	¥105,053	¥121,696	¥16,643

All drivers must be in possession of a valid International Permit or full Japanese driving licence.



COMPACT CAR

A great economical option for couples



SALOON

Perfect for small families



PEOPLE MOVER

Great for larger families and those with teens as well as groups of friends.

LIFT TICKETS

Kids under 7 ski FREE all season.

Save time and hassle by ordering your lift tickets in advance and they will be waiting for you in your chalet when you arrive.

All prices include a fully refundable ¥1,000 electronic pass deposit.

2011/2012 All Mountain Lift Tickets					Midori no Ki Rates (Including ¥1,000 deposit)			
Regular Season					First / Spring Season			
10 Dec 2011 - 11 March 2012					23 Nov 2011 - 9 Dec 2011 & 12 Mar 2012 - 1 May 2012			
	Adult	Elementary	Middle	Senior	Adult	Elementary	Middle	Senior
	16~59	7~12	13~15	Over 60	16~59	7~12	13~15	Over 60
1 day	¥6,900	¥4,300	¥5,400	¥5,400	¥5,900	¥3,700	¥4,600	¥4,600
2 days	¥11,700	¥6,800	¥8,900	¥8,900	¥9,600	¥5,600	¥7,400	¥7,400
3 days	¥16,800	¥9,600	¥12,800	¥12,800	¥13,700	¥7,900	¥10,400	¥10,400
4 days	¥21,900	¥12,300	¥16,500	¥16,500	¥17,800	¥10,100	¥13,400	¥13,400
5 days	¥27,000	¥15,000	¥20,200	¥20,200	¥21,800	¥12,200	¥16,400	¥16,400
6 days	¥31,900	¥17,700	¥23,900	¥23,900	¥25,700	¥14,300	¥19,300	¥19,300
7 days	¥36,700	¥20,300	¥27,400	¥27,400	¥29,600	¥16,400	¥22,200	¥22,200
8 days (10days)	¥41,400	¥22,800	¥30,900	¥30,900	¥33,300	¥18,400	¥24,900	¥24,900
9 days (11days)	¥46,000	¥25,300	¥34,300	¥34,300	¥37,000	¥20,400	¥27,600	¥27,600
10 days (12days)	¥50,500	¥27,700	¥37,600	¥37,600	¥40,600	¥22,400	¥30,300	¥30,300
11 days (13days)	¥54,900	¥30,100	¥40,900	¥40,900	¥44,100	¥24,300	¥32,900	¥32,900
12 days (14days)	¥59,200	¥32,400	¥44,100	¥44,100	¥47,600	¥26,100	¥35,500	¥35,500
13 days (15days)	¥63,400	¥34,700	¥47,200	¥47,200	¥50,900	¥27,900	¥37,900	¥37,900
14 days (16days)	¥67,500	¥36,900	¥50,200	¥50,200	¥54,200	¥29,700	¥40,300	¥40,300
15 days (18days)	¥71,500	¥39,100	¥53,200	¥53,200	¥57,400	¥31,500	¥42,700	¥42,700
16 days (19days)	¥74,600	¥40,700	¥55,500	¥55,500	¥59,900	¥32,800	¥44,600	¥44,600
17 days (20days)	¥77,500	¥42,300	¥57,600	¥57,600	¥62,200	¥34,000	¥46,300	¥46,300
18 days (21days)	¥80,200	¥43,800	¥59,600	¥59,600	¥64,400	¥35,200	¥47,900	¥47,900
19 days (22days)	¥82,700	¥45,100	¥61,500	¥61,500	¥66,400	¥36,300	¥49,400	¥49,400
20 days (23days)	¥85,000	¥46,400	¥63,200	¥63,200	¥68,200	¥37,300	¥50,700	¥50,700
21 days (24days)	¥87,100	¥47,500	¥64,700	¥64,700	¥69,900	¥38,200	¥52,000	¥52,000

SKI AND SNOWBOARD RENTALS

We know that getting the right gear to suit you and the conditions is crucial for a good time on the slopes, and you want to get up there as soon as possible, that's why we recommend booking your rental gear in advance. Our suppliers have the most extensive range of skis and boards in Niseko, and professionally trained staff, so you will find everything you need. All prices include:

- Overnight equipment storage
- Pick-up/drop-off
- Insurance
- Free equipment exchange*

PREMIUM SKI PACKAGES	1 Day	2 Days	3 Days	4 Days	5 Days	6 Days	7 Days	8 Days	9 Days
Adult Skis & Poles	5,500	9,000	13,000	17,000	21,000	24,000	27,000	30,000	33,000
Adult Skis, Boots & Poles	7,500	11,000	15,000	19,000	23,000	26,000	29,000	32,000	35,000
Kids Skis & Poles	4,500	7,500	9,500	11,500	13,500	15,500	17,500	19,500	21,500
Kids Skis, Boots & Poles	5,500	8,500	10,500	12,500	14,500	16,500	18,500	20,500	22,500
Touring Skis & Skins**	8,500	12,000	16,000	20,000	24,000	27,000	30,000	33,000	36,000
STANDARD SKI PACKAGES									
Adult Skis & Poles	5,000	8,000	11,000	14,000	16,000	18,000	20,000	22,000	24,000
Adult Skis, Boots & Poles	6,500	9,500	12,500	15,500	17,500	19,500	21,500	23,500	25,500
Kids Skis & Poles	4,000	6,500	8,000	9,500	11,000	12,500	14,000	15,500	17,000
Kids Skis, Boots & Poles	4,500	7,000	8,500	10,000	11,500	13,000	14,500	16,000	17,500
PREMIUM SNOWBOARD PACKAGES									
Adult Snowboard	5,500	9,000	13,000	17,000	21,000	24,000	27,000	30,000	33,000
Adult Snowboard & Boots	7,500	11,000	15,000	19,000	23,000	26,000	29,000	32,000	35,000
Kids Snowboard	4,500	7,500	9,500	11,500	13,500	15,500	17,500	19,500	21,500
Kids Snowboard & Boots	5,500	8,500	10,500	12,500	14,500	16,500	18,500	20,500	22,500
STANDARD SNOWBOARD PACKAGES									
Adult Snowboard	5,000	8,000	11,000	14,000	16,000	18,000	20,000	22,000	24,000
Adult Snowboard & Boots	6,500	9,500	12,500	15,500	17,500	19,500	21,500	23,500	25,500
Kids Snowboard	4,000	6,500	8,000	9,500	11,000	12,500	14,000	15,500	17,000
Kids Snowboard & Boots	4,500	7,000	8,500	10,000	11,500	13,000	14,500	16,000	17,500
GENERAL EQUIPMENT									
Adult Jacket or Pants	1,600	2,200	2,800	3,300	3,700	4,000	4,300	4,700	5,100
Kids Jacket or Pants	1,000	1,400	1,700	2,000	2,200	2,400	2,700	2,900	3,100
Helmet	1,500	2,000	2,300	2,600	2,900	3,100	3,400	3,700	4,000
Wrist Guard	500	900	1,100	1,300	1,500	1,700	1,900	2,100	2,300
Apré Boots**	1,500	2,000	2,500	3,000	3,500	3,700	3,900	4,100	4,300

* equipment exchange only with Premium packages. ** cannot be pre-booked.



GROUP LESSONS WITH NISEKO INTERNATIONAL SNOWSPORTS SCHOOL

We recommend NISS for all adult and kids group lessons. Their team of over 100 qualified and experienced instructors will provide a fun and safe learning experience for everyone, from first timers through to old hands.

ADULT GROUP SKI AND SNOWBOARD

Learn the basic or polish up your skills with the NISS Adult Group programs.

Adult Groups	Duration	1 day	2 days	3 days	4 days	5 days	6 days
All Day	10am—3:30pm	¥10,500	¥19,500	¥27,000	¥33,500	¥39,000	¥42,000
Day Extension rate (per additional day)*		-	¥9,000	¥7,500	¥6,500	¥5,500	¥3,000

PARK SESSIONS FOR SNOWBOARD AND SKI

You've made it to level four and lessons on the piste are no longer your thing? You might want to join NISS Park ABC program and spend the day on rails, jumps and in the half pipe. Instructors will teach and guide the group through the Hirafu and Hanazono terrain parks. Levels may be combined when the group sizes are less than three.

Park Sessions	Duration	1 day	2 days	3 days	4 days	5 days	6 days
All Day	10am—3:30pm	¥10,500	¥19,500	¥27,000	¥33,500	¥39,000	¥42,000
Day Extension rate (per additional day)*		-	¥9,000	¥7,500	¥6,500	¥5,500	¥3,000

When booking a NISS group lesson please inform us of your skill level according to the following levels:

SKIING

- LEVEL 1 "First time ever skiing or doing the lesson to gain confidence"
- LEVEL 2 "Can make a snow plough but not always linking turns"
- LEVEL 3 "Can link turns on all green terrain with ease and may go to red terrain"
- LEVEL 4 "Can easily link turns on all red terrain"
- LEVEL 5 "Can easily link parallel turns on all black terrain"

SNOWBOARDING

- LEVEL 1 "First time riding or doing the lesson to gain confidence"
- LEVEL 2 "Can side slip on greens, ready to link turns on green and red terrain"
- LEVEL 3 "Riding red terrain and perfecting free riding technique"
- LEVEL 4 "Can ride all black runs and will ride more challenging terrain and conditions"



NISS KIDS PROGRAMS

NISS offer creative snowsports lessons for kids with qualified instructors create a safe and fun learning experience. Their progressive instruction program covers various themes throughout the week with race day, funny hat day, treasure hunts, safety day and many more.

TICTAC CLUB (3-6 YEAR OLDS)

TicTac Club is pure fun for little skiers, whether it's their first time or they can already ski. Your child will be taught under the safety of a qualified NISS instructor who ensures they receive the best guidance in learning whilst under our care.

Tictac Club (ski only)	Duration	1 day	2 days	3 days	4 days	5 days	6 days
All Day	10am—3:30pm	¥12,000	¥22,800	¥31,500	¥38,900	¥44,500	¥49,800
Day Extension rate (per additional day)*		-	¥10,800	¥8,700	¥7,400	¥5,600	¥5,300

YUKI SKIER AND BOARDERS (7-14 YEAR OLDS)

The Yuki programs are action packed learning for kids, they will explore, ride and learn all that Niseko and Hanazono have to offer. The full day with our instructor ensures there is time to have fun, whilst obtaining the essential skills of skiing and boarding in a safe learning environment under expert supervision.

Yuki Program (ski or board)	Duration	1 day	2 days	3 days	4 days	5 days	6 days
All Day	10am—3:30pm	¥12,000	¥22,800	¥31,500	¥38,900	¥44,500	¥49,800
Day Extension rate (per additional day)*		-	¥10,800	¥8,700	¥7,400	¥5,600	¥5,300

* The Country Resort Ski Shuttle stops at the Hirafu NISS meeting point for drop off and pick up throughout the day.

* Registration for all group lesson programs begin from 9:45am, however we recommend arriving early during peak periods.

* Parents are to pick up children at the end of their lessons at 3:30pm.

* All children's programs include lunch and special meals are available upon request.

* Please inform us of the age and any special needs of your child at the time of booking.

PRO POWDER PRIVATE LESSONS AND IMPROVEMENT CAMPS

Niseko's best boutique ski school, Pro Powder specialise in private ski and snowboard lessons for individuals as well as multi-day improvement camps for small groups, all ages and ability levels.

PRIVATE LESSONS

Private lessons are the best way to improve fast and really enjoy yourself on the slopes. Pro Powder Privates are available in 2 or 4 hours time slots and can be taken individually or in small groups of up to 4 people (Please note that for groups the skill levels of each person need to be similar so as to get the most out of the lesson).

LESSON TIMES

Morning: 8:30 - 10:30 or 10:30 - 12:30

Afternoon: 1:00 - 3:00 or 3:00 - 5:00

Private Lesson	1 Person	2 Person	3 Person	4 Person
2 Hour Lesson	¥13,000	¥16,000	¥19,000	¥22,000

IMPROVEMENT CAMPS

Benefit from the experience and tailored instruction from a dedicated instructor on a multi-day improvement camp program. Improvement camps cater for all levels, from absolute beginner to the most advance powder skiers. All camps run for 5 hours of instruction per day and there will be a 1 hour unsupervised lunch break. Start and finish times can be set to match your schedule anytime from 8:30AM to 16:00PM. Group size: 2-5 people.

Camp duration	2 People, per person	Additional person
2 Day Camp	¥42,500	¥15,000
3 Day Camp	¥58,500	¥15,000
4 Day Camp*	¥75,000	¥15,000

*Over 5 days, break day in middle



RESORT, BACK COUNTRY AND SNOWMOBILE TOURS

Experience the thrill of back country skiing in complete safety as our experienced qualified back country guides take you to the hidden powder stashes most tourists never see. Alternatively take a day out from Niseko to visit one of the other great local slopes or give your legs a rest and blast through the snow on one of our magical snowmobile tours.

NISEKO EXTREME

“Doing it for the love of it.” The experienced and professional team at Niseko eXtreme will guide you through the best hidden powder pockets and freshest lines in Niseko and beyond. With in-bounds resort tours, lift access backcountry and backcountry hiking tours on offer,

Niseko eXtreme	
Hidden Secrets: In-Bounds Resort Tours	
- Niseko	¥9,700 per person
- Rusutsu	¥11,700 per person
- Kiroro	¥11,700 per person
- Kokusai	¥12,500 per person
- Teine	¥12,500 per person
Back Bowls: Lift Accessed	¥10,500 per person*
Outer Limits: Hiking Backcountry	¥10,500 per person*
4 Peak eXtreme Challenge	¥10,500 per person*
*Backcountry Gear Rental	¥3,000 per person

NISEKO PHOTOGRAPHY TOURS

Take home the perfect souvenir of your Niseko holiday. Powder, park or piste - your own personal photographer will go where you want to go, capturing your best moments on the snow. Great for groups and families alike.

2 hour Photography Tour (any group size) - includes 4 best prints and dvd copy of all your photos	¥40,000
2 hour Video Tour (any group size) - includes professionally edited dvd of your tour	¥60,000

Venture into Niseko’s hidden terrain and ski perfect untracked powder - ALL DAY! Niseko Photography’s exclusive cat skiing tours offer access to beautiful scenic backcountry and challenging terrain.

All Day Cat skiing Tour	¥35,000 per person
includes transfer, qualified guide and photographer	

SNOWMOBILE TOURS

Power through the powder in the shadow of Mt Yotei. Take a break from the slopes and carve up the snow on our fantastic snowmobile tour. Great for families and groups.

¥7,000 per person, minimum 4 people. Total 2.5 hours, includes 1 hour riding and transfers.



CONCIERGE SERVICES

Enjoy fine food and wine, relax with a massage and much more - all in the comfort of your own chalet.

IN-CHALET DINING

With fully equipped, modern kitchens why not enjoy a night in during your stay at The Chalets at Country Resort. But don't worry about cooking, from delicious Japanese hot-pot Shabu-Shabu dinner sets through to 5 course dinner parties, we can arrange it all for you.

ONSEN TRIPS

Niseko abounds in natural onsen, hot spring baths, and they are a great way to relax and revive your cold sore body after a day on the hill. To give you a chance to visit some of the more out of the way onsen, we run regular evening onsen trips throughout the winter.

Adults: ¥2,000 Children under 12: ¥1,200

Prices include onsen entrance, towel set rental and transfers.

IN-CHALET MASSAGE

After a tough day on the slopes what better way to relax than with a massage in the comfort of your own luxury chalet. Let our qualified massage therapists ease away the aches and pains and leave you feeling refreshed and ready for another great day in the mountains.

In Chalet Massage Service	
Shiatsu	40 mins ¥4,800
	60 mins ¥7,000
Oil Massage	40 mins ¥6,700
	60 mins ¥8,300
Foot Massage	20 mins ¥2,800
Head Massage	20 mins ¥3,000
Fees include call out charge	

CHILD CARE

In chalet child minders can be arranged to look after your children whilst you hit the slopes, go for dinner or simply relax. Please contact one of our staff to book your sitter, advanced bookings are essential during peak periods (24 Dec-4 Jan, 21-29 Jan). Rates start from ¥1,500 per hour.



by Niseko Resorts Group. Property Management by Midori no Ki

www.nisekocountryresort.com

+81 (0)136 55 5122

bookings@midorinoki.com



TERMS AND CONDITIONS

The services listed in this guide are arranged on your behalf by Midori no Ki. As such any amendment or cancellation fees according to the terms and conditions of the supplier will be passed on to you as the customer.

Prices:

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed when paid in full. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service.

Refunds, Changes and Cancellation Fees:

Cancelled bookings may incur charges.

These charges can be up to 100% of the cost of the booking, regardless of whether stay has commenced. Fees and extra charges will apply where a booking is changed. Where we incur any liability for a cancellation fee or charge for any booking which you cancel or change, you agree to indemnify us for the amount of that fee or charge.

- a. Cancellation within 10 days of initial enquiry – there is no cancellation fee. However, if any funds have been received by Midori no Ki, any bank fees incurred in the refund process will be deducted from the deposit prior to the refund being issued.
- b. Cancellation after the booking is confirmed AND before the Balance Due date is subject to a cancellation fee of up to the Deposit Amount. Whereby the accommodation is able to be rebooked, Midori no Ki will retain a 15,000 JPY administration fee and any bank fees incurred in the refund process. The balance will be returned to you. Any amount paid for guest services will be refunded less any applicable fees or charges.
- c. Cancellation after Balance Due date is subject to a cancellation fee of up to 100% of the total accommodation fee. Where the accommodation is able to be rebooked in full or part then any excess funds less a 30,000 JPY administration fee and any bank fees incurred in the refund process will be refunded. Any amount paid for services will be refunded less any applicable fees or charges.

Promotions and specials:

Once payment is received for the booking, it is non-refundable, but may be used toward a booking at a later date, provided it is outside of peak holiday periods (Christmas-New Year and Chinese New Year). Any balance due to difference in seasonal price will be additionally invoiced upon the change. Valid for 12 months from original booked date.

Deposit and Final Payment:

You will be required to pay a deposit or deposits when booking. All deposits 10 days from enquiry date are non-refundable, but entirely re-useable.

Final payment is required no later than 6 weeks prior to arrival unless otherwise stated. Some promotions or services must be paid in full at the time of booking.

Acceptance of the above terms and conditions is acknowledged when any payment for accommodation or services is made to Midori no Ki.