

HOW TO BOOK YOUR STAY

1. Visit our Rental Properties page and enter your dates + number of guests.
2. Select your preferred property and click Book.
3. Add any optional services you would like.
4. Enter guest details.
5. Review the total price and complete the deposit payment.
6. Green season: deposit is not required; credit card registration secures your booking.
7. You will receive a booking confirmation email. If you do not receive it, please contact us.
8. Our team will email you before your stay with check-in information and optional activity recommendations.

HOW TO CHECK IN

Check-in time: 15:00

Please inform us of your arrival time by 12:00 noon the day before arrival.

We offer self check-in and assisted check-in.

*Winter guests arriving from overseas are recommended to choose assisted check-in.

Assisted Check in

- We meet you at the property or pick-up location.
- Settle any remaining balance (cash or credit card, +5% card fee).
- Complete required forms:
 - Check-in Registration Form (names, address; passport info for non-Japan residents)
 - Damage Security Pre-Authorization (not required for Airbnb bookings)
- Receive keys and any pre-booked option items.
- Quick house walkthrough + local tips.

Self Check in

- We unlock the property at your informed arrival time—go directly to the house.
- Let us know when you arrive.
- All documents, keys, and pre-ordered items will be prepared inside.
- Complete the printed forms and drop them in the post box at our office by the next day 18:00.
- All payments must be completed online prior to self check-in.

HOW TO CHECK OUT

Check-out time: 8:00 AM - 10:00 AM

Please inform us of your check-out time by 12:00 noon the day before departure.

We offer self check-out and assisted check-out.

Before you leave:

Wash and put away all kitchenware.

Collect and separate all garbage and leave it in the outside bin storage

Flatten cardboard boxes.

If trash does not fit in the outside bin storage, leave bags inside the front door (wild animal safety).

A cleaning fee may apply if excessive mess is left behind.

Assisted Check in

- Our staff meets you at the property for a quick inspection.
- Complimentary drop-off to Hakuba Station or Happo Bus Terminal is available (pre-booked only).

Self Check Out

- Leave keys on the dining table.
- Message or call us when you depart.
- We will inspect the property and contact you only if needed.

PICK UP AND DROP OFF SERVICE

Complimentary For Guests Not Traveling By Car

Available from:

- Hakuba Train Station
- Happo Bus Terminal

To arrange, please inform us by 12:00 noon the day before:

- Train/bus you are taking
- Number of guests
- Amount of luggage

*Service available during check-in (15:00–20:00)/check-out hours only (8:00–10:00).

*One pick-up/drop-off per booking.

*First come first served

*How to travel from Nagano

- Website guide:
<https://thebearsjapan.com/2026/01/26/how-to-get-to-hakuba-from-japans-major-cities/>
- Private charter: We are happy to help you arrange this with a taxi company
- Alpico bus
- Nagano snow shuttles