

Hakuba Valley Web Shop Terms and Conditions

1. Hakuba Valley Web Shop sells special lift tickets that can be used at 10 ski resorts in the Hakuba Valley Area, as well as lift tickets for each of the following ski resorts: Hakuba Sanosaka Snow Resort, ABLE Hakuba Goryu Snow Resort, Hakuba47 Winter Sports Park, Hakuba Happo-one Snow Resort, Hakuba Iwatake Snow Field, Tsugaike Kogen Snow Resort, Hakuba Norikura Onsen Snow Resort, and Hakuba Cortina Snow Resort.
2. Hakuba Valley Web shop is available for purchasing lift tickets as well as for recharging lift tickets on to the existing RFID lift cards. A new system has been installed from the 2019-2020 season. Your account information in the previous system is not transferred to the new system. Please kindly be advised that all the customers to create a new account when you make the first purchase or recharge of the lift ticket at the web shop..
3. After purchase, no cancellation and refund will be accepted.
4. The Hakuba Valley ticket can be used at Jiigatake and Kashimayari. However, it cannot be issued at those resorts. Please collect your tickets or activate the recharged tickets at other resorts in the valley before going to Jiigatake and Kashimayari.
5. Please contact each ski resort for information about their lift tickets.
6. Hakuba Valley lift ticket and many other individual ski resort tickets are issued on a soft-type RFID card. They can also be recharged online. It is recommended buying a durable hard-type RFID card if you wish to recharge lift tickets at the web shop repeatedly. Please inquire at the ticket window.
7. Hakuba Valley lift ticket holders can ride Hakuba Valley shuttle buses for free. However, the following is necessary for those who purchased Hakuba Valley lift tickets online.
 - If you purchase for the first time, you need to collect your ticket at the ticket window or at the ticket machine of the resorts in order to ride the Hakuba Valley shuttle buses complimentary. A bus ride before collection of the ticket will incur the bus fare.
 - If you recharge lift ticket online, it will not be activated until you pass through the first lift gate on the day you ski. A bus ride before activation of the lift ticket will incur the bus fare.
 - A lift ticket of each resort is not eligible for complimentary ride of the Hakuba Valley shuttle bus.

8. Please note it takes approximately 30 minutes to update and reflect the purchase data to the lift gate and the ticket machine following the completion of your online purchase.
9. Hakuba Valley Web Shop accepts credit card only, Visa and Mastercard.
10. The web shop may not function depending on the operating system, browser, or their version of your PC or mobile device. The website cannot be accessed by flip phones.

Purchase your First Online Lift Ticket

How to Purchase Lift Tickets

- Following the instructions, create an account, select lift tickets, and proceed to complete your payment.
- Once your payment has been completed, a QR code and a pickup code (8 digits of capital letters and numbers) for the purchased lift ticket will be sent to the email address you registered.
- If you use a spam filter, there is a chance you may not receive the confirmation email with your QR and pickup codes. Please configure your settings to ensure that you are able to receive emails from hakubavalley.com.

How to Collect Lift Tickets

- Please bring the smartphone on which you received the email with QR and pickup codes or a copy of the email if you received it on a PC, to the ticket windows of the resort.
- Hakuba Valley tickets can be collected at any of the following ticket windows. Individual ski resort tickets can be collected only at the ticket windows of the respective resort.

Ski Resort	Ticket Windows			
Hakuba Sanosaka Snow Resort	Castor Plaza			
ABLE Hakuba Goryu Snow Resort	Escal Plaza Ticket Center	IIMORI Ticket Center		
Hakuba47 Winter Sports Park	47 Ticket Center			

Hakuba Happo-one Snow Resort	Nakiyama 2 Ticket Office	Gondola Ticket Office	Kokusai Ticket Office	Snow Plaza Sakka
Hakuba Iwatake Snow Field	Gondola Information Center			
Tsugaike Kogen Snow Resort	Gondola Ticket Office	Tsugaike Park	Chuo Triple Ticket Center	
Hakuba Norikura Snow Resort	Wakakuri Ticket Center			
Hakuba Cortina Snow Resort	Cortina Ticket Office			

※Tickets can also be collected at the ticket machines, Skiosk®, located at Happo Nakiyama 2 ticket Office. Simply scan the QR code on your confirmation email with the machine. Please note that RFID lift cards issued from the ticket machines are not available for recharging online at the web shop.

※The Hakuba Valley ticket cannot be issued at Jiigatake and kashimayari. Please collect your tickets at the ticket windows listed above before skiing at Jiigatake and Kashimayari.

※Goryu & Hakuba47 lift ticket requires a deposit for its RFID card. Please pay 500 yen deposit when you collect your ticket at the ticket window.

Riding the Lifts

Place your lift ticket in the left side pocket of your jacket. It scans when you pass through the lift gate.

Recharge your Lift Ticket Online

How to Recharge a Lift Ticket

- Please prepare a previously used Hakuba Valley's RFID lift card (with a bird's eye view of the ski resorts on the back, a 20-digit number at the bottom, which is not bent or broken).
- Following the instructions, login to the web shop, select a lift ticket, confirm your order details, then select "Enter card number," to enter the 20-digit number on your RFID lift card, and proceed to complete your payment.
- You can recharge one lift ticket on a RFID lift card.

Riding the Lifts

- The recharged lift ticket data will be loaded to your RFID lift card and become active when you pass through the first lift gate on the day you ski. You do not have to drop in at the ticket window. Please go straight to the lift gate and enjoy the slopes.

※The Hakuba Valley ticket cannot be activated at Jiigatake and kashimayari. Please use your recharged lift ticket first at other resorts in the valley before going to Jiigatake and Kashimayari.