

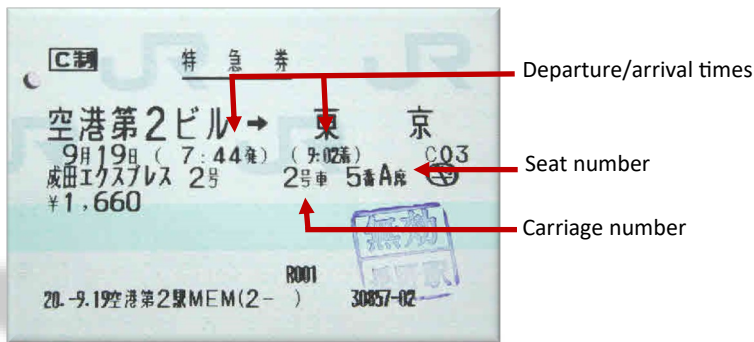


**DOUBLE BLACK HOTEL**  
HAKUBA JAPAN

Arriving in a foreign country, especially one like Japan can be a little daunting. English is understood and spoken, but locals can be a little shy in talking to foreigners and signs are not always so easily understood. So here is a simple guide to help you arrive in Hakuba smoothly, with as little fuss and stress as possible.

Please remember to contact Double Black Staff with your expected arrival time to ensure a speedy pick up from Hakuba Station or Happo Bus Terminal.

### Understanding Your Ticket



#### Narita Express

For more information about the Narita Express to and from Tokyo visit:

[www.jreast.co.jp/e/nex/](http://www.jreast.co.jp/e/nex/)

#### Train Reservations

For train timetables and to pre-book your Nagano Shinkansen tickets visit:

<https://www.eki-net.com/pc/jreast-shinkansen-reservation/English/wb/Common/Menu/Menu.aspx>

You can only pre-book the Shinkansen if you plan on staying in Tokyo overnight as the ticket must be picked up no later than the day before travel.

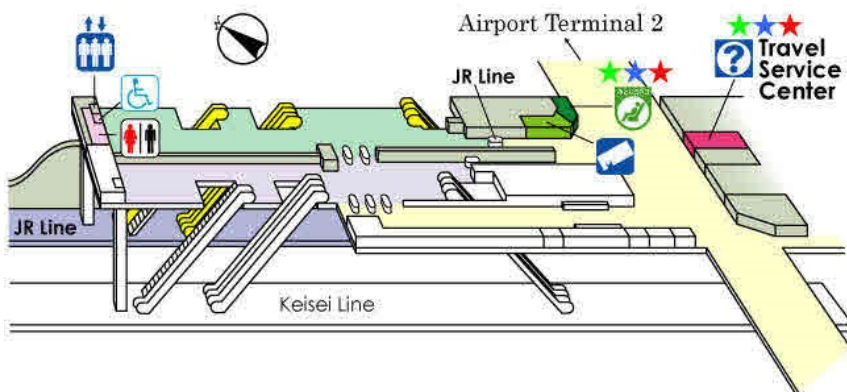
### By Train—From Narita Airport to Tokyo Mainline Station

On entering the arrivals hall, after clearing customs, look for a sign saying, “**Keisei Line, JR Line**”. Take the stairs down and look for the ticket booth with the green “**NEX Narita Express JR**” sign above it and ask for a ticket to **Tokyo on the Narita Express and a Shinkansen from Tokyo to Nagano**.



Once you’ve bought your ticket, walk to the left of the booth and then turn right. Go through the automated ticket machines and down to the next level. Depending on your ticket (see above), you will need to stand at the appropriate carriage number marked on the platform floor.

Local trains (aluminium/silver colour) travel through the station as well, so remember not to get on the first one that you see. Check the noticeboard and your ticket for the correct departure time. **The Narita Express is grey and red and it has the NEX logo on the side.** If you do get on the local train by mistake, don’t panic, it’ll take a little longer but you will still arrive in Tokyo’s mainline station but you may miss your connecting train to Nagano.



#### Double Black Hotel

Reception (+81) 2 6185 2595

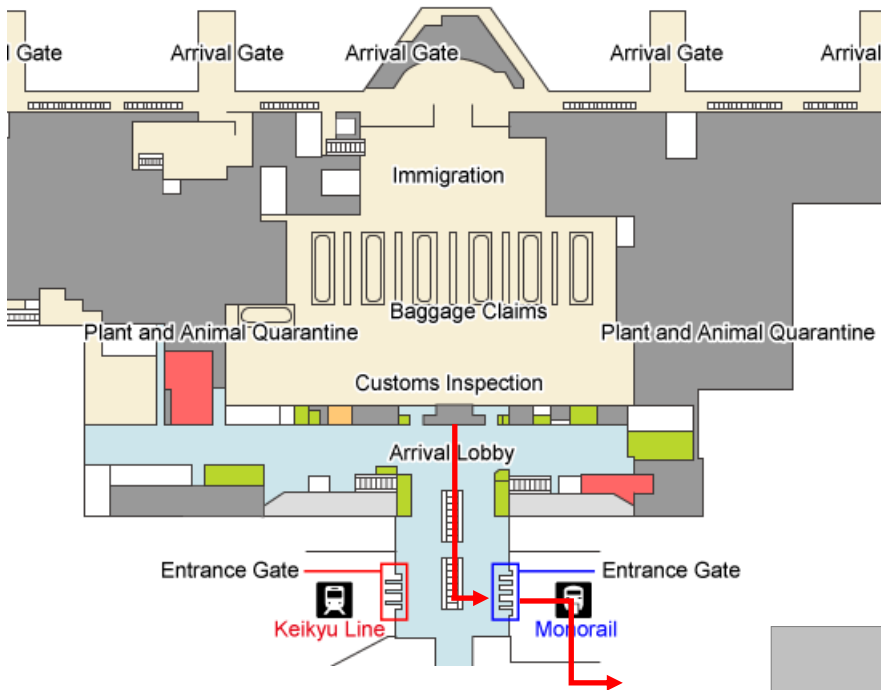
Manager (+81) 80 6933 2595



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## By Train—From Haneda Airport to Tokyo Mainline Station

There are various train options from Haneda to Tokyo but all involve a train change. Running every three to five minutes, the Haneda Express monorail provides the easiest access to central Tokyo.



After exiting the arrivals lobby at Haneda Airport, you will see an overhead sign with an arrow on the left directing you to the monorail. A little further along, to your left, you will see the ticketing machines.

Purchase your tickets for Tokyo and then enter through the ticketing gates adjacent.

Once through the ticketing gates, go through the automatic doors to your right and then take the escalator up to the third floor. You will arrive at the correct platform.

There is a walkthrough video of this process on [www.youtube.com](http://www.youtube.com) through the link below.

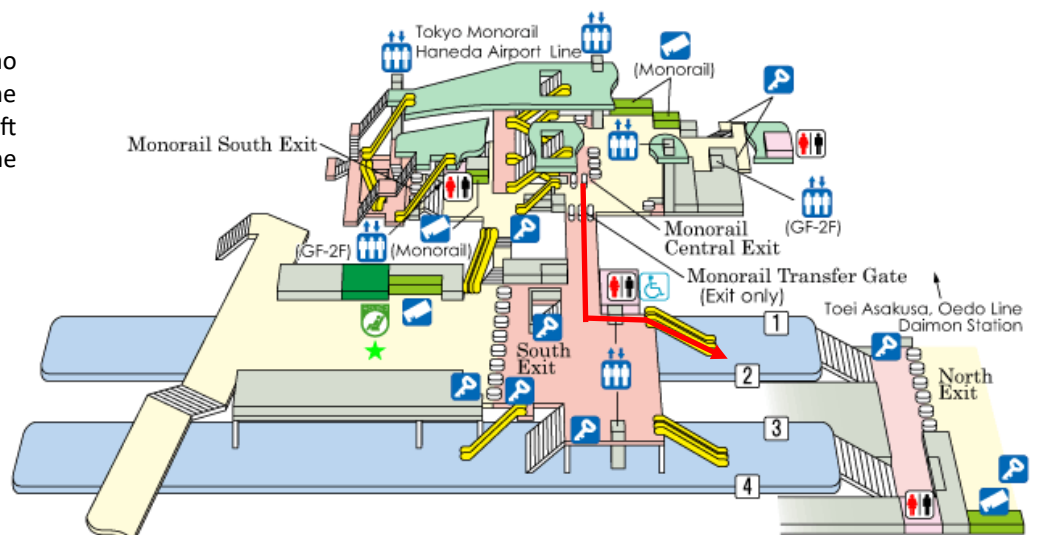
### Tokyo Monorail

For more information on the monorail to/from Haneda Airport visit:

<http://www.tokyo-monorail.co.jp/english/>

Take the next monorail to Hamamatsucho Station, where you will change over to JR East's Yamanote line.

Once you arrive at Hamamatsucho Station, you need to go through the central monorail exit. Then turn left onto **platform number two** for the **Yamanote Line** to Tokyo.



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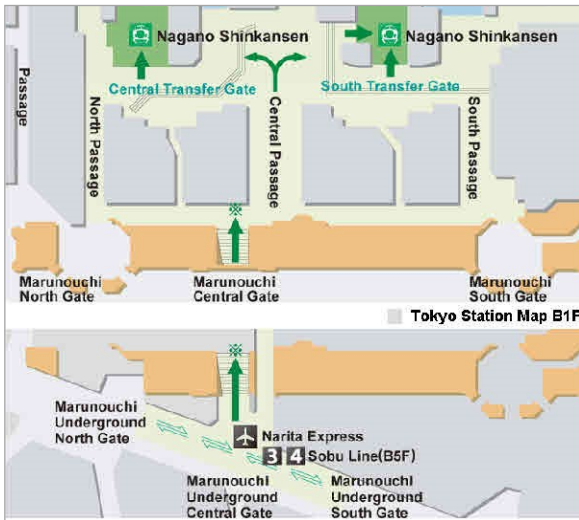
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## By Train—From Tokyo Station to Nagano

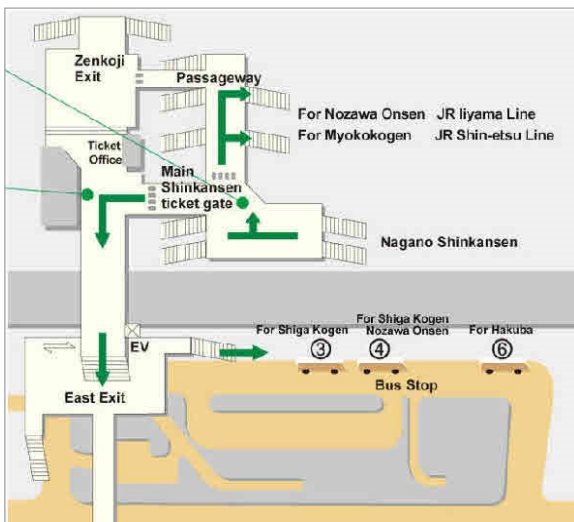
Tokyo mainline station can be very busy and complicated, however, if you keep your eye on the **green Nagano Shinkansen signs**, you won't go wrong.



### Tokyo Station

From the Narita Express platform, take the escalator up two levels to the main concourse and look for the Nagano or Hokuriku Shinkansen signs. From Haneda (via the Monorail and Yamanote Line), look for the Nagano or Hokuriku Shinkansen signs on the same concourse. If you have not already purchased your Shinkansen tickets, you can do so at Tokyo Station.

Passing through the automated ticket machines, trains will depart from **platform 20/21 or possibly 22/23**. Check the departure boards for details.



### Nagano Station

Take the escalator up. Turn left after exiting the automated ticket machines, and use the Nagano Station East (Higashi) exit. Take the elevator or the escalators to the ground floor to find the bus stop and taxi rank.

### Bus to Hakuba

Bus tickets can be purchased at the shop on the ground floor just near the elevator or at the bus, but there you will need the exact change. Once you have bought your ticket, head towards the **No. 26 stop for Hakuba** buses. Please tell the baggage attendant that you want to go to Happo Bus Terminal.

Buses leave at regular intervals, from 7.55 am to 10.00 pm and a timetable can be downloaded at

[www.alpico.co.jp/tourists/en/hakuba/route01/](http://www.alpico.co.jp/tourists/en/hakuba/route01/)

### Mobile phones in Japan

It is possible that your current mobile phone will not work in Japan or roaming charges will be very expensive. You can hire local phones at Narita airport on the 1st Floor at Terminal 1 and the same level as the train ticket office at Terminal 2.

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## Returning to Narita Airport via Tokyo Station

Upon arrival at Tokyo station from Nagano, exit the Nagano Shinkansen automated ticket machines and follow the signs for the Narita Express that leaves from platform 4 on the Sobu line. You will need to take the stairs down two levels to reach the platform.

### **Narita Airport**

The majority of One World carriers servicing the Australian and Asian markets go through Terminal 2.

[http://www.narita-airport.jp/en/guide/t\\_info/c\\_list\\_t2.html](http://www.narita-airport.jp/en/guide/t_info/c_list_t2.html)

These are some of the carriers and their contact details:

Qantas	Desk I	+81 (0)3 6833-0700
American Airlines	Desk D E	+81 (0)3-4333-7675
JAL	Desk J-R	+81 (0)3 5460 0511
Cathay Pacific	Desk C-D	+81 (0)3 6746-1000

Star Alliance carriers go through Terminal 1.

[http://www.narita-airport.jp/en/guide/t\\_info/c\\_list\\_t1\\_south.html](http://www.narita-airport.jp/en/guide/t_info/c_list_t1_south.html)

These are some of the carriers and their contact details

ANA	Desks ACCDZ	+81(0)3-6741-1120
Air New Zealand	Desk J	+81 (0)476-34-8388
Singapore Airlines	Desk F	+81 (0)3-3213-3431
United Airlines	Desks DEZ	+81 (0)3-6732-5011

Jetstar now operates through Terminal 3

<http://www.narita-airport.jp/t3/en/flight/airlines/index.html>

Jetstar Airways	Desk C	+81(0)570-550-538
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## Narita International Airport to Hakuba

### Chuo Taxi

Taking a Chuo Taxi is a great option, especially if you come in on a later flight or will be arriving late into the resort from Narita. This is a shared taxi service which takes about five hours to get to Hakuba, depending on the volume of traffic.

The advantages are that you get door to door service, even if it may take a little longer than the train. In addition, they will wait for you and go at an agreed booking time. Finding your driver is simple. He will wait outside the baggage hall for you, holding a sign with your name on it.

**Note, you need to book five days in advance to ensure your booking is secure.**

Pricing (one way): Adults YN16,200 Child (12 and under) YN12,100 Infant (6 and under) YN6,400  
Extra charge for a name sign if you cannot call in Japanese on arrival is YN1,000

For more details and bookings, visit [www.chuotaxi.co.jp](http://www.chuotaxi.co.jp)



### Bus Services

Visitors now have two options when looking to catch a bus from Narita and your arrival time will determine which one you take.

#### Alpico

Departs Narita	10:55	Arrives Hakuba	16:55
Departs Hakuba	10:15	Arrives Narita	16:05

Pricing:	Adults (one way)	YN9,500
	Children (one way)	YN7,500

Bookings taken online at [www.alpico.co.jp](http://www.alpico.co.jp)

#### Nagano Snow Shuttle

Departs from Terminal 2. If you arrive at Term 1 or 3, take the shuttle or walk from Term 3

Departs Narita	09:30/12:30/15:30/20:30	Arrives Hakuba	15:15/18:15/21:00/01:30
Departs Hakuba	08:00/09:30/10:30/16:00/	Arrives Narita	14:00/15:30/16:30/22:00

Pricing:	Adults/Children (one way)	YN9,600—YN10,600
	Infants (under 5( no seat	Free of Charge

To book, go to [www.doubleblackhotel.com/book-airport-bus/](http://www.doubleblackhotel.com/book-airport-bus/)



### By Car

From Tokyo

Take the Kanetsu Expressway, the Joshinetsu Expressway, then Nagano Interchange—Route 148.

Arriving in Hakuba, turn left at the Hakuba Station lights intersection, drive approx. 1 km and turn right at the traffic lights (Lawson Convenience Store is in the left and Lion Adventure and Café is on the right) and then left at the large Nagano Olympics sign. Then take the first left and Double Black is about 400m on the left.

From Nagoya

Take the Chuo Expressway, the Nagano Expressway, Toyoshina Interchange—Route 148.

Arriving in Hakuba, turn left at the Hakuba Station lights intersection and follow the instructions as above.

From Osaka

Take the Tomei Expressway, the Chuo Expressway, Okaya Junction, the Nagano Expressway, Toyoshina Interchange—Route 148.

Arriving in Hakuba, turn left at the Hakuba Station lights intersection and follow instructions as above

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**Note, you need to book five days in advance to ensure your booking is secure.**

Pricing (one way): Adults YN15,200    Child (12 and under) YN11,400    Infant (6 and under) YN6,100  
Extra charge for a name sign if you cannot call in Japanese on arrival is YN1,000

For more details and bookings, visit [www.chuotaxi.co.jp](http://www.chuotaxi.co.jp)



### Bus Services

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#### Alpico & Keikyu

Departs Haneda	07:40/13:45	Arrives Hakuba	13:10/19:25
Departs Hakuba	10:40/15:40	Arrives Haneda	16:17/21:40

Pricing:        Adults (one way)    YN9,000  
                  Children (one way)   YN7,000

Bookings taken online at [www.alpico.co.jp](http://www.alpico.co.jp)

#### Nagano Snow Shuttle

Departs from Terminal 2. If you arrive at Term 1 or 3, take the shuttle or walk from Term 3

Departs Haneda	07:30/13:30/	Arrives Hakuba	12:45/18:15
Departs Hakuba	06:00/13:30/	Arrives Haneda	11:30/19:00

Pricing:        Adults/Children (one way)   YN9,600  
                  Infants (under 5( no seat    Free of Charge

To book, go to [www.doubleblackhotel.com/book-airport-bus/](http://www.doubleblackhotel.com/book-airport-bus/)



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