

Service and Departure Policy

➔ **Our Commitment to Service**

Meeting the needs and expectations of our customers has always been our highest priority and that includes providing services as advertised. We also strictly adhere to our advertised departure times as listed on our website and various other forms of literature. We may, from time to time, engage the services of other transport companies to provide our service to our passengers.

➔ **Flights That Arrive Late and The Impact On Our Service To You**

Sometimes, flights into New Chitose Airport are delayed for various reasons. We are under no obligation to wait for passengers who arrive on late flights as this impacts on our other passengers.

➔ **Our Policy On Waiting for Late Flights**

Wherever possible, our services will wait for late arriving flights. If the flight has landed on or before our departure time our service shall wait for late arriving passengers. Passengers are to make their way immediately to our meeting point as soon as they have collected their baggage. Our service will depart 40 minutes after landing time.

➔ **Contacting Us**

Passengers should contact us as soon as they are aware their flight will arrive late so we can reallocate seats. If contact is not possible due to being mid-flight, passengers should make their way to the meeting point as soon as possible. Our office closes at 10pm so contact may not be possible after this time. In this instance, passengers should make their own way to their destination.