



DOUBLE BLACK HOTEL
HAKUBA JAPAN

Hotel contact details

Double Black

(+81) 02 6172 8838

Booking Agent

(+81) 02 6172 5644

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.

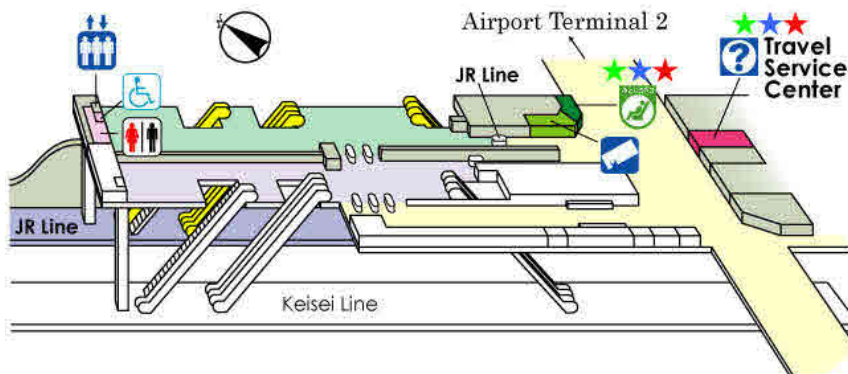
Please remember to contact Double Black Staff or our Booking agent (White Horse) on your expected arrival time to ensure a speedy pick up from Hakuba Station.

From Narita airport to Tokyo mainline station

On entering the arrivals hall, after clearing customers, 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. Going through the automated ticket machines and down to the next level. Depending on what ticket you've bought (see below), you will need to stand at the appropriate carriage number marked on the platform floor/track.

Local trains (Aluminium/silver looking) travel through the station as well, so remember not to get on the first one you see, check the notice board and your ticket for the correct departure time. The **Narita Express train is grey and red, marked on the side will a 'NEX' Logo**. If you do get on a local train by mistake don't panic, it will take you a little longer, but you'll still arrive in Tokyo's mainline station.



Look for sign in the arrivals hall



Ticket desk at Narita Airport

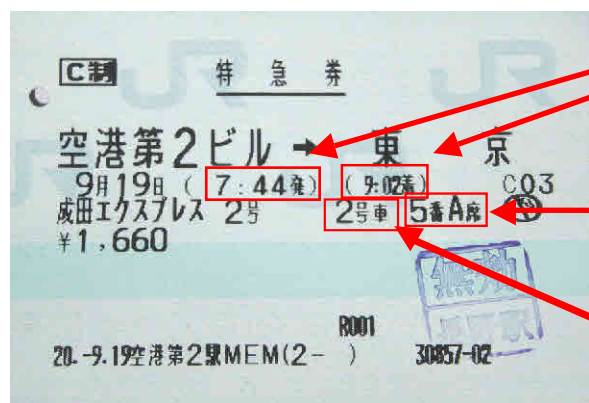


Narita Express (NEX) train



Your ticket information

Once you get used to the information on the ticket it's easy to understand, but not always obvious at first glance.



Dept/ Arr times

Your seat number

Carriage number

Key travel information

Narita express

For more information on/about the Narita express to and from Tokyo visit, www.jreast.co.jp/e/nex/ or www.jreast.co.jp/e/using/index.html

Train reservations

For train timetables and to pre-book your Narita Express & Tokyo/ Nagano Shinkansen tickets visit, <http://jreast-shinkansen-reservation.eki-net.com>



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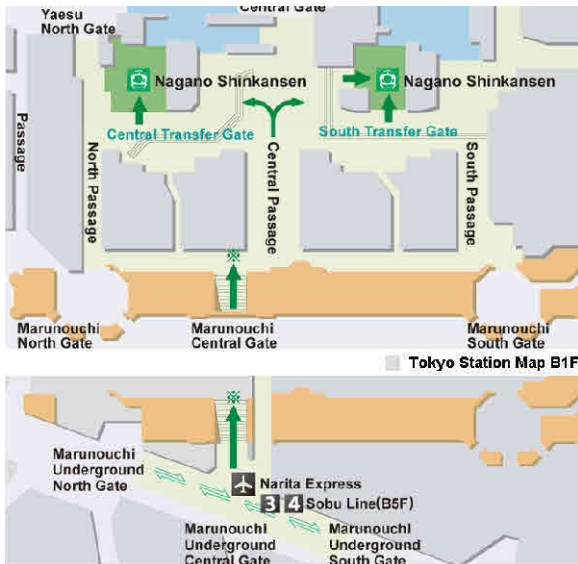
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From Tokyo station to Nagano

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



Tokyo Station

Take the stairs up two levels to the main concourse, follow the wall to the right, then up a couple of small sets of steps leading to the Shinkansen platforms which will be on your left or right hand side.

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



Follow green Shinkansen signs



Shinkansen or 'Bullet train'



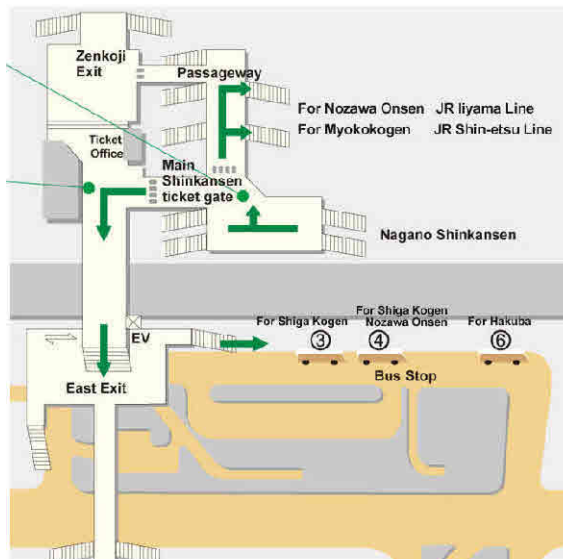
Platform 20-23, Tokyo station

Nagano Station

Take the escalator up. Turn left on exiting the automatic ticket machines and use the Nagano Station East (Higashi) Exit. .

Take the escalator or lifts down to the ground level and turn left. The bus stops will be in front of you. The Hakuba bus leaves from No. 6

Hakuba buses depart at the following times:
08:20, 9:10, 10:05, 11:30, 12:15, 13:10, 15:10, 16:15, 17:10, 18:20, 20:30.



Additional travel information

Narita airport

For more information on Narita airport visit:

www.narita-airport.jp

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 same level as the train ticket office.

For more information visit:

<http://www.narita-airport.jp/cgi-bin/en/namazu.cgi?key=couter>

Returning to Narita 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 carriers servicing Australia and Asian markets go through **Terminal 2**. These are just some of the major carriers, their check-in desk areas and contact numbers

Qantas	Check-in desk	I	TEL: +81 (0)3 3593 7000
Air NZ	Check-in desk	B	TEL: +81 (0)4 7634 8388
JAL	Check-in desk	J-T	TEL: +81 (0)3 546 0511
Cathy Pacific	Check-in desks	C-D	TEL: +81 (0)3 5159 1700
Jetstar	Check-in desk	B	TEL: 0120 934 787 (calls within Japan only)



Narita Express, Tokyo station