

■ Reservation Required Bus

Pirika Bus, White Pirika Bus, Akan Airport Liner, and Other Bus Services

Cancellation Fee (Refund Processing Fee)

- Up to 2 days before the departure date: JPY 100
- From 1 day before departure until the scheduled departure time: JPY 200
- Please note that no refunds will be available after the scheduled departure time.
- If you wish to change your travel date or boarding section, the applicable cancellation fee may be waived at our discretion, depending on the nature of the requested change and the circumstances. For further information, please contact us by email during our business hours (10:00 a.m. – 5:00 p.m.).
(Akanbus Travel Service Email: rsv-info@abts.co.jp)

■ No Reservation Required Bus

Kushiro Airport Shuttle Bus, Kushiro–Rausu Line, Akan Line, Tsurui Line, and Other Bus Services

- No cancellation fee (refund processing fee) will be charged (JPY 0).
- If you wish to change your boarding date or bus service, no additional notification is required as long as the change is made within 3 days from the date shown on your ticket. Please simply board the bus service after the change.
- After the boarding date has passed, customers cannot cancel their tickets themselves. If you contact us within 3 days from the boarding date shown on your ticket, we will issue a refund without any refund processing fee. Please contact us by email during our business hours (10:00 a.m. – 5:00 p.m.). Please note that refunds cannot be issued if 4 days or more have passed since the boarding date.
(Akanbus Travel Service Email: rsv-info@abts.co.jp)

■ Agent-Organized Tours cancellation Rates

Shiretoko–Kushiro Bus, Kushiro–Shiretoko Bus, Tour & Bus Ticket Package Plans

- If a client cancels the Travel Contract for personal reasons, the following cancellation rates will apply to the tour fare.

Time of cancellation		Cancellation Charge	
—		Tours Including Accommodations	Tours NOT Including Accommodations
1	If notice of cancellation is received by Akanbus Travel Service 21 or more days prior to the starting date of the tour	No Charge	No Charge
2	If notice of cancellation is received by Akanbus Travel Service 20 days to 11 days prior to the starting date of the tour	20% of the tour fare	No Charge
3	If notice of cancellation is received by Akanbus Travel Service 10 days to 8 days prior to the starting date of the tour	20% of the tour fare	20% of the tour fare
4	If notice of cancellation is received by Akanbus Travel Service 7 days to 2 days prior to the starting date of the tour	30% of the tour fare	30% of the tour fare
5	If notice of cancellation is received by Akanbus Travel Service 1 day prior to the starting date of the tour	40% of the tour fare	40% of the tour fare
6	If notice of cancellation is received by Akanbus Travel Service prior to the starting time of the tour	50% of the tour fare	50% of the tour fare
7	If notice of cancellation is received by Akanbus Travel Service after day of departure, or In case of failure to show without notice	100% of the tour fare	100% of the tour fare

※ Requests to change the departure date for the customer's convenience will be treated as a cancellation of the entire booking, and the applicable cancellation fees will be charged.