

For all travelers

Yasaka Limousine Service

■About our service

◎We provide the airport transportation for the returnees and arrival passengers from overseas, because all travelers who arrive from overseas to Japan are not allowed to take any public transportation to your lodging facility.

*These regulations may be changed by Ministry of Health, Labour and Welfare, JAPAN.

Reservations must be made at least 2 days prior to your arrival. (email or phone)

■Vehicles

◎Yasaka airport shuttle service is defined as a public transportation, so all passengers cannot take the shuttle service from Kansai airport to Kyoto.

◎VELFIRE and VOXY are available up to 4 passengers.

◎HIACE is available up to 8 passengers.

Each vehicles are equipped a plastic curtain between driver and passenger seats.

Front passenger seat cannot be used.

■Payment

◎The fare is based on vehicle type.

◎We would charge a car fare, highway toll and parking fee at the airport.

◎Payment in advance (Credit card only) help us to make social distancing.

■To meet our driver at the airport

◎Unless noted otherwise, we arrange 3 hours later after your arrival, because you have to wait test result of COVID-19.

◎Meeting point is reserved taxi stands on the ground floor. Refer to map.

◎We will inform you your driver's information and emergency contact number one day before your arrival.

*The contact by email on the day is not available.

◎In case you cannot meet the driver, please call driver directly.

If you don't have a cellphone, please use a public telephone.

◎An extended fee will be added after 30min waiting, thereafter for every 30 minutes of extra time taken, a fee will be charged.

◎It is available to request the pick up time that is 3 hours later of flight arrival.

◎In case the test result of PCR is positive, unfortunately we turn down your request.

■Cancellation Policy

◎In accordance with our policy, your cancellation fee will be charged.

◎If your result of PCR is positive, we will not charge your cancellation fee.

■Note

◎It is not allowed to change any order on the day, according to check infection route.

◎We have some requests to the customers.

- Wear the face mask in the car.
- Refrain from eating in the car.
- Refrain from talking with other passengers and the driver in the car.
- Talk with your driver about confirmation of destinations outside of the car before leaving airport.
- Take your trash with you when getting off.
- Inform us in case any passengers are positive in test result of COVID-19 as soon as possible,
To reservation desk of Yasaka limousine service

Phone 075-803-4800 or Email hire@yasaka.jp

Please note that health-related measures may be changed without notice.