



Crōsta Shinkansen carry service

Shinkansen Luggage Delivery Service



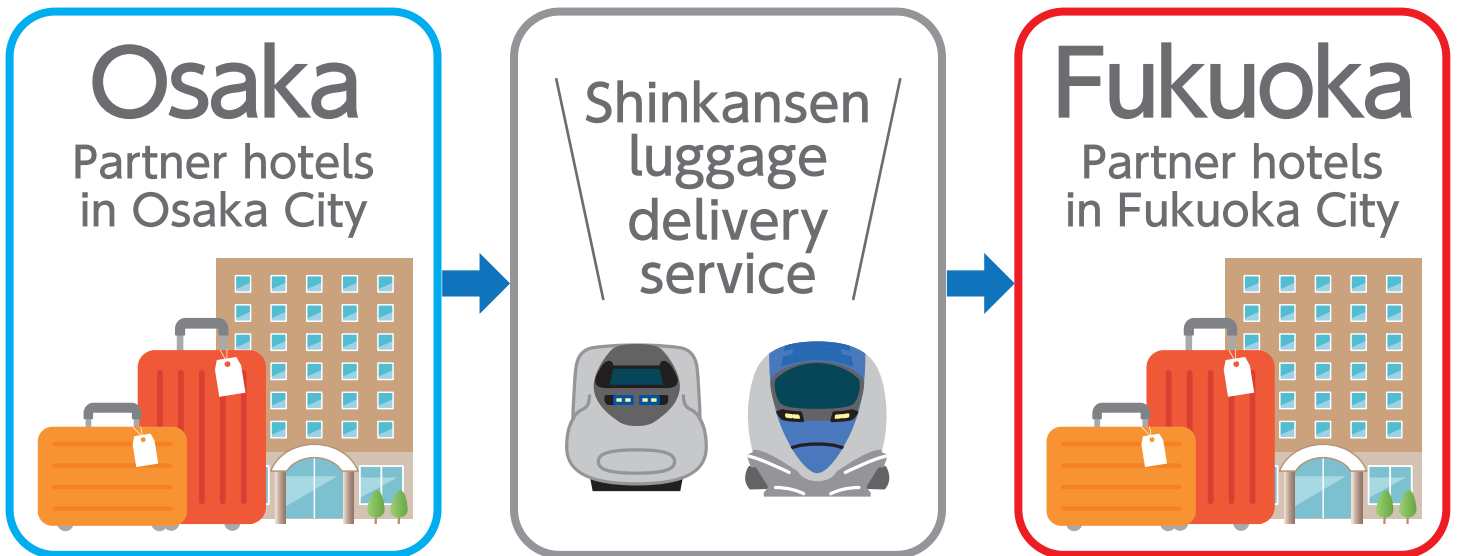
For reservations and more details please scan this QR code



From partner hotels in Osaka city* to Fukuoka city,* this service uses the Shinkansen to transport your luggage.

* Please check our partner hotels from the official website.

* QR code is a registered trademark of DENSO WAVE Incorporated.



How about leaving your luggage in Osaka and visiting Fukuoka whilst sightseeing in Okayama and Hiroshima Hands-free.



How to use this service

1

Reservation and payment

Please scan the QR code and apply through the reservation site, please apply at least 3 days in advance.

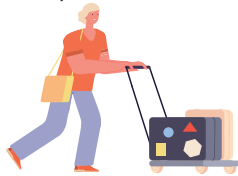


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2

Luggage drop off

Upon reservation, please take your luggage to your selected partner hotel in Osaka city. Please drop off your luggage the day before your scheduled delivery date.



3

Travel Hands-free

Enjoy sightseeing in Okayama, Hiroshima etc. without the hassle of carrying your luggage. In the meantime, your luggage will be carried safely to Fukuoka by Shinkansen.



4

Luggage claim

You can collect your luggage at your reserved hotel in Fukuoka city on the evening of your check-in date.



Offer period

2023.10.30~2024.3.31

Exception dates

2023.12.28~2024.1.8

Service overview

Partner hotel in Osaka city to partner hotel in Fukuoka city

Fee

8,000 Japanese yen (Tax included) per luggage item

Target users

Guests staying at partner hotels in both Osaka and Fukuoka

Please scan here for further details ▶

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* If the luggage cannot be collected on the day of transportation it will be considered cancellation without notice and no refund will be given. * Limited spaces available. * For details about cancellation please check the dedicated site.

Precautions for use

This service is only available for guests staying at partner hotels.

We cannot keep luggage for anyone other than hotel guests and please ensure the user is identical to the booking name at the receiving hotel.

【Luggage storage】

Please check in your luggage one day before the scheduled delivery date. Please fill in the necessary information on the dedicated delivery slip and leave it at the reception desk together with your luggage. At that time please also present your confirmation email to a member of hotel staff.

【Luggage delivery】

Please present the confirmation email you received when making your reservation at the front desk of your hotel. We will hand over your luggage upon verification. In addition, if you accidentally delete your email, you will be asked to present the copy of the delivery slip that you received when you dropped off your luggage, so we can confirm that you are the rightful owner. In this case, you are required to present a form of identification for verification purposes. If we are responsible for damage to your luggage we will compensate you up to the value of 100,000 yen per luggage item.

【Items that cannot be shipped】

- 1 Items with 3 sides which exceed 200cm
- 2 Bicycles (including folding bicycles)
- 3 Items weighing over 30kg
- 4 Dangerous goods such as explosives, combustibles, poisons and chemicals
- 5 Firearms and swords that may be used for criminal purposes
- 6 Items that may damage other items
- 7 Unclean or foul smelling items
- 8 Perishable items
- 9 Valuables (cash, securities, precious metals, important documents, and items deemed valuable by the company)
- 10 Precision machinery
- 11 Animals and shellfish
- 12 Items that are incompletely packed and unsuitable for storage
- 13 Other items deemed inappropriate for the carry service by the staff

* For details please visit the dedicated site.