

Departure Information / Peach

Thank you for booking with Club Med.

Please be sure to check that there are no differences in the reservation details.

We may ask you to present your membership voucher during various procedures. Be sure to bring it with you when traveling.

Tour conductors and staff will not accompany you.

We will give you the itinerary necessary for your trip, so please carry out the procedures yourself during your trip.

【Emergency contact on the day of departure】 Ryoko Soken, Inc. 03-6428-0320

From 05:30 on the day of departure until departure time. For cancellations on the day of departure, please contact the above number. If you change your flight after check-in, please contact the resort directly.

【About the flight schedule】

The flight number and flight schedule shown on your e-ticket are current at the time of reservation. Flight numbers and schedules are subject to change after the reservation is completed. Please make sure to check the airline's website for the latest schedule before departure.

【About advance seat selection】

PEACH reservation confirmation cannot be done through the official PEACH website or call center. Also, seat selection and changes cannot be made during the boarding process.

【About the check-in process】

You will find your PEACH reservation number in the "E-TICKET INFORMATION" section at the bottom of your membership voucher. Please enter the reservation number into the self-service check-in machine at the departure airport to check-in for your flight.

*Example of display

Passenger(s): CHICHUKAI TARO, CHICHUKAI HANAKO

Airline Booking Reference: PEACH AVIATION XXXXXXXX (Reservation number is XXXXXXXX 6 digits)

Please enter your reservation number (6 digit alphanumeric characters) and press "Enter".

Confirm the displayed information, check the checkbox for the person you wish to check in, and press "Confirm".

One boarding pass will be issued to each person.
Please be careful not to forget to take it.

Check-in at the airport

Check baggage

Security check

Boarding gate

Domestic flight: 90~30 minutes before the departure time.

Domestic flight: 90~30 minutes before the departure time.

Domestic flight: 25 minutes before the departure time.

Domestic flight: 20 minutes before the departure time.

If you miss the deadline, you will not be allowed to board. Please allow plenty of time for the procedures. It may take some time to pass through the airline counters and security checkpoints, so please allow plenty of time.

If you need assistance during your flight, please contact the Club Med Contact Center in advance. (wheelchair access, medical supplies, etc.).

For more information, please visit the Peach website. <https://support.flypeach.com/hc/ja>

【Checked baggage】

The package tour fee includes 1 piece of checked baggage up to 20kg per person (the sum of the three sides is within 203cm). Please check in your baggage at the check-in counter.

【About the time of use of the room】

On the day of arrival, rooms will be available after 3:00 p.m. and check-out time is 10:00 a.m.

【Meals on arrival and departure days】

Please note that some meals may not be available depending on arrival and departure times at the resort. Please be aware of this in advance.

【About Airport Transfer】

Please refer to the QR code for information on the reception points at each airport, schedules for arrivals and departures from New Chitose Airport, and other information.
<https://www.clubmed.co.jp/l/web?locale=en-JP#airport>



Outbound	Upon arrival at each airport, please go to the meeting point.
Inbound	Please confirm the departure time at the reception on the day before the check-out date.

【Emergency Contact at NEW CHITOSE Airport】 Ryoko Soken, Inc. TEL 0123-46-5671

〈BUS COMPANY〉

ISHIGAKI AP-KABIRA: Kabira Kanko Kotsu, Hibiki Corporation, Ishigaki Hibiki Kanko Bus
 NEW CHITOSE AP-TOMAMU/SAHORU: Tokachi Bus, Elle Kanko, Kokusai Kanko Bus, Hidaka Kotsu Bus
 NEW CHITOSE AP-KIRORO: Kita Kanko, Sakamoto Yuso Service, Hokuto Kotsu, Fuji Hire
 OBIHIRO AP-TOMAMU/SAHORU: Tobinai Unyu, Mainichi Kotsu, Tsutai, Shihoro Kotsu

【Notes on flight cancellations or delays】

If your flight is canceled due to bad weather or machine troubles or for other reasons, you cannot be reassigned to a flight of another airline company. If any change is made to the content of service due to delay caused by bad weather, etc., you need to make necessary arrangements by yourself.

If the outbound flight is canceled, the tour operation will be canceled and the entire cost of the tour will be refunded. If you want to continue the tour, you need to arrange a flight by yourself and contact the emergency contact on the date of departure or our company.

If the return flight is canceled, you will be reassigned to another available Peach flight.

Carry out reassignment procedures at the airport on the day of the flight or contact the local customer service desk or our company. If there are no available flights on the same day, you need to pay the expenses incurred thereby (costs of accommodation, transportation, meals, etc.).

In the event your flight is canceled, if you arrange another flight or any other means of transportation by yourself, you will need to pay the expenses incurred for such arrangements (The fare for the unused portion of the journey will be refunded).

In case of flight cancellation due to force majeure such as inclement weather: within 10 days of the scheduled flight date; in case of flight cancellation due to reasons attributable to the airline: within 30 days of the scheduled flight date. Applications received after the application period will not be accepted. Please understand that we cannot accept applications received after this period.

In order to prevent the spread of the new coronavirus, airlines are implementing a variety of safety measures and informing passengers who are scheduled to board. Please check their websites for details.