

INFORMATION REGARDING BAGGAGE

Airport Transportation Co., Ltd. provides information regarding Airport limousine bus service. You are allowed to check in up to two pieces of luggage per passenger.

Please note that there are restrictions on items that can be brought onto the bus, including those that are prohibited by law, so we kindly ask for your attention regarding this matter.

We provide guidance on the rules regarding luggage and carry-on items.

To ensure your safety and comfortable experience for all our passengers, we appreciate your understanding and cooperation.

☆The detailed information will follow in the next section.

Friendly
for All

Airport Limousine

TWO BAGGAGES ONLY please

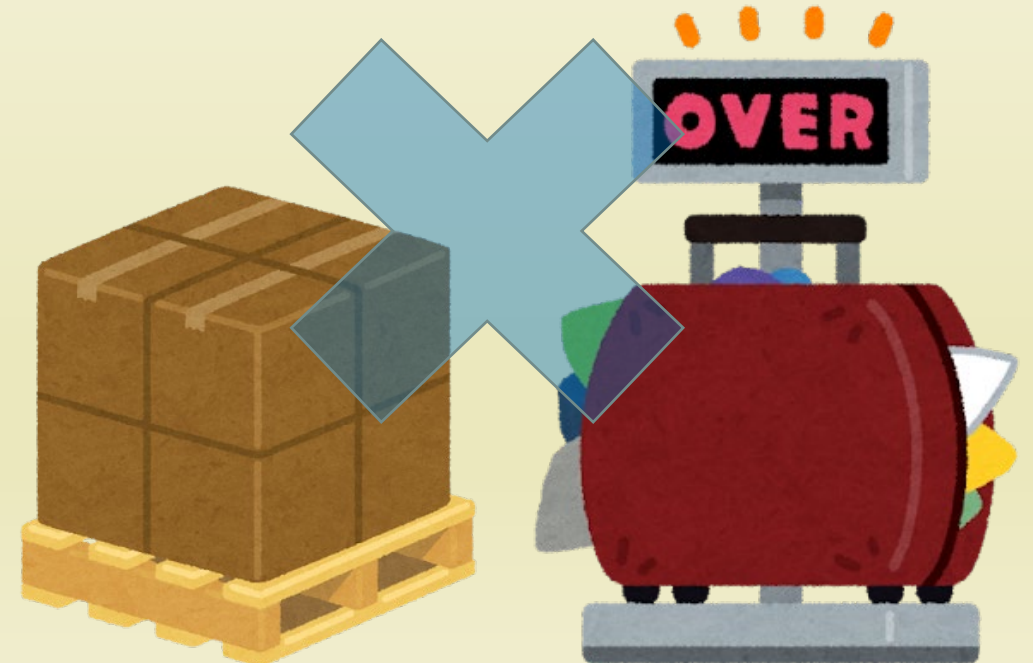
Thank you for your cooperation



Airport Limousine Bus

LUGGAGE THAT CAN BE CHECKED IN

- You can store up to 2 items per person into your luggage compartment of the bus.
- The size that can be accepted: up to a volume of 50cm × 60cm × 120cm.
- The weight that can be accepted: up to 30 kgs per item.



LARGE ITEMS THAT CAN BE ACCEPTED.

- **Golf bag**
- **Skiing equipment which is covered with specialized covers (skis, snowboards, and dedicated boots)**
- **Fishing rod (provided that it is stored in a hard case)**



Please be careful

Items such as golf bag, skiing equipment, and fishing rod (in hard cases) can be accepted for storage; however, please note that we do not provide compensation for any damage that may occur during transit or while in storage. We appreciate your understanding in this matter.

Additionally, depending on the loading situation, we may not be able to accept these items. Thank you for your understanding.

"CONFIRMATION IS REQUIRED IN ADVANCE!!"

The items mentioned below requires prior confirmation with the inquiry listed below.
Please be aware that if there is no prior confirmation and we may refuse to be checked in.

Bicycle (in a bike bag)

Foldable and disassemble items



Surfboard (up to 2.0 meters in length)

It is also has to be stored in the case.

■ **Contact information** ■

Limousine Bus Service Promotion Center
(Business Hours: Daily 9 AM - 6 PM)

☎ +81-3-3665-7232

✉ <https://www.limousinebus.co.jp/support/contact/>

The email regarding your inquiry may take some time.

Please note that we cannot accept any liability for damages that may occur while items are in our possession during bus ride, regardless of the circumstances. Thank you for your understanding.

"TO CUSTOMERS USING ELECTRIC WHEELCHAIRS"

 **Please be sure to contact us before use.** 



We operate a limited numbers of 【elevator buses】 that allow wheelchair users to be welcomed on board without transferring. If you would like to use this service or need information about the operation, please contact us at the information below.



When storing an electric wheelchair in the vehicle trunk, we would like to confirm the following points.

- Must weigh 30 kg or less.
- Date of the boarding
- service area
- Presence of companions
- Battery type



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- Please be sure to contact us by the day before your desired use.
 - Limousine Bus Service Promotion Center (Business Hours: Daily 9 AM - 6 PM)
 - ☎ +81-3-3665-7232

IT IS NOT INCLUDED IN THE NUMBER OF ITEMS HELD.

The items necessary for assisting your body and those needed to accompany your child are not included in the number of items we hold.

The items mentioned above that assist our customers, as well as those necessary for accompanying children, will not be included in the count of luggage when stored in the vehicle trunk. However, please note that items exceeding the specified size or weight cannot be stored.

Furthermore, child seats and junior seats can be brought into the vehicle and installed; however, the shape of the seat belts may differ depending on the vehicle. If it is not possible to secure the seats safely for operational safety reasons, they cannot be used in the vehicle's seats. Please keep this in mind.

child seat



wheelchair



stroller



walker



booster seat



ITEMS THAT CANNOT BE STORED IN THE TRUNK OF THE VEHICLE

Please do not put the following items in your checked baggage.

In the event of damage or loss, we shall not be held liability.

- Cash
- Securities
- Precious metals and gemstones
- Expensive items such as artwork
- Identification documents such as a passport
- precision equipment
(Watches, cameras, computers, etc.)
- glass products
- liquor(souvenir)
- fresh food (frozen goods)



Please bring them into the cabin of the bus with you.

"ITEMS THAT PROHIBITED IN THE VEHICLE IN ANY CIRCUMSTANCE."

Items bellow cannot be brought into the cabin and luggage compartment.

- Explosive
- Substances that are combustible or flammable.
- corrosive chemicals
- the deceased body
- Items that may pose a danger to passengers, crew, the bus body, and onboard equipment.
- The items which possession is not permitted by law (such as knives, etc.)



In addition to the above, when our crew members or personnel involved in the operation consider it dangerous, we may conduct inspection to your luggage and personal belongings. Furthermore, based on the outcome of the inspection, we may also refuse boarding on our bus.

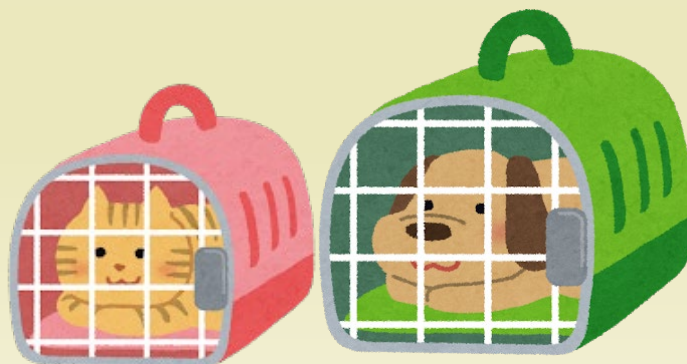
REGARDING PET ANIMALS

Pet animals cannot be kept in the luggage compartment.

If you are bringing them into the vehicle, please keep the following in your mind.

- Please place them in a small carrier or a designated cage to ensure that no parts of the body, such as the face, are exposed.
- Once you have taken your seat, please place them on your lap or at your feet.
- Please be considered and ensure that any sounds, such as barking, do not disturb other customers.

We may refuse to allow certain animals, such as large birds and large animals including large and medium size dog that may occupy the space in the vehicle seats, as well as any items that could potentially pose a danger to other passengers, depending on the circumstances.



OTHERS

Request regarding carry-on luggage and personal items.

- **There has been an increasing numbers of baggage mix-ups.** Please make sure that luggage is yours before you receive it.
- When bringing personal items into the cabin, please note that each person is allowed to bring a maximum of 10 kg. Additionally, the maximum weight that can be stored in the luggage compartment is under 30kg per passenger.
- Increasing number of passengers lost items on board the bus. Please take a moment to check your belongings before you get off the bus. Especially overhead racks, the pockets in front of seats, and between the seats. For any inquiries regarding lost items on the limousine bus, please contact the information provided below."

Airport Limousine Bus Lost and Found Center ☎+81-3-3665-7220
(Business Hours: Daily 9 AM - 6 PM) ✉ <https://www.limousinebus.co.jp/support/lost/>

As a general rule, the maximum amount of entrusted compensation is 200,000 yen per person. However, the coverage limit will not exceed the actual price. Please note that this system is different from the insurance system, as it applies only when the company is at fault.