

Reservation Cancellation Process

STEP.1 From the “Menu”, select the “Reservation Confirmation”.

The screenshot displays the Alpico Kotsu Bus Reservation Website. The header features the company name in Japanese and English, along with a 'Menu' button highlighted by a red box. Below the header is a large banner image of a mountain landscape. A central search box prompts users to 'Search and Book Local Buses Here' with a dropdown menu for route selection and a 'Search' button. At the bottom, there is a section for 'Current operating status' with a link to check the status list. On the right side, a blue sidebar menu is open, showing options: 'Select Route', 'Manage My Booking' (highlighted with a red box), 'Reservation Guide', and 'Terms of Service'. A red arrow points from the 'Menu' button in the header to the 'Manage My Booking' option in the sidebar.

アルピコ交通株式会社 Alpico Kotsu Bus
Reservation Website

Language Reservation Guide

Alpico Kotsu Bus
Search and Book Local Buses Here

Please select a route Search

Current operating status Please check the current operating status list here

Close

Select Route

Manage My Booking

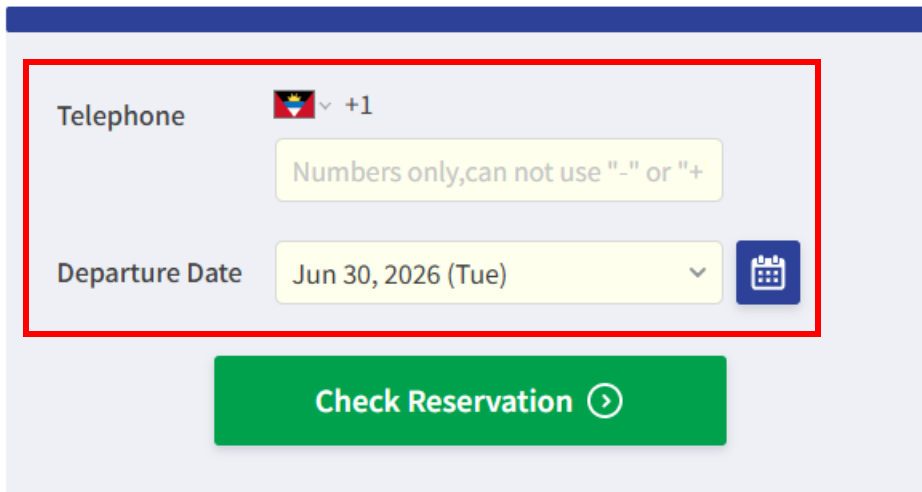
Reservation Guide

Terms of Service

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STEP.2 Set the reservation phone number and departure date as search criteria, then click the “Check Reservation” button.

Manage My Booking



The screenshot shows a web interface for 'Manage My Booking'. A red rectangular box highlights the search criteria section, which includes:

- Telephone:** A label followed by a dropdown menu showing a flag icon and '+1'. Below it is a text input field with the placeholder text 'Numbers only, can not use "-" or "+"
- Departure Date:** A label followed by a dropdown menu showing 'Jun 30, 2026 (Tue)' and a calendar icon to its right.

Below the highlighted section is a large green button with the text 'Check Reservation' and a right-pointing arrow icon.

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STEP.3 Click the “View Details” button for the reservation you want to cancel.

Reservation History

Norikura Kogen—Mt. Norikura (Tatamidaira)

Departure Date

Jul 12, 2026 (Sun)

Boarding Stop

Norikura Kogen
Tourist Information
Center
07:00

Drop-off Stop

Mt. Norikura Mountain
Top (Tatamidaira)
07:55

→

Reservation No.

xxxxxxxxxxx

Name

xxxxxx xxxxxx

Total Passengers

1

Status

Payment Completed

View Details

⌵

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STEP.4 Review the details of your current reservation, then click the “Cancel Reservation” button.

Reservation Details

Departure Date **Jul 12, 2026 (Sun)**

Boarding Stop **Norikura Kogen Tourist Information Center** 07:00

Drop-off Stop **Mt. Norikura Mountain Top (Tatamidaira)** 07:55

Adult **1 people**

Total **¥ 2,450**



Resend e-ticket >



Change reservation >



Cancel reservation >



Reservation Payment >

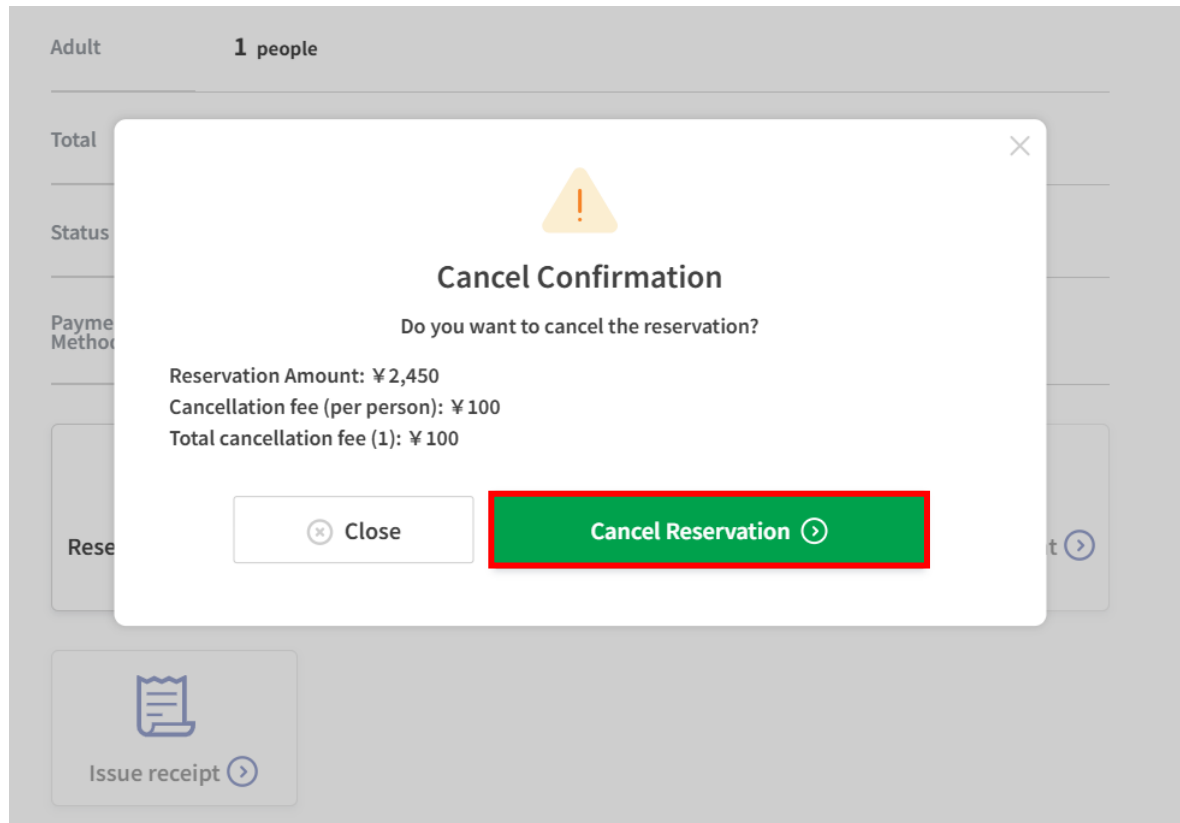


Issue receipt >

To change your route, please cancel your current reservation and make a new booking.

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STEP.5 Please check the cancellation fee and click “Cancel Reservation”.



The screenshot shows a web interface for a reservation system. A modal dialog box titled "Cancel Confirmation" is centered on the screen. The dialog contains a warning icon (a yellow triangle with an exclamation mark) and the text "Do you want to cancel the reservation?". Below this, it lists the following details:

- Reservation Amount: ¥2,450
- Cancellation fee (per person): ¥100
- Total cancellation fee (1): ¥100

At the bottom of the dialog, there are two buttons: "Close" (with a close icon) and "Cancel Reservation" (with a right arrow icon). The "Cancel Reservation" button is highlighted with a red border. In the background, parts of the reservation details are visible, including "Adult 1 people", "Total", "Status", "Payment Method", and "Issue receipt" (with a right arrow icon).

Canceled reservation cannot be restored.
If you canceled your reservation by mistake, please make a new one.