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1. Search for available rooms or plans

Select the dates of your stay on "Check-in" and "Check-out" at the top of the Hoshino Resort Reservation site and put the number of guests." Click "Search" to continue. Also, you may change search criteria on the left side bar of search results page. To edit the dates or numbers of guests, click each "Change" icon.

✓   Sort by a room type

Please choose your room type and select a plan from the displayed lists. Then click "Select Offer" button. Your reservation request is added to "Saved List" at the top of the screen.

✓   Sort by an offer

If searching for an offer, click "Choose an offer" tab at the top of the screen. Please choose an offer (a rate plan), and select a room type from the displayed lists. Then click "Select Room" button. Your reservation request is added to "Saved List" at the top of the screen.

✓   Advanced search/other sort options.

If you are searching for a room or plan that satisfies specific search criteria, e.g. a room that allows pets, please use search filter at the top of the Search Results page.

✓   Sort search results

Search results can be sorted by Recommended, Price, or Room size.

✓   Reserve multiple rooms at once

You may reserve up to four rooms at once. It is possible to customize your booking details along with your needs. Please refer to the followings for more details.

1. Book multiple rooms under the same conditions including arrival/departure dates, the number of guests, room type, and offer.

Put "Check-in" date, "Check-out" date, and the number of guests, and click "Add a room" button. Then click "Search. Please note that you cannot uncheck the checkbox of "Copy the search criteria for one more room."

(If you edit the number of guests from the second room, the check will be automatically unchecked.)

2. Book multiple rooms for the same arrival/departure dates, with the different conditions including the number of guests, room type, and offer.

Put "Check-in" date, "Check-out" date, and the number of guests for the first room, and click "Add a room" button. Put the number of guests for another room. Then click "Search." The checkbox of "Copy the search criteria for one more room" will be automatically unchecked. You could add a room on the top page or in the box of "Guests Detail" displayed in the left column on the search results page.

✓   When rooms of your choice are fully booked,

You may check the availability of the room around your chosen date.

Click "Check other offers/dates" and the room's vacancy status will be shown. If your dates are flexible, please click details to continue booking for the available day.

Also, you may view availability weekly or monthly on different in the left column on the search results page. If your dates are flexible, please click details to continue booking for the available day.

Availability of the room type or offer is also indicated with icons.

"●" means "Available"

"▲" means "Limited vacancy"

 "x" means "No Vacancy"

2. What is Saved List?

This function saves the room type/offer you have selected. On Saved List, you may view all of the saved itineraries. Please review your reservation details, and click "Book Now!" to continue completing booking. It will take you to the Guest Information Input page. If you have already registered for Hoshino Resorts Customer Account, enter your login ID and password and click "Sign in and book now" to skip Guest Information Input to complete your booking faster.

You could review your saved itineraries' details or delete them on Saved List. To delete a specific room in an itinerary, click "Delete." To delete all contents of an itinerary, click "Delete all."

3. Guest Information Input

You will be asked to input necessary guest information on this page. Please fill in the required blanks accordingly. If you fill in the non-required blanks, it will make the check-in process smooth.

If you register for an account, you will no longer have to enter guest information from your next reservation.

4. Cancel reservations

When you cancel a reservation, please note that cancellation fees may occur. Cancellation policies vary according to room type/plan.

- If you have a Hoshino Resorts Customer Account

Log into Hoshino Resorts Customer Account Service and click "Confirm or change account information/delete account." Then click "Cancel Reservation" to cancel the reservation at the bottom of the page to proceed.

- If you don't have a Hoshino Resorts Customer Account

Click the URL link in the confirmation email, and enter your reservation number and password provided also in the confirmation email. After you enter your reservation number and password, your reservation details will be shown. To cancel your reservation, please proceed from "Cancel All."

5. Review details of existing reservations

-   If you have a Hoshino Resorts Customer Account

Log into Hoshino Resorts Customer Account and review your reservation details. To log into Hoshino Resorts Customer Account, click "Sign in" at the top right of the screen. Also, you could log in via the URL link in the reconfirmation email. Enter your registered login ID and password.

-   If you don't have a Hoshino Resorts Customer Account

Click the URL link in the confirmation email, and enter your reservation number and password provided also in the confirmation email. Then click "View Reservation."

6. Reserve a table at a restaurant

- If you have a Hoshino Resorts Customer Account
Log into Hoshino Resorts Customer Account Service and review your reservation details. From a list of restaurant option reservations, click "Request a Reservation" button for the restaurant you wish to reserve and proceed.

-If you don't have a Hoshino Resorts Customer Account
Click the URL link in the confirmation email, and enter your reservation number and password provided also in the confirmation email.(Reservation number and password are included in the reconfirmation email.)
Restaurants available for reservation will be shown on the confirm page. Click "Request a Reservation" button of the restaurant of your choice and proceed.

7. Reserve an option

Each facility offers seasonal and recommended activities and optional spa programs. Please make a reservation on the confirmation page or on the website of each facility.
*For details of optional activities or spa programs, please refer to each facility's website.

8. What is Hoshino Resorts Customer Accounts?

Hoshino Resorts Customer Account is a service through which you can use "Hoshino Resorts Reservation" site easily and conveniently. You may use your account at all accommodation facilities of the Hoshino Resorts Group. Registration is free. Please make the best use of it.

If you register for a Hoshino Resorts Customer Account, you will no longer have to enter guest information from your next reservation. You may also review your reservation details or change the settings of "Vacancy Notice." In addition, if you agree to subscribe to our email magazine at the account registration, you will receive information on deals and seasonal accommodation plans.

9. Other convenient tools

- Share search results details of a room type or an offer you check.

You could share search results with your friends, partners, or families no matter what devices you use. How about searching for a room, and sharing the latest information simultaneously? Click "URL" or "MAIL" icon at the right of the screen to share the Search Results page you are currently viewing.

*Some screens with identical contents may not be shared between PCs and smart phones.

Hoshino Resorts