

Hakone Freepass “Hako Ticket” Plus (Hakone Area) Terms and Conditions

Odakyu Hakone Holdings Inc.
Hakone Tozan Railway Co., Ltd.

As of August 1, 2022

The Hakone Freepass “Hako Ticket” Plus (Hakone Area) is sold as a set combining the Digital Hakone Freepass (Hakone Area) and the “Hako Ticket.” These Terms and Conditions apply to the issuance and handling of the Hakone Freepass “Hako Ticket” Plus (Hakone Area).

1. Customers with this ticket may avail themselves of the services of both the “Hako Ticket” and the Digital Hakone Freepass (Hakone Area), respectively. Services are as described below.

(1) “HakoTicket”

Company name	Facility	Description of service
Odakyu Resorts Co., Ltd.	Hakone Yuryo	Use of the large bath (Honden Yurakuan Oyu)
	Hakone Yutowa	Use of the large bath (Tachiyori yu)
	Konohana no Yu	Use of the large bath (Oyu)
Fujita Kanko Inc.	Hakone Kowakien Motoyu Mori no Yu	Day use of Mori no Yu
	Hakone Kowakien Yunessun	Entry to Yunessun (swimsuit area)
Okadaya Fudosan Co., Ltd.	Hakone Yumoto Yunosato-Okada Day Spa	Use of Yunosato-Okada Day Spa
Hakone Sightseeing Cruise Co., Ltd.	Odakyu Hakone Lake Hotel Yubo Mayu no Mori	Day use of hot spring
Ichinoyu Co., Ltd.	Sengokuhara Shinanoki Ichinoyu	Day use of hot spring
	Sengokuhara Susukinohara Ichinoyu	Day use of hot spring
Seibu Prince Hotels Worldwide Inc.	Day-trip Onsen Ryuguden (Ryokan)	Use of hot spring
	Hakone-en Aquarium	Entry to the facility
Forest Adventure Co., Ltd.	Hakone Putter Golf	Use of putter golf course. Equipment rental (putters, balls, markers, score cards)
Hakone Tozan Railway Co., Ltd.	Hakone Gora Park	Entry to the facility

Fujico Co., Ltd.	Mishima Skywalk	Entry to the facility
Hakone Town	Hakone Town Natural Museum, Mori-no-fureai Hall	Entry to the facility
	Hakone Sekisho and Museum	Entry to the facility and exhibits
Mokichi Okada Art and Culture Foundation	Hakone Museum of Art	Entry to the facility
Ukai Co., Ltd.	Hakone Venetian Glass Museum	Entry to the facility
Le Musée Hata Co., Ltd.	Lalique Museum Hakone	Entry to the facility
Pierota Co., Ltd.	Doll House Museum Hakone	Entry to the facility
Narukawa Art Foundation	Narukawa Art Museum	Entry to the facility
Fujiya Hotel Co., Ltd.	Hakone Ekiden Museum	Entry to the facility

(2) Digital Hakone Freepass (Hakone Area)

Transportation agency and transportation area

Transportation agency		Transportation area
Odakyu Electric Railway	Railway	Boarding station to Odawara Station (round trip)
ODAKYU Highway Bus	Bus	Hakone Odakyu Yama no Hotel to Tomei Gotemba
Hakone Tozan Railway	Railway	All lines
	Cable car	All lines
	Ropeway	All lines
Hakone Tozan Bus	Bus	All lines in Hakone area (excluding scheduled-sightseeing bus)
Tokai Bus	Bus	Motohakone-ko to Mishima Station to Numazu Station
Hakone Sightseeing Cruise	Ferry	All lines

2. Place of sale

Sold through the EMot app provided by Odakyu Electric Railway Co., Ltd. and the EMot Online Ticket website

3. Available date of purchase

Sold from one month prior to date of use

4. Period of validity

Two days and Three days

5. Sales price

Name of ticket	Ticket type		Price
Hakone Freepass “Hako Ticket” Plus (Hakone Area)	2-day Ticket	Adult	11,000
		Child	3,500
	3-day Ticket	Adult	13,400
		Child	4,500

Note: Child fare is for children 6–11 years old.

6. Efficacy

As stipulated in the General Terms and Conditions of Use for Digital Pass and the Digital Hakone Freepass (Hakone Area) Terms and Conditions, and for those services listed under 1 (1) above, the “Hako Ticket”, there are no restriction on the number of times the services can be used within the valid period.

7. Refunds

Because this is sold as a set combining the Digital Hakone Freepass (Hakone Area) and the “Hako Ticket,” individual refunds cannot be made for these products. Refunds are handled as shown below.

(1) Before start of trip

Passengers may obtain refunds by using the EMot app provided by Odakyu Electric Railway Co., Ltd. or via the EMot Online Ticket website. Amount remaining after deduction of a 220 yen per ticket refund fee will be refunded only within the valid period of both the Digital Hakone Freepass (Hakone Area) and the “Hako Ticket” and prior to start of use.

(2) After start of trip

(i) Prior to start of use of the “Hako Ticket,” for trips originating at any station between Odawara Station and Iriuda Station, and only when a request for refund is made between the point of embarkation and Hakone-Yumoto Station, normal passenger fare for the section actually traveled will be collected at the station where the request is made. The remaining amount after deducting a 220 yen per ticket refund fee will be refunded upon request by the passenger to the call center.

(ii) When a request is made due to suspension of service caused by inclement weather, etc., a refund will be made without charge upon request by the passenger to the call center only if the means of transport in question have not been used during the valid period. Note that refund amounts are as shown below.

Transportation agency	2-Day Freepass		3-Day Freepass	
	Adult	Child	Adult	Child
Hakone Tozan Railway	1,330	270	1,440	330
Hakone Tozan Cable Car	360	80	390	100

Hakone Tozan Bus	1,200	250	1,300	310
Tokai Bus	30	10	30	10
Odakyu Highway Bus	100	20	80	20
Hakone Sightseeing Cruise	840	170	910	210
Hakone Ropeway all lines	1,170	240	1,270	300
Sounzan to Owakudani	510	110	550	130
Owakudani to Togendai	670	140	730	180
Ubako to Togendai	510	110	550	130
Sounzan to Ubako	670	140	730	180

8. Place of refund

(1) Before start of trip

Passengers may obtain refunds by using the EMot app provided by Odakyu Electric Railway Co., Ltd. or via the EMot Online Ticket website.

(2) After start of trip

Passengers may request a refund through the call center.

Call Center

Mail address: support@emot.jp

Tel. +81-50-5835-2429 (9 a.m. to 5 p.m.)

9. Transfer

(1) The Hakone Freepass “Hako Ticket” Plus (Hakone Area) may be transferred according to the method stipulated in the EMot Terms of Service and the General Terms and Conditions of Use for Digital Pass.

(2) Regardless of the Digital Hakone Freepass Terms and Conditions, because the Hakone Freepass “Hako Ticket” Plus (Hakone Area) is sold as a set combining the Digital Hakone Freepass (Hakone Area) and the “Hako Ticket,” neither of these products may be transferred separately.

10. Handling of Digital Hakone Freepass (Hakone Area)

Handling of the Digital Hakone Freepass (Hakone Area) is governed by the Digital Hakone Freepass (Hakone Area) Terms and Conditions as stipulated separately by Hakone Tozan Railway Co., Ltd. However, refunds shall be handled as stipulated in these Terms and Conditions.

11. Others

- (1) Some facilities may offer a discount upon presentation of the Digital Hakone Freepass (Hakone Area). Please contact the specific facility for details. Facilities offering discounts are subject to change.
- (2) Please check each facility's website for information on business hours and other details of facilities available for use with the Hakone Freepass "Hako Ticket" Plus (Hakone Area).
- (3) Matters not stipulated in these Terms and Conditions shall be governed by the Passenger Operation Regulations and the Digital Hakone Freepass (Hakone Area) Terms and Conditions as stipulated separately by Hakone Tozan Railway Co., Ltd., and the provisions of the EMot Terms of Service and the General Terms and Conditions of Use for Digital Pass as stipulated separately by the Odakyu Electric Railway Co., Ltd.

External links

- [EMot Terms of Service](#)
- [General Terms and Conditions of Use for Digital Pass](#)
- [Click here for the terms and conditions of each transportation service.](#)