Bus Services

STEP 1 Preparation Before Boarding

Have one of the following:

Discount Passes

- Hakone Freepass (2days/3days)
- Hakone Kamakura Pass
- Fuji Hakone Pass
- Hakone Bus Free (1days/2days)

Prepaid Transportation Cards

Where to charge

- Train stations
- Some convenience stores
- On buses

*For your safety, wait until the bus stops to charge your card.
*Please charge in advance.

©Suica PASMO®

Contactless credit card

Credit cards with this mark are accepted.

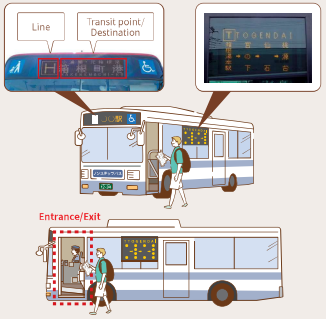
VISA JCB AMERICAN EXPRESS Diners Club INTERNATIONAL DISCOVER UnionPay 銀联

Cash

Please prepare small charge if possible.

STEP 2 Boarding the Bus

Please check the destination displayed on the bus.



⚠ Board and exit from the front door.

Discount Passes

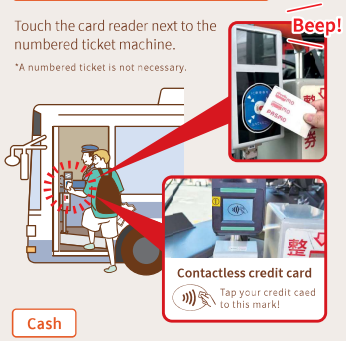
Present your pass to the driver with the date of validity clearly visible. Or scan the code if you have a digital ticket.

*Passengers using discount passes on the N Line (Tokai Bus) must also take a numbered ticket.

Prepaid Transportation Cards / Contactless credit card

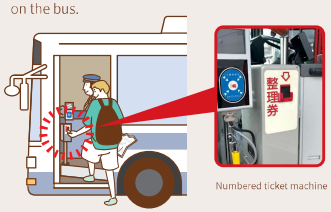
Touch the card reader next to the numbered ticket machine.

*A numbered ticket is not necessary.



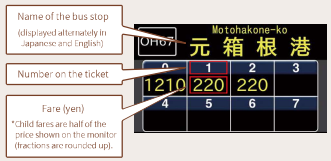
Cash

Take a numbered ticket from the machine. The ticket is required when paying your fare. Please be careful not to fold, damage, or lose the ticket while on the bus.



STEP 3 Disembarking from the Bus

The next stop will be displayed on the monitor at the front of the bus. Along with the display of the next bus stop, an oral announcement is made.



When your stop is displayed and announced, press the stop button near you.

*The stop buttons are placed at various locations on the bus.

⚠ After the bus comes to a complete stop, move to the front and pay the fare.

Discount Passes

Present your pass to the driver with the date of validity clearly visible. Or scan the code if you have a digital ticket.

*When using the N Line (Tokai Bus), show your pass to the driver and deposit the numbered ticket into the farebox.

Prepaid Transportation Cards / Contactless credit card

Touch the card reader next to the numbered ticket machine. If you use the card for more than one person, please inform the driver before touching the card reader.

When the balance on the card is insufficient

Either charge the card or pay the remaining amount in cash. It is also possible to pay the full amount in cash. When charging on the bus, please inform the driver.

⚠ Pre-cautions for charging on the bus

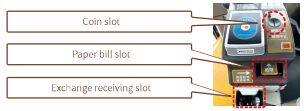
- Wait for the bus to come to a complete stop before asking the driver to charge your card.
- 1,000, 2,000, 5,000, and 10,000 yen bills can be used for charging. Please note that the device does not give change.
  *For example, if you wish to charge to the amount of 1,000 yen but insert a 10,000 yen bill, your card will be charged to the full amount of 10,000 yen.
  *Only 1,000 yen bills can be used for charging on Tokai Bus.
- Coins cannot be used to charge the card.
- Cards with a balance of 10,001 yen or more cannot charged on the bus.

Cash

Place fare into the farebox with the numbered ticket. No change will be given, so if you do not have the exact amount, please exchange your money using a change machine beforehand.

How to exchange for smaller coins (Japanese yen only)

Deposit your coins or bills into the change machine to receive your cash. Only coins and **1,000 yen** bills can be exchanged.



Bus Lines and Tickets Valid

Hakone Tozan Bus

- Tozendai Line
- Tozendai Gora Line
- Hakonemachi Line
- Hakone Shindo Line
- Hakone-Yumoto/ Outlets Line
- "KANKO SHISETSU-MEGURI" Bus (via Poli-bijutsukan)
- Hakone Kyukaido Line

Hakone Tozan Bus / Odakyu Highway Bus

*Joint route operated by two companies

- Gotemba Line
- "KANKO SHISETSU-MEGURI" Bus (via Miyagino)

Odakyu Highway Bus

- Shinjuku Hakone Line
- Gotemba Outlets Line

*Separate charges apply between Tome-Gotemba and Shinjuku

Tokai Bus

- Mishima Line

箱根フリーパス WELCOME

- Hakone Freepass
- Hakone Kamakura Pass
- Fuji Hakone Pass

Izu Hakone Bus

- Hakone Sekisho Line
- Kojiri Hakone-en Line
- Bypass Line
- Kokudo Hakone-en Line
- Atami Hakone Line

箱根パスフリー Hakone Bus Free

Observe Manners on Buses

Do not talk on mobile phones

Do not listen to music without earphones

Do not eat

Do not bring drinks that cannot be lidded

Do not move about while the bus is in motion

Do not smoke

Do not leave garbage on the bus

Do not talk loudly

Wheelchairs/ Baby Strollers

Wheelchairs and strollers are allowed on buses in the Hakone area.

Almost all buses operating in the Hakone area are wheelchair accessible. The wheelchair marker shown on the left is the sign that denotes wheelchair accessible buses.

*Odakyu Highway buses are not wheelchair accessible. Foldable wheelchairs can be folded and placed in the under-bus baggage compartment.

Baby strollers can be used on most buses operating in the Hakone area. However, strollers must be folded before boarding when the bus is crowded, when there are wheelchair users present, when there are other passengers with strollers, and if the baby stroller is larger than the standard size. Please note that wheelchairs have priority. Please inform the driver before boarding if you will be keeping your child in the stroller. The driver will open the middle door. Board the bus and place the stroller in the predetermined area.

- Firmly secure the stroller with the auxiliary belt
- Use the seat belt
- Place the stroller facing opposite the direction of travel, and set the wheel stoppers

Large Luggage

Easy to go without luggage!

It is hard to move around with luggage during your trip. Use a delivery service or coin lockers for large luggage to enjoy hands-free sightseeing.

Hakone キャリーサービス Baggage Delivery Service

Visit here for details

The Hakone Baggage Delivery Service in Hakone-Yumoto station provides baggage delivery service to your place of accommodation. When you check out, they will deliver your baggage back to Hakone-Yumoto Station.

1. Hakone-Yumoto Station → Your hotel [Drop off: by 12:00 p.m. / Pick up: 3 p.m. and after]
2. Your hotel → Hakone-Yumoto Station [Drop off: by 10 a.m. / Pick up: 1:30 p.m.–6:30 p.m.]

YAMATO TRANSPORT

Enjoy hands-free sightseeing between accommodations! Drop off luggage for the delivery service at the hotel you are leaving and pick it up at your next hotel.

1. Hotel you are leaving [Drop luggage by 12 p.m. (noon)]
   *It is also possible to bring your luggage directly to the Yamato Transport service center at Hakone-Yumoto.
2. Hotel you are moving to [Receive the luggage at 6 p.m. or later on that day]

Inquiries about the luggage you dropped off: Yamato Transport Co., Ltd. Hakone branch Yumoto/ Sengokuhara Center
910-1 Yumoto, Hakone-machi, Ashigarashimo-gun, Kanagawa Prefecture
Tel. 0570-200-000

Coin Lockers

Please see "Recommended spots" for details

Coin lockers are available in various locations throughout Hakone.
Leave your large luggage in the lockers to enjoy hands-free sightseeing.

Bicycles on buses

The following bicycles can be brought on board the bus: 1) bicycles used for cycling or sporting events, disassembled and stored inside a bike travel bag; 2) foldable bicycles, folded and stored inside a bike travel bag.

*Some bus companies may not allow bicycles, or they may charge an extra fee. Ask each bus company for details.

Volume:
Within 0.25 m³ (equivalent to 63 cm on all sides)Within 63cm on all sides
Length: Within 2 m
Weight: Within 30 kg

HAKONE JAPAN

HAKONE BUS INFORMATION

*Information provided here is current as of December, 2025.

Please take our survey

Your feedback helps us to improve bus service in Hakone. Present the screen on your smartphone, which shows you have completed the survey, at Hakone Tourist Information Center (in front of Hakone-Yumoto Station) to receive your free gift.

*A screenshot of the survey completed screen is also acceptable!