



Baggage Guidelines for Airport Shuttle & Highway Buses

2026.7.1

Baggage Information

On the airport shuttle and highway buses operated by Eagle Bus Co., Ltd., we accept up to **one suitcase** per passenger.

Please note that items brought into the bus are subject to restrictions, including items prohibited by law.

From the following pages, we provide easy-to-understand guidance on the rules for bringing baggage on board.

We appreciate your understanding so that all passengers can travel safely and comfortably.

We accept up to **one** large item of baggage

Please bring small baggage into the passenger cabin

Up to **one item** (suitcase, etc.)



We store up to one large item per passenger in the luggage compartment.

Quantity, Size, and Weight of Large Baggage

- Number of items accepted in the luggage compartment: up to **1 per passenger**
- Acceptable size: up to 50cm × 60cm × 120cm in volume
- Acceptable weight: up to 30kg per item

Space in the bus luggage compartment is limited, and if we accept too many luggages from a single passenger, there may be no available space left for other passengers. Therefore, Eagle Bus limits the luggage to one item per passenger. Thank you for your understanding.

■ Please Note ■

Please keep your baggage to a minimum and use a courier service in advance for large items. We appreciate your understanding and cooperation.

Please note that the standard cancellation fee applies even if you request a ticket refund due to baggage loading issues.

Even on jointly operated routes, the number, types, and handling of items that can be stored may differ depending on the operating company.

For details, please ask the actual operating company.



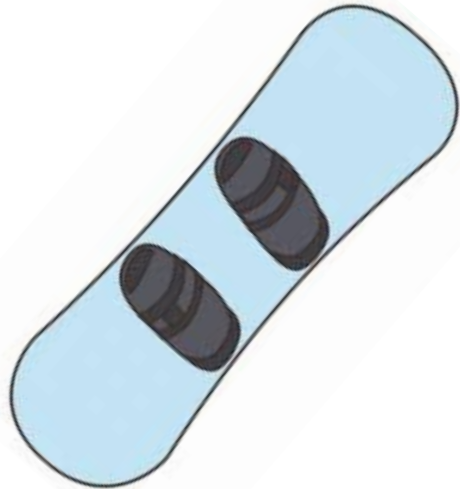
Large or additional items should be sent in advance by courier



Special Oversized Items We Can Accept



- Golf bags (including clubs) [Note] Clubs must be covered with a safety guard or travel cover to prevent them from sticking out or being damaged.
- Ski and snowboard equipment (boards and boots) [Note] Must be enclosed in a case.
- Fishing rods (only if stored in a hard case)



Please note that we accept no liability whatsoever for any damage that occurs after an item has been stored, under any circumstances. Depending on loading conditions of the bus, we may not be able to accept these items. Thank you for your understanding.

Please Confirm in Advance

For storage of the following items, please contact us in advance at the number below.

Please note that we may decline items if no advance notice is given or if they differ from what was declared.


Bicycles (in a bike carrying bag)
Foldable or disassembled



■ Contact ■

Eagle Bus Highway Bus Reservation Desk

Hours: Mon–Fri 9:30–17:00 (closed weekends, public holidays, New Year period, and Obon)

 **049-226-8300**

✉ (Inquiry form) <https://eaglebus.group/contact/>

Please note that our response through email inquiries may take some time.

Please note that we accept no liability whatsoever for any damage that occurs after an item has been stored, under any circumstances. Depending on loading conditions of the bus, we may not be able to accept these items. Thank you for your understanding.

For Passengers Using Electric Wheelchairs


Please be sure to contact us in advance

When storing an electric wheelchair in the luggage compartment, it must meet the following conditions:

- **It is foldable**
- **It weighs 30 kg or less**
- **Date of use and boarding section**
- **Whether a companion is present**
- **The battery can be removed and brought into the passenger cabin**

■ Contact ■

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Not Counted Toward the Storage Limit

Items needed to assist your body, and items needed when traveling with a child, are not counted toward the storage limit

■ The items shown at right that assist your body, as well as items needed when traveling with a child, are not counted toward the storage limit when stored in the vehicle's luggage compartment. However, please note that we cannot store items that exceed the specified size or weight.

Child seats and junior seats may also be brought into the passenger cabin and installed. However, seat belt types differ by vehicle. If it cannot be safely secured as intended, they cannot be used on the cabin seats.

We appreciate your understanding.



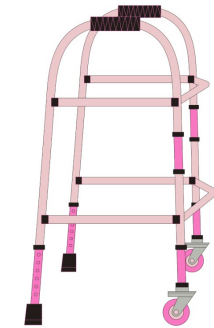
Stroller



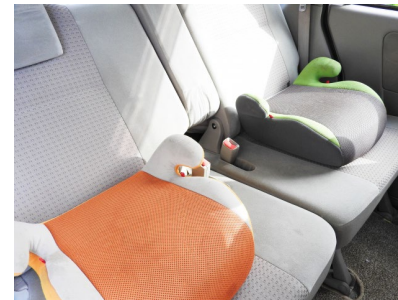
Wheel chair



Child seat



Walker



Junior seat

Items That Cannot be Stored in the Luggage Compartment

Please do not place the following items in baggage stored in the luggage compartment

We are not liable for any damage or loss, should it occur.

- Mobile batteries and other lithium-ion batteries
- Cash
- Securities
- Precious metals and jewelry
- Valuables such as artwork
- Identification such as passports
- Precision devices (watches, cameras, smartphones, computers, etc.)
- Glassware
- Alcohol (souvenirs)
- Perishable food

We apologize for the inconvenience, but please carry these items into the **passenger cabin** as carry-on items.



Items Strictly Prohibited On Board



The following items may not be brought on board or stored anywhere in the vehicle (passenger cabin or luggage compartment) under any circumstances.

- Explosives
 - Flammable or ignitable materials
 - Corrosive chemicals
 - The Deceased
 - Anything that may endanger passengers, crew, the bus, or the onboard cargo
 - Items prohibited by law (such as knives)
- ※Items emitting strong odor may disturb other passengers, so please refrain from bringing them on board.



The driver or other staff member may inspect your baggage and carry-on. We reserve the right to determine if the content of your belongings is dangerous, even for items not listed above. As a result, we may decline service.

Regarding Pets

Pets cannot be stored in the luggage compartment

If bringing them into the passenger cabin, please observe the following.

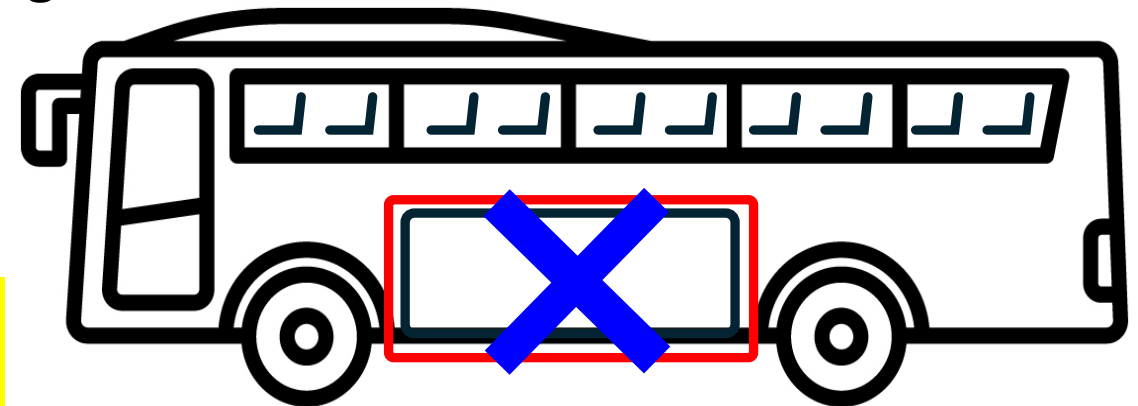
- Place them in a small or dedicated carrier so that no part of the body, such as the face, sticks out
- Once seated, keep them on your lap or at your feet
- Take care that your pet do not disturb other passengers, including noise.

We may decline, depending on the situation, animals with large carriers that occupy cabin seats, large birds such as birds of prey, and any other animals that could pose a risk to passengers.



To avoid disturbing other passengers, please ensure no part of the body, such as the face, sticks out while in the passenger cabin.

Service dogs for people with disabilities (guide dogs, hearing dogs, and service dogs) may board and ride with you in the passenger cabin. (No carrier is required.)



Other



● Requests Regarding Baggage and Carry-on Items

- **There has been a increase in wrong baggages being claimed.** When collecting your baggage, please be sure to confirm it is yours.



- Please note that carry-on items may not exceed 10kg per person. Also, baggage in the luggage compartment is limited to 30kg per person.

- **There has been a increase in forgotten items in the passenger cabin.**

When getting off, please check your belongings once again.

Items often left behind in: overhead storage, seat-front pockets, and gaps between seats.



- For items left on board, please contact the number below.

Eagle Bus Kawagoe Office ☎ 049-233-3711 (Available 24 hours)