



行李當日配送服務  
Same-day baggage delivery service

# Baggage GO

## 沖繩 Okinawa

觀光自由，  
行李智能。  
Sightsee freely, pack smartly.

### 行李從酒店到酒店的當日配送！

Same-day baggage delivery between hotels

上午11:00之前寄出，下午15:00送達。

Drop off by 11:00 AM for delivery by 3:00 PM.

### 下訂單

Place an order

沖繩的賣證已結束。  
感謝您的使用。



### Baggage GO 的推薦點

Recommended points of Baggage GO

輕鬆的  
無負擔觀光  
Enjoy hands free sightseeing

可以寄存大行李，輕鬆觀光，  
抵達目的地酒店後再領取。  
You can leave your large baggage here,  
so you can enjoy sightseeing empty-handed and  
receive it at your hotel at your destination.

簡單易行  
Easy and simple

可以通過手機輕鬆下單和支付。  
只需在當天將行李寄放在酒店即可！  
Order and pay from your smartphone—  
just leave your baggage at the hotel today.

當日配送  
Same-day delivery

實現大行李的當日配送！  
Same-day delivery for large baggage!

行李大小  
沒有限制！  
No size limitation on baggage

無論行李大小，配送費用相同。  
Whether your baggage is big or small,  
the delivery fee is the same.

### 使用方法 How to use

1 网上申请

Apply online

只需選擇行李配送目的地，  
申請即可完成

Just choose your  
delivery destination  
and your booking is complete!

2 寄存行李

Check in your baggage

只需將行李寄放在酒店！  
只需填寫簡單的標簽，  
無需運單。

Just drop off your baggage at the hotel.  
Simply fill out a simple tag and  
no shipping slip is required.

3 无负担观光

Hands-free sightseeing

請自由享受觀光。  
觀光期間，  
您還可以在線查看行李的配送狀態。  
Enjoy sightseeing at your leisure.  
While sightseeing, you can also check the  
delivery status of your baggage online.

4 领取行李

Collect your baggage

行李將在當天送達酒店。  
到達時間時，  
請在酒店領取行李。  
Your baggage will be delivered to your hotel  
on the same day. When the time comes,  
please collect your baggage at the hotel.

### 服务費用 service fees ¥1,870~

基本使用  
費用

Basic usage fee

行李費用 ×  
距離費用

Baggage fee ×  
Distance fee

基本費用 一件行李200日元，多件行李300日元  
Basic fee 200 yen for one piece of baggage, 300 yen for multiple pieces

行李費用 每件行李1,500日元 × 數量

baggage fee 1,500 yen per piece of baggage × number of pieces

距離費用 · A區為行李費用 · B區為行李費用的兩倍  
Distance fee · Area A: Baggage fee · Area B: Double the baggage fee

A區  
Area A

...  
那霸 ⇄ 北谷  
Naha ⇄ Chatan

北谷 ⇄ 恩納村  
Chatan ⇄ Onnason

B區  
Area B

...  
那霸 ⇄ 恩納村  
Naha ⇄ Onnason

# Baggage GO 的接待到行李领取的步骤

Baggage GO procedures from check-in to baggage collection

下訂單

Place an order

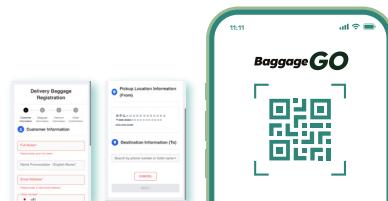
沖繩的實證已結束。

感謝您的使用。

## 1 扫描二维码, 选择配送地点

Scan the 2D code and enter the information

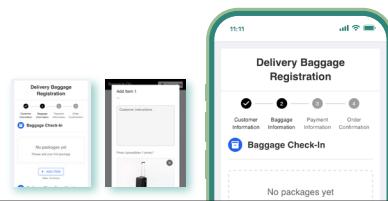
扫描酒店的二维码,  
输入基本信息并选择配送地点。  
Scan the dedicated 2D code to enter basic  
information and select a delivery location.



## 2 拍摄行李

Photograph your baggage

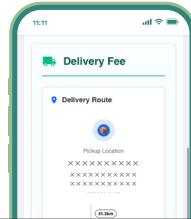
输入行李信息,  
上传照片并完成注册。  
Enter your baggage information, upload a photo,  
and complete the registration process.



## 3 确认配送时间和费用

Check delivery location and fees

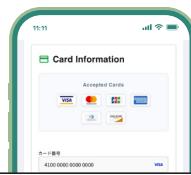
请指定配送时间。  
当天11点之前寄放, 最早15点送达。  
配送费用根据酒店自动计算。  
Kindly specify the delivery time. Drop off by 11:00 AM for delivery by 3:00 PM.  
The delivery fee is automatically calculated based on the hotel.



## 4 用信用卡支付

Register your credit card information

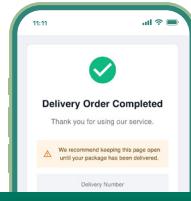
请查看使用条款并输入卡信息。  
After checking and agreeing to the terms of use,  
please enter your credit card information.



## 5 下单后寄存行李

Once you have placed your delivery order, drop off your baggage.

下单后, 您可以随时查看配送状态。  
行李到达时会通过邮件通知您。  
Once you have placed your order, you can check the delivery status at any time.  
You'll receive an email when your baggage arrives.



### 寄存酒店列表 Delivery Hotel List

Select your hotel and place your order.

下訂單 Place an order

沖繩的實證已結束。感謝您的使用。

Aquasense Hotel & Resort

Daiwa Roynet Hotel Naha Kokusai Dori

Daiwa Roynet Hotel Naha Omoromachi PREMIER

DoubleTree by Hilton Naha

DoubleTree by Hilton Naha Shuri Castle

DoubleTree by Hilton Okinawa Chatan Resort

Hewitt Resort Naha

Hilton Okinawa Chatan Resort

HIYORI Ocean Resort Okinawa

Hotel JAL City Naha

Hotel Monterey Okinawa Spa & Resort

Hyatt Regency Naha Okinawa

Leku Okinawa Chatan Spa & Resort

Loisir Hotel & Spa Tower Naha

Novotel Okinawa Naha

Renaissance Resort Okinawa

Rizzan Sea-Park Hotel Tancha Bay

The Beach Tower Okinawa (Kyoritsu Resort)

Vessel Hotel Campana Okinawa

## 使用方法 How to use

### Q 我應該在什麼時候下單以便當天送達？

By what time must I place an order for same-day delivery?  
And from what time can I receive it?

A 訂單可以在下午6:00之前下達以便當天送達。送貨將從晚上10:00開始提供。如果您在上午11:00之前寄送行李，最早的送達時間為下午3:00。注意：送達完成後，將發送送達完成的電子郵件。

Orders can be placed by 6:00 PM for same-day delivery. Delivery will be available from 10:00 PM onward.  
If you drop off your baggage by 11:00 AM, the earliest delivery is 3:00 PM.  
Note: A delivery completion email will be sent once delivery is completed.

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### Q 我可以提前多少天下單？

How many days in advance can I order?

A 訂單可以在送貨日期的午夜12:00開始下達。

Orders can be placed from 12:00 AM on the delivery date.

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### Q 我可以下單安排隔天或更晚的送達嗎？

Can I order for delivery on the next day or later?

A 在試用期間內，只提供當天送達服務。

During the trial period, only same-day delivery is available

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### Q 我可以把行李放在哪裡？

Where can I leave my baggage at the hotel?

A 請將您的行李放在酒店前台。詳情請與每家酒店確認。

Please drop off your baggage at the hotel front desk. For details, confirm with each hotel.

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### Q 除了網上訂購，還有其他訂購方式嗎？

Is there any way to order other than via the web?

A 訂單僅通過網上接受。

Orders are accepted only via the web.

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### Q 我在下單時輸入了錯誤的酒店或用戶信息。我該怎麼辦？

I entered the wrong hotel or user information when ordering. What should I do?

A 請聯繫查詢處 (tech@momoa.co.jp) 以請求更改您的訂單詳細信息。

Please contact the inquiry desk (tech@momoa.co.jp) to request changes to your order details.

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### Q 我錯過了寄件時間。你們還能接受我的行李嗎？

I missed the drop-off time. Can you still accept my baggage?

A 不幸的是，超過指定寄件時間後，行李將無法被接受。

Unfortunately, baggage cannot be accepted after the designated drop-off time.

## 訂單與取消 About luggage

**Q 我可以在酒店以外的地方寄送或取回行李嗎？**

Can I drop off or pick up my baggage at locations other than hotels?

**A 在試用期間內，行李只能在服務區內的指定酒店寄送和取回。**

During the trial period, baggage can be dropped off and picked up only at designated hotels within the service area.

**Q 我可以在哪裡獲取行李標籤？**

Where can I get a baggage tag?

**A 當您辦理行李登記時會給您。**

It will be given to you when you check in your baggage.

**Q 每件行李都需要一個行李標籤嗎？**

Do I need a baggage tag for each piece of baggage?

**A 是的，每件行李都需要一個行李標籤。**

Yes. One baggage tag is required for each piece of baggage in your order.

**Q 我可以追蹤我的行李嗎？**

Can I track my baggage?

**A 是的，您可以通過網站追蹤您的行李。**

Yes. You can track your baggage via the website.

**Q 如果我的行李在接收時受損，我應該聯繫誰？**

Whom should I contact if my baggage is damaged upon receipt?

**A 請聯繫 [tech@momoa.co.jp](mailto:tech@momoa.co.jp)。**

Please contact [tech@momoa.co.jp](mailto:tech@momoa.co.jp).

**Q 如果我的行李受損，會提供什麼賠償？**

What compensation is provided if my baggage is damaged?

**A 因遺失、盜竊、損壞或污染而提供的賠償，根據行李在寄送地的價值和損壞程度計算，每件包裹的最高賠償責任為100,000日元。**

Compensation for loss, theft, damage, or contamination is based on the value of the baggage at the place of shipment, according to the degree of damage, with a maximum liability of 100,000 yen per package.

**Q 有重量限制嗎？**

Are there any weight restrictions?

**A 在試用期間內沒有重量限制。不過，如果行李對司機來說太重，請提前與我們聯繫。**

There is no weight limit during the trial period. However, please contact us in advance if the baggage is too heavy for a driver to carry.

**Q 行李的尺寸有任何限制嗎？**

Are there any restrictions on the size of baggage?

**A 標準行李箱沒有尺寸限制，但如衝浪板等超大型物品無法運輸。**

There are no size restrictions for standard suitcases, but oversized items such as surfboards cannot be transported.

**Q 有哪些物品是不能寄送的？**

Are there any items that cannot be delivered?

**A** 1.易腐爛或需控溫的物品(新鮮食品、冷藏或冷凍商品)、動植物  
2.瓶裝飲料和已打開的液體  
3.旁邊附有雨傘、手杖或類似物品的行李  
4.不衛生的物品、氣味強烈的物品或可能腐爛或變質的物品  
5.精密設備(如電腦、平板電腦、相機、手機)和易碎物品(如陶瓷)  
6.移動電池(含鋰離子電池的產品)  
7.貴重物品(現金、支票、票據、證券、護照、票據、貴金屬、重要文件或價值300,000日元或以上的物品)  
8.人類遺骸、骨灰、靈位牌  
9.危險物品(如易燃物、爆炸物、化學品、燃料、毒藥、測試樣本、病原體或武器)  
10.包裝不當的物品(無法封閉的袋子等)或被判定為可能受損的物品  
11.其他被認為不適合運輸的物品

(1) Perishable or temperature-controlled items (fresh food, refrigerated or frozen goods), animals, and plants  
(2) Bottled beverages and already-opened liquids  
(3) baggage with umbrellas, canes, or similar items attached to the side  
(4) Unsanitary items, or items with strong odor, or items that may rot or deteriorate  
(5) Precision devices such as PCs, tablets, cameras, mobile phones, and fragile items such as ceramics  
(6) Mobile batteries (products containing lithium-ion batteries)  
(7) Valuables (cash, checks, bills, securities, passports, tickets, precious metals, important documents, or items valued at 300,000 yen or more)  
(8) Human remains, ashes, mortuary tablets  
(9) Hazardous materials such as flammable items, explosives, chemicals, fuels, poisons, test samples, pathogens, or weapons  
(10) Items with improper packaging (bags that cannot be closed, etc.) or items judged likely to be damaged  
(11) Any other items deemed unsuitable for transport

**Q 為什麼我需要拍攝我的行李？**

Why do I need to take a photo of my baggage?

**A** 司機使用照片準確識別行李。

The driver uses the photo to identify the baggage accurately.

**Q 我可以寄送受損的行李(例如,破損的行李箱)嗎？**

Can I drop off damaged baggage (e.g., a broken suitcase)?

**A** 如果損壞使得在接收時無法送達, 則無法送達行李。

If the damage makes delivery impossible at the time of acceptance, the baggage cannot be delivered.

**Q 嬰兒推車、高爾夫球包、潛水裝備、自行車包或紙箱可以送達嗎？**

Can strollers, golf bags, diving gear, bicycle carrying bags, or cardboard boxes be delivered?

**A** 是的,它們可以作為行李寄送。請確保適當的包裝,例如對容易損壞的物品使用氣泡膜或保護套。

Yes, they can be delivered as baggage. Please ensure proper packaging such as using air-caps or covers for items that may be easily damaged.

**Q 紙箱可以送達嗎？**

Can cardboard boxes be delivered?

**A** 是的。請使用包裝膠帶將行李標籤牢固地附上。

Yes. Please attach the baggage tag securely using packing tape.

**Q 可以寄送未封閉的袋子或未完全包裝的行李嗎？**

Can unsealed bags or baggage that is not fully packed be delivered?

**A** 不可以。無法完全封閉的行李無法送達。請使用紙箱或類似包裝以確保完全封閉。

No, baggage that cannot be fully closed cannot be delivered. Please use a cardboard box or similar packaging to ensure complete closure.

## 訂單與取消 About orders and cancellations

### Q 我可以取消我的訂單嗎？

Can I cancel my order?

### A 一旦訂單完成，將收取100%的取消費用。

100% cancellation fee applies once the order is completed.

### Q 我可以更改我的訂單嗎？

Can I change my order?

### A 請聯繫包裹查詢櫃檯 (tech@momoa.co.jp) 以告知我們您的訂單任何變更。

Please contact the package inquiry desk (tech@momoa.co.jp) to inform us of any changes to your order.

## 其他 others

### Q 如果我的行李沒有按預定時間到達，我該怎麼辦？

What should I do if my baggage has not arrived as scheduled?

### A 請聯繫我們的行李支援櫃檯，電子郵件地址是 tech@momoa.co.jp，並提供您的 8 位數字送貨編號。如果預期會有重大延遲，我們將通過電子郵件或電話通知您。

Please contact our baggage support desk at tech@momoa.co.jp and provide your 8-digit delivery number.

If a significant delay is expected, we will notify you by email or phone.

### Q 我可以在哪裡查看我的送貨編號？

Where can I check my delivery number?

### A 您可以在訂單確認電子郵件中找到它。

You can find it in the order confirmation email.

### Q 您接受哪些付款方式？

What payment methods do you accept?

### A 專用網站上僅接受信用卡付款。

Only credit card payments are accepted on the dedicated website.

### Q 您能告訴我聯繫資訊嗎？

Could you tell me the contact information?

### A 有關行李的查詢: tech@momoa.co.jp

有關一般服務的查詢: info\_baggagego@jtb.com

For baggage-related inquiries: tech@momoa.co.jp

For general service inquiries: info\_baggagego@jtb.com

### Q 如果我不住在合格的投遞酒店，我可以在線下訂單並自己將行李帶到那裡嗎？

If I am not staying at an eligible drop-off hotel, can I place an order online and bring my baggage there myself?

### A 不可以。僅提供給入住合格投遞酒店的客戶送貨服務。

No. Delivery is available only for guests staying at eligible drop-off hotels.

### Q 服務費是多少？

How much is the service fee?

### A 請參考以下鏈接的費用表:

<https://www.jtb.co.jp/kokunai/baggage-go/okinawa/>

Please refer to the fee schedule at the link below:

<https://www.jtb.co.jp/kokunai/baggage-go/okinawa/>

### Q 哪些服務區域和酒店是合格的？

What are the eligible service areas and hotels?

### A 在試用期間內，該服務可用於沖繩的那霸、北谷和恩納村的指定酒店。

During the trial period, the service is available for designated hotels in Naha, Chatan, and Onna Village in Okinawa.