

Please read before departure!

Guide to Use (Important)

Business hours

- Business hours are 9 am to 6 pm (Monday to Saturday) (Sunday & public holidays)

Our office hours are from 9 am to 6 pm.

Please be aware in advance that use of vehicles is considered "within business hours," rather than a timed contract starting at time of departure.

Insurance compensation & liability exemption systems

Amount of insurance compensation

In the unlikely event of an accident, insurance compensation will be paid within the limits listed below. However, only the liability amount of insurance will be borne by the customer.

Personal When causing casualties or injuries to others

Per person: No limit (liability amount: 50,000 yen)

Property When another person's vehicle or property is damaged

Per incident: No limit (liability amount: 50,000 yen)

Vehicle When the rental vehicle is damaged

Per incident: Market price (liability amount: 50,000 yen)

Personal injury When an occupant is killed or injured

Per person: Up to 30 million yen

Liability exemption system

This system governs exemptions for property and vehicles that must be borne by the customer in the unlikely event of an accident.

After subscribing to this system, if a customer has an accident for which insurance is paid, the customer is exempted from paying the above-listed amounts.

Liability exemption fee: 3,240 yen (including tax) / Up to 24 hours

- Participation in the liability exemption system is optional. Joining or canceling after the contract procedure is not permitted.
- If multiple accidents occur for the same rental, this only applies to only the first accident.
- If participation is deemed inappropriate due to past accidents etc., application may refused.

Damages in excess of insurance compensation amount

The amount of damages in the event that insurance compensation is not paid, and the amount of damages in excess of insurance payment must be borne by the customer.

Some examples of insurance payment not being provided

- When the accident is not reported to the police (in the event there is no accident certificate)
- When the accident is caused by someone other than the persons registered upon departure
- When the accident occurs during an unauthorized extension of the rental period (without prior contact)
- When the accident is caused by an unlicensed or drunk driver
- When the situation falls under the insurance policy disclaimer or is excluded from payment
- Aside from these, whenever there is any violation of the conditions listed in Fukuoka Rentacar VIP's lease agreement

Non-operation charge (NOC)

In the unlikely event of accident, theft, breakdown, contamination, etc., it is necessary to repair the vehicle and clean the interior.

In such cases, regardless of degree of damage or number of repair days, etc., the following amounts will be payable as partial compensation for non-operation.

Category	Amount payable
If you are able to return the rental vehicle to the store as planned	30,000 yen
If you are not able to return the rental vehicle to the store as planned	60,000 yen

- If you are able to drive but do not return the vehicle to our store (e.g., leaving the vehicle on the street, etc.) 60,000 yen will be charged.
- Please note that this is different from the compensation system above.
- Customers are required to bear the above-listed costs even if using the liability exemption system.
- Consumption tax (including regional consumption tax) does not apply to NOC fees.
- Regarding application of NOC, it applies in cases where "there is negligence on the part of the customer."

Also, a determination of "no fault" such as accident or theft will be based on proof of the incident, in principle.

Refueling when returning vehicle

- ♦ Please return the vehicle with a full tank of fuel.
- The cost of this fuel must be borne by the customer.
Upon renting, you are given a vehicle with a full tank of fuel, so please fill the tank before returning.
- ♦ When returning the vehicle, please display your refueling receipt, etc.
- Upon your return, we will check the full tank certificate or refueling receipt, etc. at our office.
- ♦ Other
- Please refuel with the fuel specified by the vehicle's manufacturer.

* We have been having some trouble due to customers refueling with the wrong fuel type.

Rental vehicles may take different fuels from the vehicles you usually drive.

Before refueling, take a moment to check "the fuel type" once again.

(It is also listed on the vehicle certificate.)

Notes on special equipment, etc.

Car navigation

Although car navigation systems offer support and guidance to your destination, errors may occur due to driving conditions, driving location, accuracy, GPS system characteristics, etc., and inappropriate guidance or information may be displayed. In addition, since we use a standard navigation system for rental vehicles, type and performance may differ from the systems you are familiar with.

Points to keep in mind when using car navigation

- When using car navigation, the automatic route-planning and voice guide functions may choose and display routes that are incorrect or incompatible with actual traffic rules. When traveling along a guided route, please be sure to drive in accordance with actual road conditions and follow actual traffic rules.
 - In some locations such as tunnels, indoor parking lots, streets with high-rise buildings, under elevated roadways, etc., it will be difficult or impossible to receive a signal, depending on weather and geographical conditions.
 - Compensation will not be paid for erased data or unsaved data, even if caused by malfunctioning or defective installed hard disk equipment.
- * The navigation system installed may vary depending on the area, store, and vehicle model.

* We cannot assume any responsibility for any third-party claims, such as monetary damages, lost profits, etc. caused by erroneous or excessive route guidance due to malfunction or failure of vehicle navigation systems or use of map (disk) data.

ETC devices

Insert the ETC card firmly, maintaining sufficient distance with other vehicles in the ETC lane, and slow down to 20 km/h or less before proceeding. ETC-equipped vehicle and cash payment vehicles travel at different speeds. Please be mindful of vehicles in adjacent lanes when leaving the toll gate.

Also, to prevent theft, please do not leave the ETC card inside the vehicle.

* When using ETC, please be sure to bring your own card.

We do not rent out child seats.

When travelling with a child under the age of 6, drivers are obligated to use auxiliary child equipment (child seats).

When travelling with a child under the age of 6, you must bring your own child seating.

Parking fines (please take care not to park illegally)

When a notice marking the vehicle as neglected is affixed during the rental period, we ask you to fully process the violation before returning the vehicle.

(1) We will contact you.

When informed of illegal parking by the police, we will contact you using the contact details you registered when renting the vehicle. Additionally, if the rental vehicle is moved by the police, we may collect the rental vehicle from the police ourselves at our discretion. The collection fee for this must be borne by the customer.

(2) Please attend at the police station.

Please appear at the police station listed on the violation notice.

You will be required to follow certain procedures and pay penalties, etc.

If an accident occurs ...

If an accident occurs, please take the following measures.

(Do not try to settle the matter on the spot!)

(1) Help any injured people

Take appropriate action, depending on the situation: for example, call an ambulance or take them to a nearby hospital yourself. Always accompany an injured person to a hospital, even for light injuries, and make sure they see a doctor.

(2) Contact the police

Even a phone call is ok. In order to get a "Traffic Accident Certificate" later, be sure to report all accidents to the police, even minor accidents.

Regardless whether any harm or damage was caused, always check the other person's name, address, contact information, etc. on their driver's license.

(3) Contact the rental car company

Please contact the store where you departed.

If you encounter a problem or the vehicle breaks down ...

If you experience any abnormality or malfunction of the vehicle, immediately stop driving and contact the store where you departed.

(1) Stop driving

If you experience any abnormality or malfunction of the vehicle, immediately stop driving.

(2) Contact the car rental company

Please contact the store where you departed.

Consult store staff about subsequent action to take.

If you have any other questions, please don't hesitate to inquire.

Fukuoka Rentacar VIP 092-710-9223