



TERMS AND CONDITIONS FOR RENTAL VEHICLE

CHAPTER 1 GENERAL RULES

Article 1 Application of the Terms and Conditions

1. Under these Terms and Conditions and the subsidiary rules of these Terms and Conditions prescribed pursuant to Article 40 (hereinafter referred to collectively as "Terms and Conditions, etc."), the Company shall rent a motor vehicle (hereinafter referred to as "Rental Vehicle") to the Renter, and the Renter shall rent such Rental Vehicle from the Company upon understanding and agreeing to the Terms and Conditions, etc. If the Renter designates a driver who is not the Renter pursuant to Article 8.3, the Renter shall make known the provisions in the Terms and Conditions, etc. which relate to such driver and cause such driver to comply with such provisions. Particulars not provided in the Terms and Conditions, etc. shall be construed in accordance with the subsidiary rules provided in laws, regulations and general customs.

2. The Company may enter into any special contract, provided that it is not contrary to the purport of the Terms and Conditions, etc., the laws, the administrative notices and general customs. In the event special contracts are entered into, such special contracts shall prevail over the Terms and Conditions, etc..

CHAPTER 2 RESERVATIONS

Article 2 Making Reservations

1. Provided that the Renter agrees to the Terms and Conditions and the price list, etc. as set forth separately, the Renter can, upon renting the Rental Vehicle, by the method provided separately, make reservations by specifying in advance the class of the Rental Vehicle, the commencement date and time of rental, the renting place, the period of rental, the returning place, the driver's name(s), use or non-use of a child seat or other accessories, and other rental conditions (hereinafter referred to as "Renting Conditions").

2. Upon receipt of the reservation from the Renter, the Company shall comply, in principle, with such reservation to the extent that the Rental Vehicle is available for such rental within the vehicles in possession of the Company. In such case, the Renter shall pay a separately stipulated reservation deposit unless the Company agrees otherwise.

Article 3 Change of Reservation

In the event that the Renter desires to change any of the Renting Conditions as described under Article 2.1, the Renter must obtain the consent of the Company in advance.

Article 4 Cancellations of the Reservations, Etc.



1. The Renter can cancel the reservation by the method provided separately.
2. The reservation shall be deemed to have been cancelled when the Renter does not commence the process of executing a rental agreement for renting a Rental Vehicle (hereinafter referred to as "Rental Agreement") within one hour from the reserved commencement time of rental due to its own cause.
3. In the event of Articles 4.1 and 4.2, the Renter shall pay a cancellation fee to the Company as separately stipulated. Upon receipt of the cancellation fee, the Company shall return to the Renter the reservation deposit received.
4. If the Company cancels the reservation or does not execute the Rental Agreement due to its own cause, the Company shall return to the Renter the reservation deposit received, and additionally pay a penalty to the Renter as provided separately.
5. If the Rental Agreement of the anticipated Rental Vehicle is not executed as a result of any occurrence of an accident, theft, non-return, a recall, or natural disaster or any other event, which is not attributable to the Renter or the Company, the reservation shall be deemed to have been cancelled. In such case, the Company shall return to the Renter the reservation deposit received.
6. If the Company cannot send a reservation confirmation e-mail to the Renter via the address provided by the Renter or is unable to contact the Renter by telephone, the Company reserves the right to cancel the reservation.

Article 5 Substitute for the Rental Vehicle

1. If the Company is unable to rent a vehicle of the same class that the Renter has reserved, the Company may offer to rent a vehicle of a different class (hereinafter referred to as "Substitute Vehicle").
2. If the Renter accepts the offer as provided in Article 5.1, the Company shall rent the Substitute Vehicle under the same Renting Conditions offered at the time of reservation other than the class of rental vehicle. If the rental charge for the Substitute Vehicle is higher than that of the vehicle class as reserved, the rental charge for the reserved vehicle class shall apply, and if the rental charge for the Substitute Vehicle is lower than that of the vehicle class as reserved, the rental charge for the vehicle class of the Substitute Vehicle shall apply.
3. The Renter may refuse to accept the offer for the Substitute Vehicle made in accordance with Article 5.1 and cancel the reservation.
4. In the case of Article 5.3, if the reason for the Company's failure to rent the Rental Vehicle is attributable to the Company, the cancellation shall be treated as a cancellation pursuant to Article 4.4, and the Company shall return to the Renter the reservation deposit received, and additionally pay a penalty to the Renter as provided separately.
5. In the case of Article 5.3, if the reason for the Company's failure to rent the Rental Vehicle



is not attributable to the Company, the cancellation shall be treated as a cancellation pursuant to Article 4.5, and the Company shall return to the Renter the reservation deposit received.

Article 6 Exemption

Except as otherwise stated in Articles 4 and 5, the Company and the Renter shall make no claims whatsoever against each other with respect to the cancellation of reservations or the non-execution of the Rental Agreement.

Article 7 Agency for Reservations

1. The Renter may make reservations through travel agents, business partners, etc. (hereinafter referred to as "Agent") who handle reservation services on behalf of the Company.
2. The Renter who has made reservations through the Agent as described under Article 7.1 may apply for change or cancellation of such reservations only through the said Agent.

CHAPTER 3 RENTALS

Article 8 Execution of the Rental Agreement

1. The Renter shall specify the Renting Conditions set forth in Article 2.1, and the Company shall specify the rental charges set forth in these Terms and Conditions and the price list, etc., and the Rental Agreement shall be executed when the Renter and the Company agree on the Renting Conditions and the rental charges. However, this shall not apply where no vehicle is available for rental or where the Renter or the driver falls under any of the provisions of Article 9.1 or 9.2.

2. Upon execution of the Rental Agreement, the Renter shall pay the rental charge set forth in Article 11.1 to the Company.

3. Based on the Basic Instructions issued by the competent authority (※1), the Company shall require the Renter, at the time of execution of the Rental Agreement, to present the driver's license of the driver(s) designated by the Renter (hereinafter referred to as the "Driver"), and may also require a photocopy thereof, in order to enter the name and address of the Driver and the type and number of the driver's license (※2) in the rental transaction register (original rental sheet) and in the rental vehicle certificate in accordance with Article 14.1. In such case, if the Renter is the Driver, the Renter shall present his/her own driver's license and may also be required to submit a photocopy thereof; if the Renter is not the Driver, the Driver shall present his/her own driver's license and may also be required to submit a photocopy thereof.

(*1) The Basic Instructions issued by the competent authority refer to Articles 2(10) and 2(11) of the "Basic Instruction concerning Rental Vehicles" issued by the Director of the Automobile Bureau of the Ministry of Land, Infrastructure and Transport on June 13, 1995, under Ji-Ryo No. 138.



(*2) "Driver's license" means a driver's license in the form prescribed by Article 19 of the Enforcement Rules of the Road Traffic Law, among the driver's licenses provided in Article 92 of the Road Traffic Law. An international driving permit or foreign driver's license recognized under Article 107.2 of the Road Traffic Law shall also be deemed a quasi-driver's license.

4. Upon execution of the Rental Agreement, the Company may request that the Renter and the Driver present additional identification documents designated by the Company in addition to the driver's license, and the Company may make photocopies of such documents.

5. Upon execution of the Rental Agreement, the Company may request that the Renter and the Driver provide a mobile phone number or other means of contact for communication during the rental period.

6. Upon execution of the Rental Agreement, the Company may require the Renter to make payment by credit card or cash, or may designate another method of payment.

7. The Renter may not extend the rental period after execution of the Rental Agreement. In such case, Article 4.5 shall apply to the handling of the reservation deposit.

Article 9 Refusal to Execute the Rental Agreement

1. In the event that the Renter or the Driver falls under any of the provisions set forth below, the Rental Agreement shall not be executed.

(1) If the driver's license required to operate the Rental Vehicle is not presented to the Company, or if the Renter or the Driver does not consent to the submitting of a copy of the driver's license of such Driver even though the Company has made a request thereof.

(2) If the Renter or the Driver is deemed to be under the influence of alcohol.

(3) If the Renter or the Driver presents toxic symptoms due to narcotics, stimulant drugs, thinner, etc.

(4) If the Renter or the Driver intends to accompany children under the age of 6 notwithstanding the fact the Renter or the Driver fails to install a child seat in the Rental Vehicle.

(5) If the Company determines that the Renter or the Driver is a member of a crime syndicate or a crime syndicate-related organization, or associated therewith, or a member of other antisocial organizations.

2. In the event that the Renter or the Driver falls under any of the provisions set forth below, the Company shall reserve the right to refuse to execute the Rental Agreement.

(1) If the Driver designated at the time of reservation differs from the Driver at the time of the execution of the Rental Agreement.

(2) If the Renter or the Driver has defaulted on the payment of rental charges or other payments owed to the Company with respect to past rentals.



- (3) If the Renter or the Driver acted in contravention of Article 17 with respect to past rentals.
- (4) If the Renter or the Driver committed any of the acts provided in Article 18.6 or Article 25.1 with respect to past rentals (including rentals from other car rental companies).
- (5) If the Renter or the Driver had automobile insurance coverage refused with respect to past rentals due to any violation of the terms and conditions for rental or the insurance policies.
- (6) If the Renter or the Driver used any violent acts or statements or demanded any burden exceeding a reasonable range against employees or other related parties of the Company in relation to a transaction with the Company.
- (7) If the Renter or the Driver damaged the credit of the Company or interfered with the business of the Company by spreading false information, or by use of fraudulent means or force.
- (8) If the Renter or the Driver does not meet any conditions as separately prescribed.
- (9) If the Company otherwise determines inappropriate.

3. If a reservation already exists with the Renter in case of Article 9.1 or 9.2, the reservation shall be deemed to have been cancelled, and if the Renter has paid the cancellation fee as stated in Article 4.3, the Company shall return to the Renter the reservation deposit received.

Article 10 Formation of the Rental Agreement, Etc.

1. The Rental Agreement shall be formed when the Renter pays the rental charge to the Company and the Company delivers the Rental Vehicle to the Renter. In such case, the reservation deposit received shall be allotted as part of the rental charge.
2. The delivery as described under Article 10.1 shall take place at the commencement date and time of rental as specified in Article 2.1 and at the renting place as specified in Article 2.1.

Article 11 Rental Charges

1. The rental charges shall consist of the following amounts, and the Company shall specify each amount and the basis for its calculation in the price list:
 - (1) basic rental charge;
 - (2) enrollment fee for optional Collision Damage Waiver;
 - (3) optional fees;
 - (4) drop-off charge;
 - (5) fuel charge;
 - (6) delivery/collection charge; and
 - (7) other charges.
2. The basic rental charge shall be the rental rate filed by the Company with the Director of the Land Transport Office of the District Bureau of Transport and in effect at the time of rental.
3. If the rental charge is changed after a reservation has been made pursuant to Article 2, the



lower of the rental charge in effect at the time of reservation and the rental charge in effect at the time of rental shall apply.

Article 12 Changes in Renting Conditions

1. If the Renter desires to change the Renting Conditions as set forth in Article 8.1 after the execution of the Rental Agreement, the Renter must obtain the prior consent of the Company.
2. The Company may not consent to a change to the Renting Conditions as described under Article 12.1 if such change interferes with the Company's renting operations.

Article 13 Inspection/Maintenance and Confirmation

1. The Company shall rent the Rental Vehicle after conducting necessary periodic inspection and maintenance as stipulated in Article 48 of the Road Transport Vehicle Law (Periodic Inspection and Maintenance).
2. The Company shall conduct necessary inspection and maintenance as stipulated in Article 47.2 of the Road Transport Vehicle Law (Daily Inspection and Maintenance).
3. The Renter or the Driver shall confirm that the Rental Vehicle has been duly inspected and maintained under Articles 13.1 and 13.2 and that the Rental Vehicle is free from defects by inspection of the exterior and the accessories of the Rental Vehicle, and that the Rental Vehicle otherwise meets the Renting Conditions.
4. In the event that any defects are detected in the Rental Vehicle upon the checkup under Article 13.3, the Company shall immediately perform necessary repairs, maintenance, etc.

Article 14 Issuance and Carrying of the Rental Vehicle Certificate, etc.

1. At the time of delivery of the Rental Vehicle, the Company shall issue to the Renter a designated certificate of rental vehicle in written form (including in electromagnetic form such as email) stating the matters set forth by the Director-General of the District Transport Bureau.
2. The Renter or the Driver must carry (including carrying by way of electromagnetic record) the rental vehicle certificate issued in accordance with Article 14.1 while using the Rental Vehicle.
3. The Renter or the Driver shall immediately notify the Company if the Renter or the Driver loses the rental vehicle certificate.
4. The Renter or the Driver must return the rental vehicle certificate when returning the vehicle.

CHAPTER 4 USE

Article 15 Managerial Responsibilities, etc.

1. During the period from delivery of the Rental Vehicle until its return to the Company (hereinafter referred to as the "period of use of the Rental Vehicle"), the Renter or the Driver



shall use and manage the Rental Vehicle with the care of a prudent manager.

2. When using the Rental Vehicle, the Renter or the Driver shall comply with all laws, regulations, these Terms and Conditions, subsidiary rules, operating manuals, and any other instructions provided by the Company.

Article 16 Daily Inspections and Maintenance

During the period of use of the Rental Vehicle, the Renter or the Driver must conduct necessary daily inspection and maintenance of the Rental Vehicle before use as set forth in Article 47.2 of the Road Transport Vehicle Law (Daily Inspection and Maintenance).

Article 17 Prohibited Acts

1. During the period of use of the Rental Vehicle, the Renter or the Driver shall not engage in any of the following acts:

- (1) using the Rental Vehicle for automobile transportation business or similar purposes without obtaining the Company's consent or any permission required under the Road Transport Law;
- (2) using the Rental Vehicle for purposes other than those specified, or allowing any person other than the Driver specified on the rental vehicle certificate under Article 8.3 or a person approved by the Company to drive the Rental Vehicle;
- (3) subleasing the Rental Vehicle, offering it as security, or engaging in any other act that would infringe the Company's rights;
- (4) falsifying or altering the automobile registration number plate or license plate of the Rental Vehicle, or changing the original form of the Rental Vehicle by rebuilding, remodeling, or other modification;
- (5) using the Rental Vehicle for any kind of test, race, or competition, or for towing or pushing another vehicle, without obtaining the Company's consent;
- (6) using the Rental Vehicle in violation of laws and regulations or contrary to public order and morals;
- (7) obtaining damage insurance for the Rental Vehicle without obtaining the Company's consent;
- (8) removing car navigation systems, audio systems, or other equipment installed in the Rental Vehicle, or using tools, equipment, or other items in the vehicle for purposes unrelated to the Rental Vehicle;
- (9) bringing pets into the Rental Vehicle without permission, or, even when permission is granted, allowing pets out of their cages inside the vehicle;
- (10) taking the Rental Vehicle out of Japan; or
- (11) otherwise acting in violation of the Renting Conditions set forth in Article 8.1.

2. The Company may initiate legal proceedings if any of Articles 17, 18, or 25 applies and the



conduct constitutes a violation of criminal law.

Article 18 Measures in Case of Illegal Parking, etc.

1. If the Renter or the Driver illegally parks the Rental Vehicle during the period of use of the Rental Vehicle in violation of the Road Traffic Law, the Renter or the Driver shall appear at the police station having jurisdiction over the relevant district and promptly pay the fine for such illegal parking, as well as any towing, storage, retrieval, and related charges arising from such illegal parking.

2. If the police notify the Company of illegal parking of the Rental Vehicle by the Renter or the Driver, the Company shall contact the Renter or the Driver and instruct him or her to move or retrieve the Rental Vehicle promptly and to appear at the relevant police station by the expiration of the rental period or by the time specified by the Company in order to complete the legally required procedures, and the Renter or the Driver shall comply. If the police tow the Rental Vehicle, the Company may, at its discretion, retrieve the Rental Vehicle from the police.

3. After giving instructions under Article 18.2, the Company may, at its discretion, confirm the status of the legally required procedures by checking the traffic violation notice, payment notice, receipt for payment of the fine, or other documents. If the required procedures have not been completed, the Company shall continue to instruct the Renter or the Driver under Article 18.2 until they are completed. In addition, the Company may require the Renter or the Driver to sign a prescribed document (hereinafter referred to as the "Acknowledgement Letter") stating that he or she admits the illegal parking, will appear at the police station, and will comply with the related laws and regulations, and the Renter or the Driver shall comply.

4. If the Company deems it necessary, it may cooperate with the police in pursuing the responsibility of the Renter or the Driver in connection with the illegal parking, including by submitting to the police documents containing personal information, excluding the Social Security and Taxation Number (hereinafter referred to as the "Individual Number"), such as the Acknowledgement Letter or the rental vehicle certificate. The Company may also take necessary legal measures, such as submitting to the Public Safety Commission documents containing personal information, including, but not limited to, a letter of explanation, the Acknowledgement Letter, the rental vehicle certificate, and other documents set forth in Article 51.4(6) of the Road Traffic Law, and reporting the facts of the illegal parking. The Renter or the Driver consents to such actions by the Company.

5. If the Company receives an order for payment of a fine for illegal parking under Article 51.4(1) of the Road Traffic Law and pays such fine on behalf of the Renter or the Driver, or if the Company incurs any expenses in searching for the Renter or the Driver or in retrieving the Rental Vehicle, the Company may claim such amounts (hereinafter referred to as the



"Illegal Parking Related Expenses") from the Renter. In such case, the Renter shall pay the Illegal Parking Related Expenses to the Company by the due date designated by the Company. If the Renter has paid the full amount claimed by the Company under this paragraph, and the order for payment of the illegal parking fine is subsequently rescinded and the Company is refunded the fine due to later payment by the Renter or the Driver, prosecution, or otherwise, the Company shall return to the Renter the amount equivalent to the refunded fine out of the Illegal Parking Related Expenses already received.

6. If the Company receives an order for payment of a fine for illegal parking as described in Article 18.5, or if the Renter fails to pay the amount provided in Article 18.5 by the due date designated by the Company, the Company may take measures such as registering the Renter's name, date of birth, driver's license number, etc. in the information management system of the All Japan Rent-A-Car Association (hereinafter referred to as the "All Japan Rent-A-Car System"), and the Renter consents to such measures.

Article 19 GPS System

1. The Renter and the Driver acknowledge and agree that the Rental Vehicle may be equipped with a global positioning system (hereinafter referred to as the "GPS System"), that the current location, travel route, and other data of the Rental Vehicle may be recorded on a system designated by the Company, and that the Company may use such recorded information for the following purposes:

(1) to confirm the return of the Rental Vehicle to the specified place upon termination of the Rental Agreement;

(2) to confirm the current location and other data of the Rental Vehicle when Article 25.1 applies or otherwise when necessary for management of the Rental Vehicle or performance of the Rental Agreement; and

(3) to improve the quality of products and services provided to the Renter and the Driver and to conduct marketing analysis for improving customer satisfaction, after processing the information into a form in which individuals cannot be identified.

2. The Renter and the Driver acknowledge and agree that, if the Company is required to disclose, under laws and regulations, information recorded by the GPS System, or receives a request or order for disclosure from a court, administrative body, or other public authority, the Company may disclose such information to the extent necessary.

Article 20 Dashboard Camera (Drive Recorder)

1. The Renter and the Driver acknowledge and agree that the Rental Vehicle may be equipped with a dashboard camera, that the driving conditions of the Renter and the Driver will be recorded, and that the Company may use such recorded information for the following purposes.



- (1) To confirm the circumstances of an accident when an accident occurs.
 - (2) To confirm the driving conditions of the Renter and the Driver when necessary for the management of the Rental Vehicle or the performance of the Rental Agreement, etc.
 - (3) To use for the improvement of the quality of products, services, etc. provided to the Renter and Driver and marketing analyses for the improvement of customer satisfaction, etc. after processing the information into a form in which individuals cannot be identified or specified.
2. The Renter and the Driver acknowledge and agree that, if the Company is required to make disclosure under laws and regulations or receives disclosure requests or orders from courts, administrative bodies or other public agencies with respect to the information recorded by the dashboard camera referred to in Article 20.1, the Company may disclose such information within the extent necessary.

CHAPTER 5 RETURN

Article 21 Responsibility for the Return of the Rental Vehicle

1. The Renter or the Driver shall return to the Company the Rental Vehicle at the specified returning place at or before the expiration of the rental period.
2. The Renter shall compensate the Company for all damages caused to the Company if the Renter or the Driver is in violation of Article 21.1.
3. In the event that the Renter or the Driver fails to return the Rental Vehicle during the rental period due to a natural disaster or any other force majeure event, the Renter or the Driver shall not be liable for the damages arising from such cause. In this case, the Renter or the Driver shall immediately contact the Company and follow the instructions given by the Company.

Article 22 Check of the Rental Vehicle at the Time of Return, etc.

1. The Renter or the Driver shall return the Rental Vehicle in the presence of a representative of the Company. In such case, the Renter or the Driver shall return the vehicle in the same conditions as of the commencement of rental, except for the existence of ordinary wear and tear arising from normal use.
2. The Renter or the Driver, at the time of return of the Rental Vehicle, shall confirm that no articles belonging to the Renter or the Driver or any of the passengers have been left behind in the Rental Vehicle. The Company shall not be responsible for the safekeeping of the property left behind after the vehicle has been returned.

Article 23 Rental Charge for Rental Period Change

1. If the Renter changes the rental period in accordance with Article 12.1, the Renter shall pay the rental charge corresponding to the revised rental period.
2. If the Renter exceeds the rental period without permission under Article 12 and returns the



Rental Vehicle late, the Renter shall, in addition to the charge described in the preceding paragraph, pay a penalty equal to 300% of the extension fee based on the extension period.

Article 24 Returning Place, etc.

1. If the Renter changes the specified returning place in accordance with Article 12.1, the Renter shall bear the expenses required for forwarding the Rental Vehicle due to the change of the returning place.

2. In the event that the Renter returns the Rental Vehicle to any place other than the specified returning place without the consent of the Company under Article 12.1, the Renter shall pay the penalty for changing the returning place as follows:

Penalty for Changing the Returning Place = Expenses required for forwarding the Rental Vehicle due to the change of the returning place x 300%.

Article 25 Liquidation

1. The Renter shall immediately pay to the Company any unsettled charges such as extension fees, change of return location penalty fees, etc. (hereinafter referred to as "Unsettled Charges") at the time of return of the Rental Car.

2. If gasoline or other fuel is not replenished at the time of return of the rental car, the Renter shall immediately pay to the Company an amount calculated in accordance with the Company's prescribed conversion table based on the distance traveled during use (hereinafter referred to as the "Fuel Refund").

Article 26 Measures in Case of Non-Return

1. If the Renter or the Driver does not return the Rental Vehicle to the specified return place by the expiration of the rental period, fails to comply with the Company's request for its return, or if the Company determines that return is impossible because the whereabouts of the Renter or the Driver are unknown or for any other reason, the Company may take legal measures, including filing a criminal complaint. The Company may also report the non-return to the All Japan Rent-A-Car Association and take measures such as registration in the Association's system, and the Renter consents to such measures.

2. In the event of non-return of the Rental Vehicle as provided in Article 26.1, the Company may take all necessary measures to locate the vehicle, including, but not limited to, contacting the family members and relatives of the Renter or the Driver, contacting the workplace of the Renter or the Driver, and using the GPS System.

3. If Article 26.1 applies, the Renter shall be liable for all damages caused to the Company pursuant to Article 31 and shall also bear all expenses incurred by the Company in recovering the Rental Vehicle and searching for the whereabouts of the Renter or the Driver.

CHAPTER 6 MEASURES IN CASE OF BREAKDOWNS, ACCIDENTS OR THEFTS



Article 27 Measures in Case Breakdowns Are Found

If the Renter or the Driver discovers any abnormality or breakdown in the Rental Vehicle during the period of use of the Rental Vehicle, the Renter or the Driver shall immediately discontinue operation, contact the Company, and follow the instructions given by the Company.

Article 28 Measures in Case of Accidents

1. If the Rental Vehicle is involved in an accident during the period of use of the Rental Vehicle, the Renter or the Driver shall immediately discontinue operation, take the measures required by laws and regulations regardless of the seriousness of the accident, and also take the following measures:

- (1) immediately report the circumstances of the accident to the Company and follow the instructions given by the Company;
- (2) if the Rental Vehicle is to be repaired in accordance with the Company's instructions, such repair shall be carried out by the Company or at a repair facility designated by the Company, unless the Company agrees otherwise;
- (3) cooperate with the Company and the insurance company with which the Company has entered into a contract in investigating the accident, and submit the necessary documents and other materials without delay; and
- (4) obtain the prior consent of the Company before entering into any settlement or other agreement with the other party to the accident.

2. In addition to taking the measures set forth in Article 28.1, the Renter or the Driver shall handle and resolve the accident at his or her own responsibility.

3. The Company shall provide the Renter or the Driver with advice on handling the accident and cooperate with the Renter or the Driver in resolving it.

Article 29 Measures in Case of Theft

1. The Renter or the Driver shall take the following measures in the event that the Rental Vehicle is stolen or otherwise damaged during the period of use of the Rental Vehicle.

- (1) Immediately report to the nearest police, and notify the Company of the situation of the damage, etc. and follow the instructions given by the Company.
- (2) Repairs to the rental car shall be made at a factory designated by the Company, unless otherwise approved by the Company.
- (3) Cooperate with the Company and the insurance company with which the Company has entered into a contract in the investigation of the theft and other damages, and submit without delay the necessary documents, etc.

Article 30 Termination of the Rental Agreement due to Non-Usability of the Rental Vehicle

1. In the event that the Renter or the Driver cannot continue using the Rental Vehicle due to



breakdown, accident, theft or any other cause (hereinafter referred to as "Breakdown, etc.") during the period of use of the Rental Vehicle, the Rental Agreement shall terminate.

2. In case of Article 30.1, the Renter shall bear the costs for collection, repair, etc. of the Rental Vehicle, and the Company shall not return to the Renter the rental charge received.

3. In the event that the Breakdown, etc. is caused by defects, flaws or other noncompliance of the Rental Vehicle with the Renting Conditions existing prior to its delivery to the Renter, a new Rental Agreement shall be deemed to have been executed, and the Renter may be provided with a Substitute Vehicle from the Company. Article 5.2 shall apply mutatis mutandis with regard to the rental conditions of the Substitute Vehicle.

4. In the event that the Renter is not provided the Substitute Vehicle under Article 30.3, the Company shall return to the Renter the rental charge received in full. The same shall apply if the Company is unable to provide a Substitute Vehicle.

5. In the event that the Breakdown, etc. is due to causes not attributable to the Renter, the Driver or the Company, the Company shall return to the Renter the remaining balance of the rental charge received after deducting the portion of the rental charge which corresponds to the period from the commencement of rental to the termination of the Rental Agreement.

6. Except for the measures set forth in this Article 30, the Renter or the Driver shall make no other claims against the Company with respect to damages or losses arising out of the unavailability of the Rental Vehicle.

CHAPTER 7 COMPENSATION AND INDEMNIFICATION

Article 31 Compensation and Business Indemnification

1. If the Renter or the Driver causes damage to the Company or a third party during the period of use of the Rental Vehicle, the Renter shall be liable to compensate for such damage.

2. If the Renter is liable for damages pursuant to Article 31.1, the Renter shall compensate the Company, in accordance with the price list, etc., for business losses resulting from the loss of use of the Rental Vehicle due to accident, theft, breakdown, defacement, or odor affecting the Rental Vehicle.

3. The Renter or the Driver shall compensate the Company for any damage caused to a third party or the Company by the intentional or negligent act of the Renter or the Driver in connection with use of the Rental Vehicle.

Article 32 Insurance and Indemnification

1. In the event that the Renter is liable for compensation as stipulated in Article 28.1 or 28.3 or the Driver is liable for compensation as stipulated in Article 30.3, insurance payment or indemnification payment shall be paid in accordance with the liability insurance contract which the Company has executed with regard to the Rental Vehicle or the Company's



indemnification system, but not exceeding the following limits:

- (1) Bodily Injury/Death: Per Person - Unlimited (including automobile liability insurance policy)
- (2) Property Damage: Per Accident - Unlimited (Deductible/¥200,000)
- (3) Rented Vehicle: Per Accident - Market Value (Deductible/¥200,000)
- (4) Personal Injury Protection Coverage: Per Person - Maximum ¥10 Million

2. The insurance payment or indemnification payment as set forth in Article 32.1 will not be paid if any of the exemption clauses in the liability insurance or indemnification policy is applicable.

3. Any damage for which insurance or compensation is not paid and any damage in excess of the compensation limit shall be borne entirely by the Renter or the Driver. The same shall apply to the lessee only when the lessee is liable for compensation under Paragraph 1 or 3 of the preceding Article, and to the driver only when the driver is liable for compensation under Paragraph 3 of the preceding Article. The same applies to Paragraph 5 of this Article.

4. Notwithstanding the provisions of the preceding Paragraph 3, in the event that the Company has paid the amount of damages owed by the Renter or the Driver, the Renter or the Driver shall immediately reimburse the Company for the amount paid by the Company.

5. The amount of the deductible in Article 32.1 shall be borne by the Renter or the Driver. However, in the event the Renter has enrolled in the indemnity compensation system and paid the indemnity compensation fee at the time of the rental agreement, and in the event of an accident not reported to the police or the Company, an accident for which no insurance or compensation payment is made, an accident occurring after rental under Article 9.1, Items 1 through 4 or Article 17, or an accident occurring during the rental period (in the event that the rental period has been changed with the Company's consent pursuant to Article 12.1, the rental period after such change shall apply. If the rental period has been changed with the Company's consent in accordance with Article 12.1, the rental period shall be the rental period after such change.) In the event that the accident does not fall under any of the following items, the Company shall bear the amount of such deductible.

CHAPTER 8 TERMINATION OF THE RENTAL AGREEMENT

Article 33 Termination of the Rental Agreement

1. If the Renter or the Driver, during the period of use of the Rental Vehicle, violates these Terms and Conditions, or if it falls under any of the cases stipulated in Article 9.1, the Company may terminate the Rental Agreement without any notification or reminder whatsoever and immediately demand that the Renter or the Driver return the Rental Vehicle. In such case, the Company shall not return the rental charge for the Rental Vehicle already



received.

2. In the case of Article 33.1, the Company shall return to the Renter the balance of the rental charges received, after deducting the respective amounts corresponding to the period from the time of rental to the time of cancellation.

3. The Renter shall pay the Company for any damages incurred by the Company in the event of the cancellation described in Article 33.2.

Article 34 Halfway Cancellation

1. Even during the period of use of the Rental Vehicle, the Renter may terminate the Rental Agreement upon obtaining the consent of the Company. In such case, the Company shall return to the Renter the remaining balance of the rental charge received after deducting the portion of the rental charge which corresponds to the period from the commencement of rental to the return of such amount. However, if the difference between the originally contracted usage time and the actual usage time is less than 24 hours, the Company shall not refund this amount.

2. The Renter shall immediately pay to the Company any unsettled sums or fuel settlement charges, if any, in accordance with Article 25.

CHAPTER 9 PERSONAL INFORMATION

Article 35 Purpose of Use of Personal Information

1. The Company obtains and uses the personal information of the Renter or the Driver for the following purposes:

(1) to carry out legally required matters as a condition of its business permit, including, but not limited to, preparing the rental vehicle certificate at the time of execution of the Rental Agreement, as an authorized operator of the vehicle rental business pursuant to Article 80.1 of the Road Transport Law;

(2) to introduce rental cars, used cars, and other products offered by the Company, provide related services, and notify the Renter or the Driver of various events, campaigns, and similar matters by sending promotional materials, e-mails, or other communications;

(3) to verify the identity of the Renter or the Driver or conduct screening upon execution of the Rental Agreement;

(4) to conduct questionnaire campaigns targeting the Renter or the Driver in order to plan and develop new products and services to be offered by the Company or to study ways to enhance customer satisfaction; and

(5) to statistically compile and analyze personal information (excluding individual numbers) and prepare statistical databases in a form that does not identify any individual.

2. If the Company intends to obtain personal information (excluding personal numbers) of



the Renter or the Driver for any purpose not stated in Article 35.1, the Company shall specify such purpose in advance.

Article 36 Consent to Registration and Use of Personal Information

If the Driver or the Renter falls under Article 18.7 or Article 26.1, the personal information of the Driver or the Renter, including, but not limited to, the name, date of birth, and driver's license number, may be registered in the system of the All Japan Rent-A-Car Association for a period not exceeding seven years.

CHAPTER 10 MISCELLANEOUS

Article 37 Agent Rental

These Terms and Conditions shall also apply when the Company, as the owner of the Rental Vehicle, entrusts another company to rent out the Rental Vehicle on its behalf and the Rental Vehicle is rented to the Renter through such company.

Article 38 Off-Setting

The Company may, at any time, set off any monetary obligation owed by the Renter to the Company under these Terms and Conditions against any monetary obligation owed by the Company to the Renter.

Article 39 Consumption Tax

The Renter shall pay to the Company consumption tax (including local consumption tax) imposed on the rental transaction under these Terms and Conditions.

Article 40 Default Charge

If the Renter or the Company fails to perform any monetary obligation under these Terms and Conditions, the defaulting party shall pay the other party a default charge at the rate of 14.6% per annum.

Article 41 Versions in Japanese and in English

In the event of any discrepancy between the Japanese version of these Terms and Conditions and the English translation, the Japanese version shall prevail.

Article 42 Terms and Conditions and Subsidiary Rules

1. The Company may separately prescribe subsidiary rules for these Terms and Conditions, and such subsidiary rules shall have the same effect as these Terms and Conditions.
2. The Company shall display these Terms and Conditions and the subsidiary rules at its rental offices and publish them in brochures issued by the Company, the price list, the website, and other materials. The same shall apply to any amendments thereto.

Article 43 Agreement on Competent Court

Should any dispute arise with regard to the rights and obligations under these Terms and Conditions, the competent court shall be the Summary Court having territorial jurisdiction over the main office, branch office or any business office of the Company, regardless of the



claimed amount.

SUPPLEMENTARY PROVISIONS

These Terms and Conditions shall be effective from January 1, 2022.