

Car-Sharing Rental Car Terms and Conditions

Revised November 1, 2026

For an illustrated explanation of insurance and coverage, see our [coverage page](#).

This English version is a translation provided for reference. If there is any discrepancy between this translation and the Japanese version, the Japanese version shall prevail.

Chapter 1: General Provisions

Article 1 (Application of the Terms)

1. Heart Route Co., Ltd. (hereinafter the "Company") shall rent rental vehicles (hereinafter "Car-Sharing Vehicles") kept at storage locations designated by the Company (hereinafter "Depots") to the Renter in accordance with these Terms and Conditions of Rental (hereinafter the "Terms") and the Detailed Rules, and the Renter shall rent them. Matters not provided for in the Terms shall be governed by the laws and regulations of Japan (hereinafter "Laws") or general custom.
2. The Company may agree to special terms to the extent that they do not conflict with the purpose of the Terms, Laws, administrative notices or general custom. Where special terms are agreed, such special terms shall prevail over the Terms.
3. In implementing the Terms, the Company may separately establish Detailed Rules, conditions of use, etc. and publish them on the Company's website or application, and the Renter shall comply with such Detailed Rules, conditions of use, etc.

Chapter 2: Reservations

Article 2 (Application for Reservation)

1. When renting a Car-Sharing Vehicle, the Renter may, after agreeing to the Terms and the Company's prescribed rate table, etc., apply for a reservation by the method designated by the Company (including electronic methods such as the website, application and social media), specifying in advance the vehicle class, rental start date and time, pick-up location, rental period, return location, driver(s) and other rental conditions (hereinafter "Rental Conditions").

2. Upon receiving an application for a reservation from the Renter, the Company shall, in principle, accept the reservation within the range of Car-Sharing Vehicles it owns. In this case, unless otherwise specifically approved by the Company, the Renter shall pay the rental fee or reservation deposit prescribed by the Company (hereinafter the "Deposit").

Article 3 (Change of Reservation)

1. If the Renter wishes to change the Rental Conditions set forth in the preceding Article before the conclusion of the rental agreement, the Renter shall obtain the Company's prior consent.

Article 4 (Cancellation of Reservation, etc.)

1. The Renter may cancel a reservation by the method prescribed by the Company.
2. If the Renter does not start using the vehicle by the reserved rental start time without contacting the Company in advance, the reservation shall be deemed cancelled unless otherwise specifically approved by the Company.
3. In the cases of the preceding two paragraphs, the Renter shall immediately pay the Company the reservation cancellation fee (cancellation charge) prescribed by the Company, and upon receipt of such fee, the Company shall refund to the Renter the rental fee or Deposit already received.
4. If a reservation is cancelled or a rental agreement is not concluded for reasons attributable to the Company, the Company shall refund to the Renter the rental fee already received.
5. If a rental agreement is not executed due to an accident, theft, non-return, recall, natural disaster or any other cause not attributable to either the Renter or the Company, the reservation shall be deemed cancelled.
6. Except as provided in the Terms, neither the Company nor the Renter shall make any claim against the other with respect to a rental agreement not being executed.

Article 5 (Exemption from Liability)

Except as provided in Article 4 of the Terms, neither the Company nor the Renter shall make any claim against the other with respect to the cancellation of a reservation or a rental agreement not being concluded.

Article 6 (Reservation Agents)

1. The Renter may apply for a reservation through a travel agency or partner company that handles reservations on behalf of the Company (hereinafter an "Agent").
2. A Renter who has applied to an Agent pursuant to the preceding paragraph may request a change or cancellation of the reservation only through such Agent, and any change of the reservation shall require the Company's consent obtained through such Agent.

Chapter 3: Rental

Article 7 (Conclusion of Rental Agreement)

1. The Renter shall specify the Rental Conditions set forth in Article 2 of the Terms, and the Company shall specify the rental conditions by means of the contract, the Terms, etc. The rental agreement may be concluded by the method prescribed by the Company (including electronic methods). However, this shall not apply where the Renter or driver falls under any item of Article 8, Paragraph 1 or Paragraph 2 of the Terms.
2. When concluding a rental agreement, the Renter shall pay the Company the rental fee or Deposit set forth in Article 10 of the Terms by the method prescribed by the Company (including credit card, electronic payment and other prepayment methods).
3. In accordance with notices of the Ministry of Land, Infrastructure, Transport and Tourism, and in order to record the driver's name, address, type of driver's license and license number in the rental register (rental ledger) and the rental certificate provided for in Article 13, the Company shall, upon conclusion of the rental agreement, require the Renter to present the driver's license of the driver and submit a copy thereof. The presentation of the driver's license and submission of a copy thereof may be made by sending image data or by any other electronic method approved by the Company.
4. Upon conclusion of the rental agreement, the Company may require the Renter and driver to submit a passport or other identification documents in addition to the driver's license, and may make copies of the documents submitted.
5. Upon conclusion of the rental agreement, the Company shall require the Renter and driver to provide a mobile phone number or other contact details.
6. Upon conclusion of the rental agreement, the Company may require the Renter to pay the rental fee or Deposit in cash, by credit card or by another payment method, and may designate the payment method.

Article 8 (Refusal to Conclude Rental Agreement)

1. If the Renter or driver falls under any of the following items, no rental agreement may be concluded, and the reservation may be cancelled.
 - 1) When the Renter or driver does not hold a driver's license, etc. required to drive the Car-Sharing Vehicle to be rented, or does not present the driver's license, etc. or submit a copy thereof to the Company
 - 2) When the Renter or driver is found to be under the influence of alcohol
 - 3) When the Renter or driver is found to show symptoms of intoxication by narcotics, stimulants, paint thinner, etc.

- 4) When a child under 6 years of age will ride in the vehicle without a child seat
 - 5) If the Car-Sharing Vehicle is a motorcycle, when less than one year has passed since obtaining the relevant license, or when, even if one year or more has passed, there are concerns about the person's riding proficiency
 - 6) When the Renter or driver is found to be a member of or associated with a designated organized crime group or related organization, or to belong to any other anti-social organization
 - 7) When, in connection with transactions with the Company, the Renter or driver has committed violent acts against the Company's employees or other related persons, demanded burdens exceeding a reasonable scope, or used violent acts or language
 - 8) When the Renter or driver has spread rumors or used fraudulent means or force to damage the Company's credibility or obstruct its business
2. If the Renter or driver falls under any of the following items, the Company may refuse to conclude a rental agreement.
- 1) When the driver at the time of rental differs from the driver specified at the time of reservation
 - 2) When the Renter or driver does not comply with the requests set forth in Article 7 of the Terms
 - 3) When, in a past rental, the Renter or driver has been delinquent in paying rental fees or other debts owed to the Company
 - 4) When, in a past rental, the Renter or driver committed any of the acts listed in the items of Article 17 of the Terms
 - 5) When, in a past rental, automobile insurance was not applied
 - 6) When there is no vehicle available for rental
 - 7) When any other conditions prescribed by the Company are not satisfied
3. In the cases of the preceding two paragraphs, if a reservation has already been made with the Renter, it shall be treated as cancelled, and the Renter shall immediately pay the Company the reservation cancellation fee prescribed by the Company. Upon receipt of such fee from the Renter, the Company shall refund to the Renter the rental fee or Deposit already received.

Article 9 (Formation of Rental Agreement, etc.)

The rental agreement shall be formed when the Renter completes payment of the rental fee or Deposit by the method prescribed by the Company, or when the Company expresses its acceptance of the application for the agreement by the prescribed method.

Article 10 (Rental Fees)

1. The rental fee means the total of the following charges, and the Company shall separately specify each amount or the basis of its calculation.
 - 1) Basic fee
 - 2) Collision damage waiver fee
 - 3) Equipment usage fee
 - 4) One-way fee
 - 5) Out-of-hours fee
 - 6) Other fees prescribed by the Company
2. The basic fee shall be the rate that the Company has filed with the Director of the District Transport Bureau and applies at the time of rental of the Car-Sharing Vehicle. If the rental fee is revised after a reservation under the Terms has been completed, the rental fee shall be the price set out in the rate table applied at the time of reservation.

Article 11 (Change of Rental Conditions)

1. If the Renter wishes to change the Rental Conditions set forth in Article 7, Paragraph 1 of the Terms after the conclusion of the rental agreement, the Renter shall obtain the Company's prior consent.
2. The Company may refuse to consent to a change under the preceding paragraph if such change would interfere with the Company's rental operations.
3. The Renter shall pay the change fee prescribed by the Company when changing the Rental Conditions.

Article 12 (Inspection, Maintenance and Confirmation)

1. The Company shall rent Car-Sharing Vehicles that have undergone the inspections prescribed in Article 47-2 (daily inspection and maintenance) and Article 48 (periodic inspection and maintenance) of the Road Transport Vehicle Act and any necessary maintenance.
2. The Renter or driver shall confirm that the inspection and maintenance set forth in the preceding paragraph have been carried out, that there is no defect in the Car-Sharing Vehicle based on an inspection of the vehicle exterior and equipment using the Company's prescribed checklist, and that the Car-Sharing Vehicle otherwise satisfies the Rental Conditions. This confirmation may be made by photographic records of the vehicle's condition taken using the Company's prescribed application, etc.
3. If a defect in the Car-Sharing Vehicle is found through the confirmation set forth in the preceding paragraph, the Company shall immediately carry out the necessary maintenance,

etc.

4. Child seats shall be properly installed by the Renter or driver at their own responsibility, and the Company shall bear no responsibility whatsoever for the installation of child seats.

Article 13 (Issuance and Carrying of Rental Certificate, etc.)

1. When the Company hands over a Car-Sharing Vehicle, it shall issue to the Renter or driver the prescribed rental certificate stating the matters specified by the Director of the District Transport Bureau. The rental certificate may be issued by electronic means (e-mail, display in the application, etc.).
2. The Renter or driver shall carry the rental certificate set forth in the preceding paragraph from the time the Car-Sharing Vehicle is handed over until it is returned to the Company (hereinafter "During Use"). A rental certificate issued by electronic means shall be kept in a state in which it can be displayed on a device.

Chapter 4: Use

Article 14 (Duty of Care)

During Use, the Renter or driver shall use and keep the Car-Sharing Vehicle with the due care of a prudent manager.

Article 15 (Daily Inspection)

During Use, the Renter or driver shall carry out the inspections prescribed in Article 47-2 (daily inspection and maintenance) of the Road Transport Vehicle Act on the Car-Sharing Vehicle before use each day and carry out any necessary maintenance.

Article 16 (Prohibited Acts)

During Use, the Renter or driver shall not engage in any of the following acts.

- 1) Using the Car-Sharing Vehicle for an automobile transport business or similar purpose without the Company's consent and permission, etc. under the Road Transport Act
- 2) Using the Car-Sharing Vehicle for purposes other than those prescribed, or allowing it to be driven by anyone other than the driver(s) stated in the rental certificate under Article 13 of the Terms and persons approved by the Company
- 3) Subleasing the Car-Sharing Vehicle, offering it as collateral, or any other act that infringes the Company's rights

- 4) Forging or altering the registration number plate or vehicle number plate of the Car-Sharing Vehicle, or modifying or altering the Car-Sharing Vehicle or otherwise changing its original condition
- 5) Using the Car-Sharing Vehicle for tests or competitions of any kind, or for towing or pushing other vehicles, without the Company's consent
- 6) Using the Car-Sharing Vehicle in violation of Laws or public order and morals
- 7) Driving under the influence of alcohol
- 8) Taking out damage insurance on the Car-Sharing Vehicle without the Company's consent
- 9) Taking the Car-Sharing Vehicle outside Japan
- 10) Using the Car-Sharing Vehicle for filming, events, etc. without the Company's consent
- 11) If the Car-Sharing Vehicle is a motorcycle, carrying a passenger
- 12) Smoking inside the Car-Sharing Vehicle (including electronic cigarettes, etc.)
- 13) Allowing pets to ride in the Car-Sharing Vehicle
- 14) Loading kerosene or other highly flammable articles into the Car-Sharing Vehicle
- 15) Any other act that violates the Rental Conditions set forth in Article 7 of the Terms

Article 17 (Measures in Case of Illegal Parking)

1. If, During Use, the Renter or driver illegally parks the Car-Sharing Vehicle in violation of the Road Traffic Act, the Renter or driver shall immediately report to the police station having jurisdiction over the area where the illegal parking occurred, personally pay the fine, etc. for the illegal parking, and bear all costs of towing, storage, retrieval, etc. arising from the illegal parking.
2. If the Company is notified by the police of a parking violation involving the Car-Sharing Vehicle, the Company shall contact the Renter or driver and instruct them to promptly move the Car-Sharing Vehicle and to report to the police station having jurisdiction over the area where the illegal parking occurred and settle the violation by the end of the rental period of the Car-Sharing Vehicle or by the time instructed by the Company, and the Renter or driver shall follow such instructions. If the Car-Sharing Vehicle has been moved by the police, the Company may, at its discretion, retrieve the Car-Sharing Vehicle from the police itself.
3. If the rental period of the Car-Sharing Vehicle is exceeded due to illegal parking by the Renter or driver, the Renter shall separately pay the rental fee for the excess period.
4. After giving the instructions under Paragraph 2 of this Article, the Company may, at its discretion, confirm the status of the handling of the violation by means of the traffic violation notice, payment slip, receipt, etc. If the Renter or driver has not settled the violation, the Company shall repeatedly give the instructions under the same paragraph to the Renter or driver until the violation has been settled. If the Renter or driver does not follow the

instructions under the same paragraph, the Company may cancel the rental agreement without any notice or demand and immediately request the return of the Car-Sharing Vehicle, and may require the Renter or driver to personally sign the Company's prescribed document acknowledging the fact of the parking violation and agreeing to report to the police station, etc. and submit to legal measures as the violator (hereinafter the "Acknowledgment"), and the Renter or driver shall comply with such request.

5. Where the Company deems it necessary, the Company may provide the police with materials containing personal information, such as the Acknowledgment and the rental certificate, and otherwise cooperate as necessary in pursuing the liability of the Renter or driver for the parking violation, and may take other necessary measures, such as submitting to the Public Safety Commission the statement of explanation set forth in Article 51-4, Paragraph 6 of the Road Traffic Act, the Acknowledgment, the rental certificate and other materials and reporting the facts.
6. If the Company receives an order to pay a parking violation penalty under Article 51-4, Paragraph 4 of the Road Traffic Act and pays such penalty, or bears costs incurred in searching for the Renter or driver and in moving, storing, retrieving, etc. the Car-Sharing Vehicle, the Renter or driver shall be liable to compensate the Company for an amount equivalent to the parking violation penalty and the costs borne by the Company, and shall pay such amounts to the Company by the date designated by the Company. If, after the Renter or driver has paid the Company an amount equivalent to the parking violation penalty, the order to pay the penalty is revoked because the Renter or driver has paid the fine or been prosecuted, etc., and the Company receives a refund of the penalty, the Company shall return to the Renter or driver the amount equivalent to the refunded penalty.
7. If the Company receives an order to pay a parking violation penalty under the preceding paragraph, or if the Renter or driver fails to pay the amount claimed under the preceding paragraph by the date designated by the Company, the Company may refuse any further rental of Car-Sharing Vehicles to the Renter or driver.

Chapter 5: Return

Article 18 (Responsibility for Return)

1. The Renter or driver shall return the Car-Sharing Vehicle and equipment to the Company at the designated return location (including Depots, airports, hotels and other locations approved in advance by the Company) by the end of the rental period.
2. When returning the Car-Sharing Vehicle at a Depot or other unstaffed location, the Renter or driver shall complete the return procedure by the method prescribed by the Company

(including the return operation in the application, locking the vehicle, and taking and sending photographs of the vehicle exterior).

3. If the Renter or driver violates the preceding paragraph, the Renter or driver shall, except where caused by a natural disaster or other force majeure, pay the Company an amount equivalent to the rental fee for the period from the end of the rental period until the Car-Sharing Vehicle and equipment are returned. If the Company suffers damage as a result of a violation of the preceding paragraph, the Renter shall compensate the Company for all such damage.
4. If the Renter or driver is unable to return the Car-Sharing Vehicle and equipment within the rental period due to a natural disaster or other force majeure, the Renter or driver shall not be liable for any resulting damage to the Company. In this case, the Renter or driver shall immediately contact the Company and follow its instructions.

Article 19 (One-Way Use)

1. At the time of reservation, the Renter may choose one-way use by designating a return location different from the pick-up location. However, one-way use shall be limited to routes approved in advance by the Company.
2. When using the one-way option, the Renter shall pay the one-way fee prescribed by the Company.
3. The Company may restrict or suspend one-way use depending on vehicle allocation or other circumstances.

Article 20 (Confirmation upon Return, etc.)

1. When returning the Car-Sharing Vehicle and equipment, the Renter or driver shall return them in the condition in which they were handed over, except for wear and deterioration resulting from normal use.
2. When returning the Car-Sharing Vehicle, the Renter or driver shall record the condition of the vehicle exterior and interior (by taking photographs, etc.) by the method prescribed by the Company and report it to the Company.

Article 21 (Handling of Items Left Behind)

1. Due to the nature of this service, in which Car-Sharing Vehicles are returned at unstaffed Depots, the Company is, in principle, unable to check returned Car-Sharing Vehicles for items left behind or to immediately collect such items, and shall bear no liability for any damage suffered by the Renter, passengers or any other third party as a result of items being left behind.

2. When the Company collects items left behind in a Car-Sharing Vehicle, it shall handle them in accordance with the following items.
 - 1) Driver's licenses, passports, credit cards, precious metals, mobile phones, etc. shall be reported and handed over to the police station having jurisdiction as lost property.
 - 2) Among other items, those with no monetary value or that are difficult to keep for a long period shall be kept for three days including the day of collection and disposed of if the owner does not request their return during that period.
 - 3) All other items shall be kept for one week from the day of collection and disposed of if the owner does not request their return during that period.
3. When the Company hands over collected items to their owner (including by mail), the Renter shall pay the costs of collection, storage and mailing by the method prescribed by the Company.

Article 22 (Loss of Keys, ETC Cards, etc.)

1. Upon return of the Car-Sharing Vehicle, the Renter or driver shall return to the Company the keys, the loaned ETC card and all other equipment.
2. If the Renter or driver loses or damages a key to the Car-Sharing Vehicle (including a spare key), the Renter or driver shall immediately contact the Company and compensate the Company for all costs it incurs, including the cost of making a new key and transporting the vehicle.
3. If the Renter or driver loses or damages an ETC card loaned by the Company, the Renter or driver shall immediately contact the Company and compensate it for the cost of reissuing the ETC card and for any damage, such as unauthorized use, arising from the loss.

Article 23 (Fees for Extension of Rental Period)

1. If the Renter or driver extends the rental period pursuant to Article 11, Paragraph 1 of the Terms, the Renter or driver shall pay the Company the total of the following amounts (hereinafter the "Extension Fee") upon return of the Car-Sharing Vehicle.
 - 1) The difference between the rental fee already paid and the amount obtained by adding the Company's prescribed excess charge to the rental fee for the rental period before the extension, calculated in accordance with the rental fee for the extended rental period
 - 2) If the Renter enrolled in the collision damage waiver at the conclusion of the rental agreement, the difference between the collision damage waiver fee for the extended rental period and the collision damage waiver fee already paid
2. If, for unavoidable reasons, the Renter or driver needs to extend the rental period or change the return location, the Renter or driver must contact the Company and obtain its consent before the return deadline. If the Renter exceeds the rental period and returns the vehicle

without obtaining consent, the Renter shall pay a penalty (JPY 100,000) in addition to the Extension Fee set forth in the preceding paragraph.

Article 24 (Settlement)

If there are any unsettled amounts, such as the Extension Fee or return location change fee (hereinafter "Unsettled Amounts"), upon return of the Car-Sharing Vehicle, the Renter or driver shall immediately pay such Unsettled Amounts to the Company.

Article 25 (Measures in Case of Non-Return)

1. If, despite the expiration of the rental period, the Renter or driver does not return the Car-Sharing Vehicle and equipment to the designated return location and does not respond to the Company's request for return, or the Car-Sharing Vehicle or equipment is otherwise deemed not to have been returned, the Company shall take civil and criminal legal action.
2. In the case of the preceding paragraph, the Company shall take necessary measures to confirm the whereabouts of the Car-Sharing Vehicle and equipment, including interviewing the family, relatives, employer and other related persons of the Renter or driver and activating the vehicle location system.
3. In the case of Paragraph 1 of this Article, the Renter or driver shall pay the Company an amount equivalent to the rental fee for the period from the end of the rental period until the Company recovers the Car-Sharing Vehicle and equipment, and shall be liable to compensate the Company for damages caused to it under Article 30 of the Terms (including the costs of searching for and recovering the Car-Sharing Vehicle and searching for the Renter or driver).
4. If the Car-Sharing Vehicle has not been returned for three days or more from the day following the end of the rental period and the Company cannot contact the Renter or driver, the Company shall deem the Car-Sharing Vehicle to have been stolen by the Renter or driver. In this case, the Company shall file a theft report with the police station having jurisdiction.

Chapter 6: Measures in Case of Breakdown, Accident or Theft

Article 26 (Measures upon Discovery of a Breakdown)

1. If the Renter or driver discovers any abnormality or breakdown in the Car-Sharing Vehicle During Use, the Renter or driver shall immediately stop driving, contact the Company and follow its instructions.
2. If the abnormality or breakdown set forth in the preceding paragraph is caused by the intent or negligence of the Renter or driver, the Renter or driver shall be liable to compensate the

Company for damages caused to it under Article 30 of the Terms (including the costs of retrieving and repairing the Car-Sharing Vehicle).

3. If the breakdown, etc. of the Car-Sharing Vehicle is caused by a defect that existed before it was rented to the Renter, the Company shall provide the Renter with a substitute Car-Sharing Vehicle.
4. If the Renter does not accept the substitute Car-Sharing Vehicle set forth in the preceding paragraph, or if the Company is unable to provide a substitute Car-Sharing Vehicle, the rental agreement shall be terminated, and the Company shall refund to the Renter the remaining balance after deducting, from the rental fee and collision damage waiver fee already received, the rental fee and collision damage waiver fee for the period from the start of the rental until the termination of the rental agreement.

Article 27 (Measures in Case of Accident)

1. If an accident involving the Car-Sharing Vehicle occurs During Use, the Renter or driver shall immediately stop driving, take the measures required by Laws regardless of the scale of the accident, and take the following measures.
 - 1) Immediately report the circumstances of the accident, etc. to the nearest police, the Company and the insurance company, and follow the Company's instructions
 - 2) If the Car-Sharing Vehicle is to be repaired based on the instructions in the preceding item, have the repairs carried out by the Company or at a garage designated by the Company, unless otherwise approved by the Company
 - 3) Cooperate with investigations of the accident by the Company and the insurance company with which the Company has a contract, and submit without delay any documents, etc. requested by the Company
 - 4) Obtain the Company's prior consent before reaching a settlement or any other agreement with the other party regarding the accident
 - 5) Complete the procedures necessary to obtain an accident certificate, regardless of the scale of the accident
2. In addition to taking the measures set forth in the preceding paragraph, the Renter or driver shall handle and resolve the accident at their own responsibility.
3. The Company shall give the Renter or driver advice on handling the accident and cooperate in its resolution.

Article 28 (Measures in Case of Theft)

If the Car-Sharing Vehicle is stolen or otherwise damaged During Use, the Renter or driver shall take the following measures.

- 1) Immediately report to the nearest police

- 2) Immediately report the extent of the damage, etc. to the Company and follow the Company's instructions
- 3) Cooperate with investigations of the theft or other damage by the Company and the insurance company with which the Company has a contract, and submit without delay any documents, etc. requested by the Company

Article 29 (Termination of Rental Agreement due to Inability to Use)

1. If the Car-Sharing Vehicle becomes unusable During Use due to an accident, theft or other cause (hereinafter an "Accident, etc.") (including where it no longer meets the standards prescribed by Laws such as the Road Transport Vehicle Act), the rental agreement shall terminate, and the Renter or driver shall immediately return the Car-Sharing Vehicle and equipment to the Company in accordance with Chapter 5 of the Terms.
2. In the case of the preceding paragraph, the Renter shall immediately pay any Unsettled Amounts to the Company in accordance with Chapter 5 of the Terms and shall be liable to compensate the Company for damages caused to it under Article 30 of the Terms (including the costs of retrieving and repairing the Car-Sharing Vehicle), and the Company shall not refund the rental fee and collision damage waiver fee already received.
3. If the Accident, etc. occurs due to causes not attributable to the Renter, the driver or the Company, the Company shall refund to the Renter the remaining balance after deducting, from the rental fee and collision damage waiver fee already received, the rental fee and collision damage waiver fee for the period from the start of the rental until the termination of the rental agreement.
4. Except for the measures set forth in this Article, the Renter or driver may not make any claim against the Company for damages arising from the inability to use the Car-Sharing Vehicle.

Chapter 7: Compensation

Article 30 (Compensation and Business Compensation)

1. If the Renter or driver causes damage to a third party or the Company while using the Car-Sharing Vehicle, the Renter or driver shall compensate for such damage. However, this shall not apply where the damage is due to causes not attributable to the Renter or driver.
2. Of the damages to the Company set forth in the preceding paragraph, for damages arising from the Company being unable to use the Car-Sharing Vehicle or equipment due to an accident, theft, or breakdown, soiling, odor, etc. of the Car-Sharing Vehicle or equipment attributable to the Renter or driver, the Renter or driver shall pay the Company compensation as the separately prescribed Non-Operation Charge.

3. If the Renter enrolled in the Company's prescribed Non-Operation Charge coverage (hereinafter "NOC Coverage") at the conclusion of the rental agreement and paid the prescribed fee, the Company shall waive all or part of the Non-Operation Charge set forth in the preceding paragraph in accordance with the conditions of application and scope of coverage separately prescribed by the Company. However, this shall not apply in the event of a violation of the Terms or any other exclusion separately prescribed by the Company.
4. If the Renter or driver causes an accident in violation of Article 16 (7) (prohibition of driving under the influence of alcohol) of the Terms, the Renter or driver shall not be released from liability for any reason and shall pay the Company a penalty of JPY 300,000. If the Company suffers damage as a result of such violation, the Renter or driver shall additionally be obliged to compensate for such damage.

Article 31 (Insurance)

1. If an accident involving the Car-Sharing Vehicle occurs During Use, insurance benefits shall be paid within the limits set out below (hereinafter the "Coverage Limits") under the damage insurance policy taken out by the Company for the Car-Sharing Vehicle. If the accident involving the Car-Sharing Vehicle can be covered by a damage insurance policy taken out independently by the Renter or driver, such policy shall apply in priority to the Company's damage insurance policy for the Car-Sharing Vehicle.

[Coverage Limits]

- Bodily injury liability: Unlimited per person (including amounts paid under compulsory automobile liability insurance)
 - Property damage liability: Unlimited per accident (deductible: JPY 50,000)
 - Vehicle damage: Up to market value per accident (deductible: JPY 50,000)
 - Personal injury: Unlimited (coverage only while riding in the vehicle)
2. If any of the exemptions under the insurance policy applies, the insurance benefits set forth in Paragraph 1 of this Article shall not be paid.
 3. Any damage not covered by insurance benefits and any damage exceeding the Coverage Limits shall be borne in full by the Renter or driver.
 4. If the Company pays damages that should be borne by the Renter or driver, the Renter or driver shall immediately reimburse the Company for the amount paid.
 5. The deductibles set forth in Paragraph 1 of this Article shall be borne by the Renter or driver. However, if the Renter enrolled in the collision damage waiver and paid the collision damage waiver fee at the time of the rental agreement, the Company shall bear such deductibles, provided that the accident is not an accident that was not reported to the police and the Company, an accident for which insurance benefits are not paid, an accident that occurred

after rental in circumstances falling under Article 8, Paragraph 1, Items 1 to 4 or any item of Article 16 of the Terms, or an accident that occurred after the rental period was extended without permission.

6. Negligence in driving off public roads (such as on a circuit), driving on rough roads or driving in motor races, and negligence due to reckless driving may not be covered by insurance, in which case the Renter or driver may be required to bear the full amount.

Chapter 8: Cancellation

Article 32 (Cancellation of Rental Agreement)

1. If the Renter or driver violates the Terms During Use, or comes to fall under any item of Article 8, Paragraph 1 or Paragraph 2 of the Terms, the Company may cancel the rental agreement without any demand and request the return of the Car-Sharing Vehicle. In this case, the Renter or driver shall immediately return the Car-Sharing Vehicle and equipment to the Company in accordance with Chapter 5 of the Terms and shall immediately pay any Unsettled Amounts to the Company.
2. In the case of the preceding paragraph, the Company shall not refund any of the rental fee, collision damage waiver fee, etc. already received to the Renter.

Article 33 (Termination by Agreement)

If the rental agreement is terminated During Use for the Renter's own reasons, the Company shall not refund any of the rental fee, collision damage waiver fee, etc. already received to the Renter.

Chapter 9: GPS and IT Management

Article 34 (GPS Function)

1. The Renter acknowledges without objection that the Car-Sharing Vehicle is equipped with a global positioning system (hereinafter the "GPS Function") and that the current location, route traveled, etc. of the Car-Sharing Vehicle are recorded in the Company's prescribed system.
2. The Company shall use the records set forth in the preceding paragraph in the following cases.
 - 1) To confirm, at the end of the rental agreement, that the Car-Sharing Vehicle has been returned to the designated return location

- 2) Where the Company deems it necessary to confirm the current location of the Car-Sharing Vehicle in the event of non-return, accident, theft or other circumstances
- 3) For safe-driving support for the Renter, improvement of service quality and other marketing analysis
- 4) Where disclosure is required by Laws or by a government agency, etc.

Article 35 (Drive Recorder)

1. The Renter acknowledges without objection that the Car-Sharing Vehicle may be equipped with a drive recorder and that driving conditions may be recorded.
2. The Company shall use the records set forth in the preceding paragraph in the following cases.
 - 1) To resolve accidents, problems, etc. relating to the Car-Sharing Vehicle
 - 2) For safety management and improvement of service quality
 - 3) Where disclosure is required by Laws or by a government agency, etc.

Article 36 (Remote Management of Vehicles)

1. The Renter agrees that the Company may, through communication equipment installed in the Car-Sharing Vehicle, lock and unlock the doors of the Car-Sharing Vehicle, control engine start-up and perform other remote operations.
2. The Company may perform the remote operations set forth in the preceding paragraph in the following cases.
 - 1) As part of the Renter's rental start or return procedure
 - 2) Where the Company deems it necessary for the safety management of the Car-Sharing Vehicle
 - 3) In the event of non-return of the Car-Sharing Vehicle or any other emergency
3. If remote operation cannot be performed due to a communication failure or other cause, the Company shall not be liable for any damage suffered by the Renter as a result.

Chapter 10: Miscellaneous Provisions

Article 37 (Set-Off)

If the Company has a monetary obligation to the Renter or driver under the Terms, the Company may at any time set it off against any monetary obligation of the Renter or driver to the Company.

Article 38 (Consumption Tax)

The Renter or driver shall pay the Company the consumption tax (including local consumption tax) imposed on transactions under the Terms.

Article 39 (Advance Payments)

1. The Company shall make payments on behalf of the Renter for expressway tolls and toll road charges paid by ETC card, fuel refilled by the Company, parking fees and other charges approved by the Company (hereinafter "Covered Charges").
2. Covered Charges for advance payment shall be those set forth in the following items.
 - 1) Expressway tolls and toll road charges paid by ETC card
 - 2) Fuel refilled by the Company
 - 3) Parking fees
 - 4) Other charges approved by the Company
3. The Renter shall pay the Company an administration fee for advance payment of Covered Charges.
4. The administration fee set forth in the preceding paragraph shall be at a rate determined by the Company, taking into account payment processing fees and other actual costs borne by the Company in making advance payments. Where the Company deems it necessary due to changes in economic conditions, changes in payment processing fees or other reasons, the Company may change the administration fee in accordance with Article 43 (Amendment of the Terms).
5. The Renter shall pay the total of the Covered Charges and the administration fee by the method designated by the Company. The Company shall indicate the Covered Charges and the administration fee separately.
6. The Company may decline to make advance payments in any of the following cases.
 - 1) Where there are doubts about the Renter's ability to pay
 - 2) Where there have been problems such as late payment in the past
 - 3) Where the Company otherwise deems advance payment inappropriate
7. The Company may change the provisions of this Article. Any such change shall be made in accordance with Article 43 (Amendment of the Terms).

Article 40 (Late Payment Charges)

If the Renter, the driver or the Company fails to perform a monetary obligation under the Terms, it shall pay the other party late payment charges at the rate of 14.6% per annum.

Article 41 (Suspension of the Service)

1. The Company may temporarily suspend this service without prior notice to the Renter if any of the following events occurs.
 - 1) Where urgent maintenance of the Car-Sharing Vehicles, communication equipment, systems, software, etc. relating to this service is required
 - 2) In the event of a fire, power outage, earthquake, volcanic eruption, flood, tsunami or other natural disaster, or a communication or system failure, etc.
 - 3) Where the system is overloaded or the Company determines that there is a security problem
 - 4) Where the Company otherwise determines, for operational or technical reasons, that a temporary suspension of this service is necessary
2. The Company shall bear no liability whatsoever for any damage suffered by the Renter as a result of a delay in, or suspension of, the provision of this service due to any of the events set forth in the items of the preceding paragraph.

Article 42 (Handling of Personal Information)

1. The purposes for which the Company obtains and uses the personal information of the Renter or driver are as follows.
 - 1) To fulfil the obligations imposed as conditions of the business license held by the Company as a licensed car rental operator, such as preparing rental certificates when concluding rental agreements
 - 2) To verify the identity of, and screen, the Renter or driver
 - 3) For the management of Car-Sharing Vehicles, collection and analysis of GPS information, safety management and accident response
 - 4) To provide information on products and services handled by the Company
 - 5) For the planning and development of products and services handled by the Company or improving customer satisfaction
 - 6) To compile and analyze personal information statistically and create statistical data processed so that individuals cannot be identified
2. The Company may continuously obtain and use the following usage information for the purposes of improving its services and safety management.
 - 1) Usage time, usage fees and distance traveled
 - 2) GPS records (location information, routes traveled, etc.)
 - 3) Acceleration and deceleration, maximum speed and other information recorded by on-board equipment

- 4) Drive recorder footage
3. If the Company obtains personal information of the Renter or driver for purposes not set out above, it shall specify such purposes in advance.

Article 43 (Amendment of the Terms)

1. The Company may amend the Terms and the Detailed Rules without the prior approval of the Renter by the method set forth in Paragraph 2.
2. Amendments to the Terms and the Detailed Rules shall be made by notifying the Renter by publishing the amendments on the Company's website or application.
3. Amendments to the Terms and the Detailed Rules under the preceding paragraph shall take effect from the effective date published.

Article 44 (Agreed Jurisdiction)

In the event of a dispute concerning rights and obligations under the Terms, the district court or summary court having jurisdiction over the location of the Company's head office or business office, or over the pick-up location, shall have exclusive jurisdiction as the court of first instance.

Article 45 (Supplementary Provision)

The Terms shall come into force on the date on which permission is granted.

Appendix

[Reservation Cancellation Fees]

- 16 or more days before the reservation date (during business hours): Free of charge
- 15 to 10 days before the reservation date (during business hours): 20% of the rental fee
- 9 to 4 days before the reservation date (during business hours): 50% of the rental fee
- 3 to 1 day(s) before the reservation date (during business hours): 80% of the rental fee
- On the reservation date: 100% of the rental fee

* Business hours: 9:00-19:00 (Japan Standard Time)

* Cancellations made after 19:00 will be treated as cancellations made on the following day.

[Non-Operation Charge]

1. Car-Sharing Vehicle

- If the Car-Sharing Vehicle can be driven but is not returned to the scheduled return location: JPY 100,000
- If the Car-Sharing Vehicle can be driven and is returned to the scheduled return location: JPY 50,000

2. Equipment

- If unusable: 100% of the purchase price of a replacement
- If repair is required: Number of repair days × daily rental fee of the item × 50%

* If the Renter has enrolled in NOC Coverage, all or part of the above Non-Operation Charge will be waived in accordance with the conditions of application and scope of coverage prescribed by the Company.

[Cases Not Covered by Insurance or Coverage Programs]

If insurance or coverage programs cannot be applied, or if an accident occurs while driving or in a condition such as those listed below, the customer shall bear the full amount of any damage, regardless of the scale of the accident.

- If the accident was not reported to both the police and the Company
- If the Company was not contacted within 30 minutes from the scene of the accident
- If the accident report form designated by the Company was not submitted
- Accidents caused by driving by anyone other than the driver(s) stated in the contract

- Accidents caused by a violation of the Road Traffic Act
- Accidents that occurred after the rental period was extended without permission
- Other violations of the rental agreement (Terms and Conditions of Rental)
- Driving under the influence of alcohol or without a license
- Settling with the other party without the Company's consent
- Vehicle damage caused by theft
- Driving with more passengers than the vehicle's capacity
- Accidents caused by speeding where exceeding the speed limit is proven
- Accidents caused by crossing into a no-overtaking lane
- Accidents caused by ignoring traffic signals
- Accidents caused by failing to stop at a stop sign
- Accidents caused by violations such as prohibited right turns or U-turns
- Accidents caused by the use of a mobile phone, etc. while driving
- Refueling with the wrong type of fuel
- Driving outside maintained and managed roads, such as beaches, riverbeds or forests
- Repair costs for damage or corrosion to the vehicle body, etc. caused by improper use
- Using the vehicle for tests or competitions of any kind, or for towing or pushing other vehicles
- Driving on a circuit or race track, etc.
- Damage to or loss of interior equipment (excluding damage resulting from an accident)
- Loss of tire wheels or wheel caps
- Accidents caused by serious traffic violations
- Accidents involving failure to wear a seat belt while driving
- Damage or accidents caused by inadequate vehicle management
- Loss of the car key (a flat fee of JPY 50,000 will be charged)
- Accidents deemed malicious or intentional
- Accidents falling under any other matters set forth in the Terms
- Any other case where an accident or damage occurs due to a violation of Laws, the Terms or the conditions of use prescribed by the Company, or due to intent, gross negligence, or improper driving, use or management, and is therefore excluded from the insurance policy or coverage programs

[Penalty for Smoking in the Vehicle]

If it is confirmed that the Renter or driver has violated Article 16, Item 12 by smoking inside the Car-Sharing Vehicle (including electronic and heated tobacco products, etc.), the Renter or driver shall pay the Company JPY 100,000 as interior cleaning costs and a penalty.

Revision History

October 1, 2025	Established
June 4, 2026	Revised in connection with the transition to a car-sharing rental car service
September 23, 2026	Revised in connection with a review of service operations
November 1, 2026	Revised in connection with a review of coverage

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