

Insurance & Accident

| Limit of coverage/insurance | CDW (Collision Damage Waiver) | NOC (Non-Operation Charge) |
ECO (Extra Coverage Option) | Cases that Invalidate Insurance/Protection |
In the event of an accident or incident | Illegal parking | Traffic Rules and signs | Refueling vehicles |

— Limit of coverage/insurance

Types of coverage/insurance

- **Bodily injury/death coverage (for third party)**

Coverage of an amount that exceeds Automobile Liability Insurance of up to 30 million yen for the injury/death of a third party.

- **Property damage (for third party)**

Coverage of compensation for damage caused to third party property (vehicles, premises, etc.).

- **Rented vehicle**

Coverage of damage to the rented vehicle at the time of accident, collision, theft or fire.

- **Personal injury insurance**

Insurance to cover injury, death or disability of the driver/passengers in the rented vehicle in the event of an accident.

Insurance coverage included in basic rental fee

Services and protection included in rates are different depending on 2 Rate Courses.

*Under each Course, Nippon Rent-A-Car provides indemnification by insurance/protection with the coverage as described above.

Please be advised, however, that you will bear the specified deductible(s).

Recommended Course

The 4 major services

1. Roadside Assistance (5 Free Road Services)

1. Coverage of tires and wheel caps :

Replacement of flat tire to spare tire, the tire replacement work fee and tire cost for punctures, and the hub cap fee for lost hub caps are free of charge.

*Do not use the flat tire fixing kit. If you use it, you will be charged for the actual cost.

*When no spare tire is carried on the rented vehicle, we will offer free transport service to the nearest garage.

*You may be asked to pay in advance to cover repairing charge or purchase new tire. In such a case, please keep receipts. Costs will be refunded at the time of car return when you can hand them.

*Please contact pick up office in advance when you purchase new tire.

*Please purchase new tire similar to flat tire. In the event if you purchase more expensive tire, you will be responsible for the balance.

2.Jump start

*Costs for recharging or replacing a battery are the customer's responsibility.

3.Refuel when running out of fuel

*It will be up to 10 liters and it will be free once in one rental period.

4.Unlock a door at the time of lockout

*Only applicable for standard cylinder keys, when the key is inside the car. Customers are responsible for expense under other circumstances.

5.Lift vehicle when a wheel runs off outside from the road shoulder

*Free service is once during one car rental period.

*You will be responsible for costs when winch or crane is necessary, for second time and after.

*If other parts of vehicle get damaged, it will be handed in the same manner as other incidents.

2.Telephone Assistance for Trouble

*Information on alternative transportation

*Accommodation information

*Call transfer to JAF

*Information on the nearest gas station

*Substituted rental vehicle

(depending on location, time and car availability, we may not arrange.)

*Road information, etc.

3.Discount on Excess Hour Charge

If you are late for return due to a traffic jam or any other unexpected situation, you will receive a 50% discount on the Excess Hour Charge for up to 3 hours*, subject to providing notification to pick up office at least 1 hour prior to the return time.

*Not applicable if you delay your return by more than 3 hours.

*Not applicable for some tour programs and coupon products.

*Discount will not be available for optional charges including CDW and optional equipment(s).

4.Exemption of Halfway Cancellation Charge (HCC)

No HCC will be charged if you return the vehicle during your rental period.

*In the event of a halfway cancellation, please notify the rental office and obtain its consent in advance.

*Not applicable if the initial rental period does not exceed 12 hours.

*Not applicable for some tour programs and coupon products.

Limit of coverage	
Bodily Injury/Death	Unlimited per person (Including coverage of Automobile Liability Insurance up to 30 million yen)
Property Damage	Unlimited per occurrence (Deductible: 50,000 yen)
Rented Vehicle	Up to market value per occurrence (Deductible: 50,000 yen in general, or 100,000 yen for trucks larger than Classes T-D and R-D; passenger cars larger than Class S-D; and minibuses)
Personal Injury	Up to 50 million yen per person Compensation will be paid for injuries to driver/passengers (including death and residual disability) regardless of the degree of responsibility attributable to the driver (Maximum 50 million yen: The amount of damages, including medical treatment expenses, will be determined based on the terms of the applicable insurance policy)

Regular Course

Limit of coverage	
Bodily Injury/Death	Unlimited per person (Including coverage of Automobile Liability Insurance up to 30 million yen)
Property Damage	30 million yen per occurrence (Deductible: 50,000 yen)
Rented Vehicle	Up to market value per occurrence (Deductible: 50,000 yen in general, or 100,000 yen for trucks larger than Classes T-D and R-D; passenger cars larger than Class S-D; and minibuses)
Personal Injury	Up to 30 million yen per person Compensation will be paid for injuries to driver/passengers (including death and residual disability) regardless of the degree of responsibility attributable to the driver (Maximum 30 million yen: The amount of damages, including medical treatment expenses, will be determined based on the terms of the applicable insurance policy)

— CDW (Collision Damage Waiver)

What is CDW (Collision Damage Waiver)? *Not insurance

CDW waives your responsibility for paying deductibles regarding any property damage and/or vehicle damage in the event of an accident.

If more than one accident occurs during the rental period, the CDW will apply only to the first accident.

*You may not accept/decline CDW after the completion of pick-up procedures.

Nippon Rent-A-Car may not offer the CDW option for the following customers and/or additional driver(s):

◇ Drivers whom Nippon Rent-A-Car judges to be unqualified due to past traffic accident record(s)

● Deductibles of rented vehicle

Up to market value per occurrence (Deductible: 50,000 yen in general, or 100,000 yen for trucks larger than Classes T-D and R-D; passenger cars larger than Class S-D; and minibuses)

CDW enrollment fee

1,100-2,200 yen/day, tax included

*For details, please see the tariff.

*The monthly CDW fee will be calculated for up to 15 days and fixed at that amount.

— NOC (Non-Operation Charge)

What is Non-Operation Charge (NOC)?

If a vehicle requires repair or cleaning due to a traffic accident, incident, theft, break down, defacement, odor, including smoking in no smoking vehicle, or other causes not attributable to Nippon Rent-A-Car, the customer may be charged an NOC as part of the compensation for loss of use during the repair or cleaning of the vehicle.

When the vehicle is returned to the originally planned office by rented vehicle	20,000 yen
Other situations	50,000 yen

*NOC shall not be covered by CDW

*No tax is imposed on NOC

— ECO (Extra Coverage Option)

If you accept ECO, you will be waived NOC ! *Not insurance

When the vehicle is returned to the originally planned office by rented vehicle	0yen
Other situations	

440 yen / per day including tax

*The monthly ECO fee will be calculated for up to 15 days and fixed at that amount.

Nippon Rent-A-Car may not offer the ECO for the following customers and/or additional driver(s):

- ◇Drivers whom Nippon Rent-A-Car judges to be unqualified due to past traffic accident record(s)

— Cases that Invalidate Insurance/Protection

You are expected to operate your vehicle in accordance with the Rental Agreement. You will be responsible for any damage incurred under any of the following operations or situations. In such cases, the aforementioned insurance/protection/CDW/ECO may not apply. If Nippon Rent-A-Car pays any amount payable by you, you must indemnify such amount to Nippon Rent-A-Car immediately.

Failure to comply with required procedures such as reporting to the police and Nippon Rent-A-Car at the site of the accident.

Please contact the police and Nippon Rent-A-Car at the site of the accident or incident, regardless of the severity of damage, the involvement of a third party or parties, and who is at fault.

Violation of the terms and conditions of Rental Agreement

Violation of the Road Traffic Law etc., driving under the influence of alcohol or drugs, an unauthorized extension of the rental period, driving by a person other than the driver and/or additional drivers, sublease of the rented vehicle, driving without a valid driving license, reckless driving, use of the vehicle against public order and morality, reaching an out-of-court settlement without the consent of Nippon Rent-A-Car, and so forth.

Exemption of coverage or payment under the applicable insurance policy or compensation system

Damages caused willfully, driving under the influence of alcohol or drugs, towing costs or other related costs in the event of a total loss of the vehicle, flat or damaged tires, loss of wheel caps, etc, as well as damages to the property and/or belongings which are owned, used or kept by the renter or driver.

Negligence in proper use or care of the rented vehicle

Theft of the vehicle while it is parked with the key in the ignition, loss of vehicle key, damage caused by improper parking, etc., defacement or odor of the vehicle interior and accessories (including smoking in non-smoking vehicles), loss of vehicle accessories, damage of equipment and accessories due to improper handling and installation, misfuelling, damage caused by driving on places other than the road, such as the seashore or riverbed, etc.

*If the key is lost, you will be responsible for the cost of the key itself and the actual expenses incurred by Nippon Rent-A-Car to deliver the key.

— In the event of an accident or incident

All accidents must be reported to the police, regardless of the severity of damage or the involvement of a third party or parties. Please stop driving immediately, and take the following procedures.

***Without taking the necessary procedures at the police, our insurance/protection/CDW/ECO may not apply.**

1.First, provide aid to the injured

If someone is injured, please call an ambulance immediately. «Telephone : 119»
Then, move the vehicle promptly out of the way of other traffic.

2.Contact the police from the scene

Parties involved in the accident, regardless of fault, are obliged to notify the police.
Please complete all necessary procedures to file an Accident Report (Jiko shomei), which will be needed at a later date.

3.Contact our Accident Reception Center

* Report the accident to the Nippon Rent-A-Car Accident Reception Center **from the scene of the accident**. Please have your Rental Agreement on hand and call the following number;

toll-free: 0120-220-865 (International Call : 81-188889194)

* In case, due to international roaming service or IP phone, if you can not get through to toll free number of our Accident Reception Center (0120-220-865), please call following general telephone number (telephone charges are to be covered by you):

General Ph: 018-888-9194 (international call: 81-188889194)

※Please allow certain time to confirm exact information

Illegal parking

Please be careful NOT to park illegally



No parking or
stopping



No parking during the
time indicated



Illegal parking Sticker
(Sample)

1. If you find an illegal parking sticker affixed to your car, go to the police station with jurisdiction promptly.
2. Follow the instructions, pay fines, and keep the stamped receipt.
3. At the time of car return, please show the illegal parking sticker and receipt.
If we cannot confirm your payment of the fines, we will charge you the deposit as follows.

Deposit

- Passenger cars, minivans, trucks up to Class T-C and dry vans up to Class R-D ¥25,000
- Trucks larger than T-D and dry vans larger than Class R-E ¥30,000

*The deposit will be refunded after you pay the fine and present us the notice of traffic violation and a stamped receipt or certificate providing payment of the fine.

When you park

Please parking place even if you park only for a short time.



Parking area image



Time-Limited
Parking Meter

Traffic Rules and signs

Traffic rules in Japan

1. Cars keep to the left in Japan. Making a left turn on a red light is not permitted. However, if a green arrow traffic light is lit, you can turn on the red light as and when indicated by the green arrow.
2. Please ensure that the driver and all passengers fasten their seat belts, as this is mandatory under the laws of Japan.
3. Speed limits are fixed on all roads, whether ordinary or toll roads. Please comply with the relevant speed limit and drive safely.
4. Please park at a parking place even if you park only for a short time.
5. Using mobile phones in any manner while driving is subject to penalty. Please refrain from using mobile phones while driving.

Penalties for drinking and driving

Penalties for drunk driving are extremely strict in Japan. Penalties can apply if drivers take even a drop before driving. Penalties apply not only to the driver but also to passengers riding with the driver. Never drive after drinking, even a drop.

Expressways/toll roads



The ETC (Electronic Toll Collection) system enables drivers to pay toll fees without stopping at a toll gate.

ETC cards need to be inserted into the ETC device before passing through ETC gates on highways.

If this is not the case, please pass through the gate indicated "一般(others)".

Common traffic signs in Japan



Safe Drive

Please click to learn how to drive & traffic signs in Japan.



Refueling vehicles

- Please refuel at the nearest gas station to the car return office before you return your vehicle.
- **If you fail to refuel, Nippon Rent-A-Car will charge you a prescribed refueling charge based on kilometers driven or the indication on the gas gauge.**
Please be advised that the refueling charge in such case may be higher than that which would otherwise have been paid at a gas station.
- Please refuel with gasoline or diesel oil, as designated by the vehicle manufacturer.

When you refuel at a self-service gas station

When you refuel at self-service gas station, please make sure not to leak fuel nor fill the tank with wrong type of fuel. Please contact your car pick-up rental office if you refuel with the wrong type of fuel by mistake.

DO NOT try to start the engine. If the engine is started, the vehicle may experience symptoms such as loss of power, emission of black smoke, and knocking sounds.

If you start the engine by mistake, park the vehicle at a safe place immediately and contact your car pick-up rental office. If the office is closed, please contact our **Roadside Assistance Desk at 0120-081-365, (International Call : 81-188889194)**

If you refuel with the wrong type of fuel, the engine may require repair. Please note that all costs incurred for such repair will be your responsibility.



Regular

The red nozzle contains regular type gasoline. Please select it when you refuel for almost all of passenger cars, minivans, cargo vans and small trucks.

High-octane

The yellow nozzle contains high octane gasoline. This type is suitable for selected passenger cars only.

Diesel

The green nozzle contains diesel oil. Please select it when you refuel vehicles which have diesel engine only.