

# DRIVER'S GUIDE



## Why choose TOYOTA Rent a Car? Here are our reasons.

### Japan's Largest Selection of Rental Cars

TOYOTA Rent a Car has the largest number of rental cars in Japan. From passenger cars to trucks, TOYOTA Rent a Car offers an impressive lineup, to more than adequately respond to the needs of customers for business and leisure.

### Top-Ranking Number of Shops

TOYOTA Rent a Car also has about 1,200 car rental shops, the largest number in Japan. TOYOTA Rent a Car offers rental cars at major airports and stations to add to your comfort, both for business and for leisure.

### We Keep Our Cars in Top Shape

Our cars are maintained at about 4,700 TOYOTA Techno Shops. These cars are maintained by expert service engineers using the latest facilities, so that we can always be ready to meet our customers' needs.

### All the Features You've Been Hoping for!






We have all the options you've been hoping for, including handy multilingual car navigation systems with input and information in your native language.

\*You should specify the options you want when making your reservation.

\*Some car navigation systems have only Japanese and English.



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01

# FIRST-TIME USERS



**Easy five-step instructions  
for first-time customers on how to rent and  
return your TOYOTA Rent a Car.**

There's nothing to worry about, even if it's your first time renting a car. At TOYOTA Rent a Car, you follow the five steps below. You'll be driving in no time.

step

## 1 Before You Make Your Reservation

Make sure you have a driver's license that is valid in Japan.

step

## 2 How to Make a Reservation

Reserve your vehicle online at the TOYOTA Rent a Car website, by phone (TOYOTA Rent a Car Reservation Center), or at the shop.



<https://rent.toyota.co.jp/eng/>



**0800-7000-815** (Toll-free within Japan)  
**092-577-0091** (+81-92-577-0091)

From 8:00 to 20:00 local time (7 days a week)

We will ask for the following items when you make a reservation:

Your name, date and time of pick-up, pick-up location, desired car model, date and time of return, returning location, desired options, your phone number, number of passengers, number of children under 6

Notes:

- If you would like a multilingual car navigation system, please ask us when you make your reservation.
- If you have an implanted cardiac pacemaker or an implanted defibrillator, please let us know when you make your reservation.

step

## 3 When You Arrive to Rent Your Car

When you come, you will need to bring your driver's license, passport, and credit card.

### Payment Method

Customers normally must pay with a credit card. You'll need to present your passport when paying by cash.

step

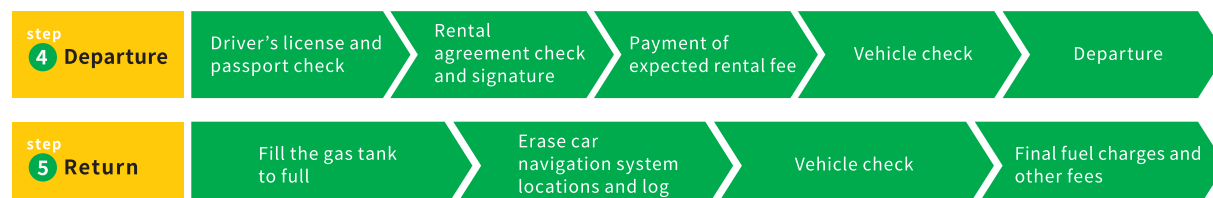
## 4 Before Departing with Your Rental Car

- Rental Terms and Conditions will be prepared. If you have any questions, please do not hesitate to ask the shop staff.
- After confirming the contents of the Rental Terms and Conditions, please sign it and pay the estimated rental charges.
- Check if there are any scratches or dents on the car with the shop staff before departure.
- Adjust the seat and mirror, and remember to fasten both your front and rear seatbelts.
- It is the customer's responsibility to ensure that children's car seats and seatbelts are used properly.

step

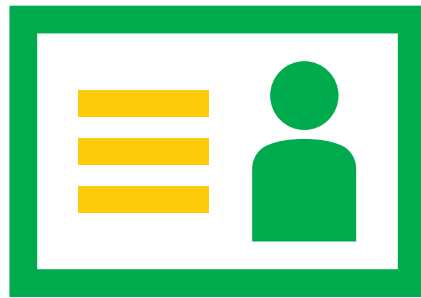
## 5 How to Return Your Rental Car

- When you return your vehicle, it must have a full tank of gasoline (or diesel) since it is delivered with the tank full. Fill the tank at the nearest gas station before returning it. If you do not, the prescribed fuel charge depending on mileage will be charged. Fuel charges are calculated differently depending on whether the car is a hybrid car (HEV) or non-hybrid car.
- After arriving at the returning shop, the shop staff will check the car for any scratches or dents.
- The balance will be adjusted as necessary. Please note that a prescribed penalty will be charged if you exceed your scheduled rental hours without prior notice.
- Erase the car navigation system's saved locations and log. If you do not know how, ask a rental shop staff member to help you when you return the vehicle.



02

# DRIVER'S LICENSE



You can drive in Japan  
if you have one of these driver's licenses.

Please check your driver's license.  
 You need to have any of these three kinds in order to drive in Japan.  
 Present your driver's license at the rental shop  
 when you pick up your rental car.

### 1 Japanese Driver's License (for Residents of Japan)

Driver's licenses issued by public safety commissions in Japan. These are ordinary driver's licenses.

### 2 International Driving Permit

International driving permit issued in one of the signatory countries/territories (not including Japan) of the Geneva Convention on Road Traffic (1949).



Passport



International driving permit

### 3 Foreign Driver's Licenses



Passport



Japanese translation of the domestic driver's license



Switzerland



Germany



France



Taiwan



Belgium



Monaco

Domestic driver's license from Switzerland, Germany, France, Taiwan, Belgium, or Monaco

Notes:

- Must be able to simultaneously present passport.
- You may drive within Japan for the shorter of the two periods; "the period of validity of your driver's license" or "one year from your date of landing\*."
- The date of landing indicates the day you landed in Japan after leaving the country and staying abroad for more than 3 consecutive months. Persons landing in, and subsequently re-entering Japan following less than 3 months abroad, will not have their re-entry date considered as their date of landing.

# ACCESSORIES AND OPTIONS



We have many services and options  
to make your driving experience  
even more comfortable and convenient.



We have many options to meet our customers' needs, including multilingual car navigation systems that can be used in your native language, and our One-Way System that lets you rent from one location and return the vehicle at another.

## Car Navigation Systems

### Standard Equipment

Multilingual car navigation systems\* are available. Please request one when reserving your car.

\*Some car navigation systems have only Japanese and English.

This device will help you with directions in unknown territory. If you input your target destination, it will get you there. There's no need to focus your attention on a map or smartphone map app. You can talk to other passengers and enjoy the Japanese scenery.

Car navigation systems are standard equipment on All passenger classes (including station wagons and SUV) (except for some models and regions). If you need one in another class of vehicle, contact the TOYOTA Rent a Car Reservation Center or the rental shop.

### How to Use Car Navigation Systems [Searching by Phone Number]

Key in the phone number of your destination into the car navigation systems for directions.

### [Searching by MAPCODE]

A MAPCODE is a number of up to ten digits that provides location data for many places in Japan. Key in the MAPCODE of your destination for directions.

### Notes on the Use of Car Navigation Systems

The car navigation system you are using might not have newly-built roads or the latest data. Be sure to follow the actual road signs while driving.

In vehicles equipped with Audio Multimedia you can control some applications through the display by connecting your smartphone to the Audio Multimedia system.

## Non-Smoking Car

Non smoking cars will be assigned to all reservations from TOYOTA Rent a Car website, application or reservation center. In case you prefer a smoking car, please contact the shop directly.

Note: Some models may not be available at some sales outlets.



## Child Seats Paid Options

If the worst should happen, protecting your children is your first priority. A collision at 40 km/h will cause a 10-kg child to exert a force of 300 kg (a 30-fold increase). A child on your lap cannot be protected.

- It is required by law to use child seats for children under 6.
- If you will be traveling together with a child under the age of 6, please be sure to let us know at the time that you make your reservation.
- We also provide car seats for infants under the age of 9 months.
- It is your responsibility to make sure that child seats are attached correctly.

**Seat Type** Infant Seat

**Child Size** Less than 9 kg in weight  
Less than 100 cm in height  
Up to about 9 months old

**Seat Type** Child Seat

**Child Size** Between 9–18 kg in weight  
Less than 100 cm in height  
9 months to about 4 years old

**Seat Type** Booster Seat

**Child Size** Less than 15–32 kg in weight  
Less than 100–135 cm in height  
4 to about 10 years old

## ETC Device Standard Equipment

No more worries about traffic jams on the expressway.

The ETC (Electronic Toll Collection System) is a system that allows for fares to be calculated automatically for vehicles passing through toll gates on expressways, without having to stop.

### How to Use ETC-Equipped Rental Cars

- All passenger classes (including station wagons and SUV) are equipped with ETC devices as standard equipment. It is available as a free option on other vehicle classes. Please inform the TOYOTA Rent a Car Customer Center or the rental shop if you need it.
- Bring your ETC card to a location that offers ETC-equipped vehicles.

Note: ETC cards can be rented at some TOYOTA Rent a Car shops. Please inquire when reserving your car.

### Pre-Driving Checklist

#### Point #1

Confirm the expiration date of your ETC card. ETC gates will not open if your ETC card has expired.



#### Point #2

Insert the ETC card into the ETC device correctly. ETC gates will not open if the ETC card is inserted in the wrong direction, or if it is upside down.



#### Point #3

Do not forget to take ETC card out. Be sure to take your ETC card out of the device when leaving and returning the car.



### Tollgate Cautions

#### [Entering the Tollgate]

Check the lane indicator signs for an ETC lane.



Reduce speed and keep your distance from the vehicles ahead as you enter the lane.

Check to make sure the barrier is open.



Slow down and maintain a safe speed of 20 km/h or less.

#### [Leaving the Tollgate]

Check the roadside display.



Check to make sure the barrier is open.



Slow down and maintain a safe speed of 20 km/h or less.

## ETC Card Rental Paid Options

- Not available at some shops.
- There may be a limit to the number of cards.
- Please inquire at the TOYOTA Rent a Car Reservation Center you use for details.

### Point #1

You can rent an ETC card at the shop if you do not have one.

### Point #2

Convenient one-time payment of both ETC usage fees and rental car rates.



### Point #3

Returns at a shop other than from where you rented it are possible. (Excluding some shops.)

Notes:

- Please pay the ETC card usage fee at the shop with cash or credit card when returning the rental car.
- Rentals of ETC cards only are unavailable.

## JAF Membership Card Rental Paid Options

You can rent a JAF Membership Card for JPY 550 (tax included) / rental. Gain more peace of mind with safety, and get bargains during your rental car journey with the preferential discounts that come with the JAF Membership Card.

Notes:

- The "JAF discount" does not apply to the rental car's basic rate.
- Not applicable to T2 (other than standard decks), T3, T4, or Bus classes.
- In instances of damage/loss, the cost of a JPY 2,000 (tax exempt) issuance fee is charged separate from other costs.
- If you have used JAF road service, we are given the details from JAF (date and time, location, type of work done, etc.).

## Model Selection Option Paid Options

This option allows you to select the model of your choice when making your reservation.

- All classes (including station wagons and SUV) : JPY 2,200 (tax included) /rental

## 4WD (Four-Wheel Drive Vehicle) Paid Options

Four-wheel drive vehicles can drive and stop reliably on any kind of road. They are recommended for mountains and other areas with inclined roads or strong cross-winds. They are a popular choice among travelers who are going snowboarding.

## Winter Tires and Other Winter Options Paid Options

Winter tires and snow chains for snowy roads are available. The fee varies by rental shop.

- Winter Tires
- Snow Chains
- Carrying Systems (for Skis/Snowboards)

Note: These are unavailable with some vehicle models and at some rental shops.

## One-Way System

One way system is a convenient system that allows you to return a car to a different location from the one you picked up the car. For the fee for our one-way service, please ask at the store or check our website.

Notes:

- Please apply for use of the One-Way System in advance. Also, please note that the One-Way System may not be available in some cases.
- The One-Way System is not available when traveling between the following locations:
  - (1) Between Hokkaido and Honshu, Shikoku or Kyushu;
  - (2) between Okinawa and other prefectures.
- The One-Way System is not available for buses.
- The One-Way System may not be available for some car models and shops.



# INSURANCE



**In case the worst should happen,  
protect yourself with  
TOYOTA Rent a Car insurance.**

We hope you never have to use it, but we provide a variety of insurance options to provide TOYOTA Rent a Car customers with even more comfort and peace of mind.

### TOYOTA Rent a Car Insurance

The following amount will be paid as compensation for an unexpected accident.

#### Bodily Injury

#### Causing another person to suffer injury or death

Unlimited per person  
(including automobile liability insurance)

#### Car Damage

#### Damaging the rental vehicle

Up to the actual value per accident  
[cost of JPY 50,000 covered by customer (deductible); JPY 100,000 for buses and large size trucks]

#### Property Damage

#### Damaging another person's vehicle or property

Unlimited per accident  
[cost of JPY 50,000 covered by customer (deductible)]

#### Physical Disability

#### Injury or death suffered by you or one or more passengers

Up to JPY 30,000,000 per person\*

\*Compensation will be paid for injuries to passengers (including death and residual disability) regardless of the degree of the driver's responsibility (up to JPY 30,000,000: the amount of damage will be calculated by the insurance company based on the insurance clause).

#### Notes:

- The amount of damage that is not covered or paid for by compensation shall be covered by the customer.
- Insurance does not cover any accidents specified by the disclaimers in the insurance agreement.  
Insurance may also not cover accidents for which an accident report has not been issued by a police officer.

#### Instances Not Covered by Insurance/- Compensation System

- The accident is not reported to the police (there is no accident report)
- Accidents occurring when someone other than the applicant at the time of departure is driving
- Accidents occurring while driving without a driver's license
- Accidents occurring while driving under the influence of alcohol
- Accidents occurring while driving during an extended period of rental without permission
- Violation of other items listed in the rental agreement, etc.

#### Other Costs Covered by Customer Not Included in Insurance/Compensation System

- Expenses for flat tires
- Expenses for loss/damage to hubcaps only
- Non Operation Charge (NOC)

In the event of a car accident, car theft, car breakdown or stains/damage to the car, if the car needs to be repaired and/or cleaned, the fees below will be charged as compensation for business interruption for that period.

#### Able to be driven

Driven back to the scheduled shop

**JPY 20,000**  
(Non-taxed)

#### Unable to be driven

Not driven back to the scheduled shop

**JPY 50,000**  
(Non-taxed)

#### Notes:

If the car is able to be driven but is not returned to the shop (left on the road, etc.), JPY 50,000 is charged.

### Exclusion of Liability Compensation System

This system exempts the cost covered by customer (deductible) in instances of property damage and car damage in an accident.

<b>Property damage</b>	Cost covered by customer (deductible) JPY 50,000	▶ <b>No payment necessary</b>
<b>Car damage</b>	Cost covered by customer (deductible) JPY 50,000*	▶ <b>No payment necessary</b>

\*JPY 100,000 for buses and large trucks

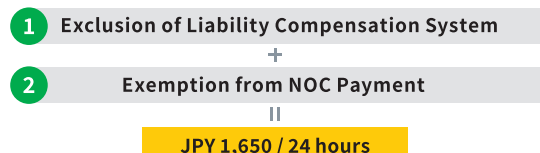
**JPY 1,100 (tax included) / 24 hours**

Notes:  
 · JPY 2,200 (tax included) for vehicles classified as 1 or 2.  
 · It is possible to choose only the exclusion of liability compensation

### TOYOTA Rent a Car Double Protection Package Recommended!

This is a new package combining the exclusion of liability compensation system and exemption from Non Operation Charge (NOC) payment. Get double protection support just by adding JPY 550 (tax included) / 24 hours to the exclusion of liability compensation system.

In addition, compensation for repair costs to damaged tires and lost hubcaps is included.



JPY 2,750 (tax included) for vehicles classified as 1 or 2

#### 1 Exclusion of Liability Compensation System

The system exempts customers from paying the cost (deductible) of property damage and car damage stated above at the time of the accident.

#### 2 Exemption from NOC Payment

In the event of a car accident, car theft, car breakdown or stains/damage to the car, if the car needs to be repaired and/or cleaned, payment of compensation for business interruption for that period is exempt.

<b>Able to be driven</b>	Driven back to the scheduled shop	▶ <b>No payment necessary</b>
<b>Unable to be driven</b>	Not driven back to the scheduled shop	▶ <b>No payment necessary</b>

Notes: If the car is able to be driven but is not returned to the shop (left on the road, etc.), the NOC is JPY 50,000.

#### 3 Flat Tires, Loss/Damage to Hubcaps Only

Repair/exchange costs are free of charge. Service is offered in the event of tire trouble.

Notes: Repair costs to damaged tires, costs of labor and the cost of new tires if a tire exchange is necessary, the cost for lost hubcaps, and the cost of wheels if damaged are free of charge.

#### Notes regarding the TOYOTA Rent a Car Double Protection Package

- Even for those purchasing the TOYOTA Rent a Car Double Protection Package, if we could verify the actions prohibited in accordance with the Car Rental Guide, such as accidents or damages (i.e. smoking inside a non-smoking car) caused with the customers' intention, etc., please note that they shall pay for the Non Operation Charge (NOC).
- If replacing a tire with a spare tire, please use the road service offered by a designated insurance company or do it yourself.
- In instances where the vehicle has popped a tire and is not equipped with a spare tire, please request road service offered by a designated insurance company, and do not use the puncture repair kit found in the vehicle. The vehicle will be carried to the nearest repair shop via the road service (free of charge if within the specified conditions of the insurance company's road service).
- Should use of the puncture repair kit found in the vehicle be necessary as an emergency measure, the cost of the puncture repair kit found in the vehicle is paid by the customer.
- When replacing tires with new ones, please contact the pick-up shop beforehand. As a principle, damaged tires are to be replaced by the equivalent type. (Any exceeding costs are paid by the customer.)
- Costs of repair to tires or purchase of tires may be paid by the customer. In this situation, the customer shall be reimbursed by presenting the receipt at the shop when returning the rental car.

If an accident occurs and the car cannot be driven, the rental contract will be canceled as stated within the rental agreement. If you would like to continue using a rental car, a new contract is required. That cost is not covered by the Double Protection Package.

#### What You Should Do in the Event of an Accident or Car Trouble

##### 1 Accident

Be sure to inform the police if you have had an accident.



##### 2 Car Trouble

Contact the TOYOTA Rent a Car Reservation Center or the pick-up location if your car breaks down or if there is some other vehicle trouble.

## Road Service

### Vehicle Carrying Service

Maximum compensation of JPY 150,000 per accident (approx. 180 km)



### Restarting the Battery When it Dies

Restarting of a dead battery by connecting it by cable to an engine and starting the engine



### Opening Doors When the Key is Locked Inside

Service offered only when confirmation can be made with the rental car's contract that it is the person named in the contract.\*1



### Flat Tire and Spare Tire Exchange\*2

If the tire of a vehicle not equipped with a spare tire pops, the vehicle will be carried to the nearest repair shop (there may be instances when the puncture repair kit is used).



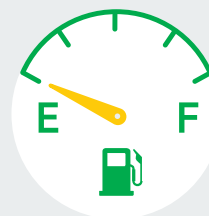
### Raising Cars Partially Fallen into Ditches, etc.

Raising height up to 1 m



### Refueling When Out of Gas

Limited to 1 time per rental. A maximum refill of 10 liters of gasoline or diesel. "Out of gas" refers to a state where the engine does not turn on due to a lack of fuel.



\*1 The following instances do not apply. Unlocking vehicles equipped with security devices (immobilizers, etc.). Unlocking of trunks. Other instances where it is difficult for the arriving assistance to unlock the vehicle due to the car model, year, type of key, etc.

\*2 Repair costs to damaged tires, the cost of new tires and costs of labor, and the cost of the repair kit found in the vehicle are paid by the customer.

Notes:

•The road services above are provided by affiliated insurance companies. •Emergency repairs/light labor on site is free, but other work done is charged. •Amounts exceeding the compensation amount, and accidents described by disclaimers in the insurance agreement or damage from accidents or use in violation of the rental agreement are paid by the customer. •Conditions of rental shops and insurance companies may differ.

# DRIVING IN JAPAN



**When you drive in Japan,  
you must obey Japan's driving laws.**

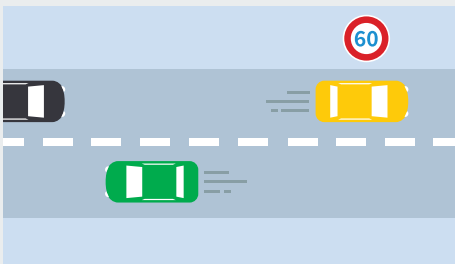


## TRAFFIC RULES

Japanese traffic laws and etiquette apply in Japan. For example, you drive on the left side in Japan, just like in England and Australia, with the steering wheel on the right side of the vehicle. Obey the rules and enjoy the difference in culture as you drive in Japan.

### Drive on the left-hand side of the road

In Japan, vehicles usually drive on the left-hand side of the road. Be sure to obey any signs that indicate a speed limit. The legal speed limit is 60 km per hour on general roads and 100 km per hour on expressways.



### The steering wheel is on the right side in Japan

In Japan, the steering wheel is on the right side. Make sure you obey the traffic laws and drive safely.



### Wear your seatbelt while driving

All vehicle occupants in all seats must wear seatbelts. Penalties will be charged if seatbelts are not worn.



### Child seats

Children under six years of age must be seated in child seats.



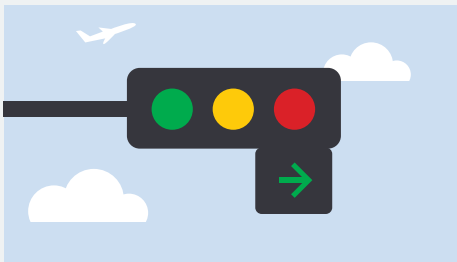
### Traffic lights

#### A red light always means “stop”

If the light facing you is red, stop and wait for it to turn green.

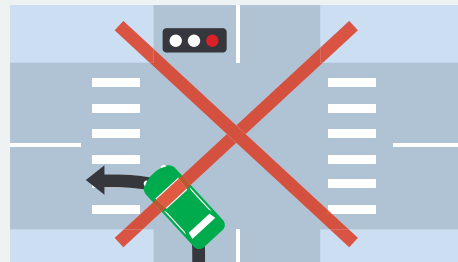
#### Follow the green arrow

If the light facing you is red, you must stop and wait for a green light. However, if you have a green arrow, you can turn only in the direction indicated by the arrow.



### No turning is allowed at red lights

All cars must stop when the traffic light in front of them turns red, and are not permitted to go until the light turns green. This includes vehicles traveling straight ahead, as well as vehicles turning left.



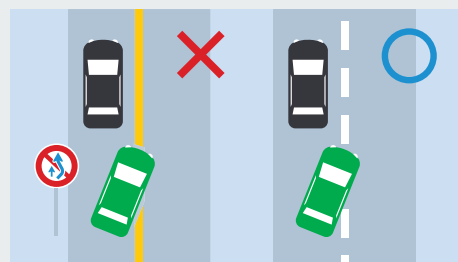
### Vehicles turning right must yield

In Japan, vehicles turning left get the right-of-way. If you are turning right, the oncoming vehicle has the right-of-way. Wait until the oncoming vehicle has gone straight or turned left before you turn right. Pedestrians always have the right-of-way, whether you are turning left or right, so pay adequate attention to pedestrians when turning.



### Be aware of no-passing zones

Passing is forbidden in zones with a yellow center line. Wait until you have gone through the no-passing zone and are able to pass in a safe manner.



### If you have any trouble, please contact us immediately

If your vehicle breaks down due to a traffic accident or violation, you should call your pick-up location or the TOYOTA Rent a Car Reservation immediately. Keep a copy of the rental company's phone number handy just in case. Accidents must be reported even if the vehicle is still drivable. You can find a TOYOTA Rent a Car shop from the sign shown at right.



### Call 110 for the police, and 119 for ambulance and fire assistance

If you are in an accident, first collect yourself and then look around to determine what you should do. Contact the police by calling the number 110, and describe the accident and its location. If anyone is injured, call the number 119 to summon an ambulance. You must call the police even in the case of a minor accident.



### Driving under the influence of alcohol is strictly forbidden

You cannot drive after drinking alcohol. If alcohol is detected during a breathalyzer test, you will be penalized for driving under the influence. You may also be penalized if you refuse to take the test. Passengers who were not been drinking and those who encouraged you to drink can also face penalties. Drinking and driving is absolutely unacceptable, as it affects everyone around us.



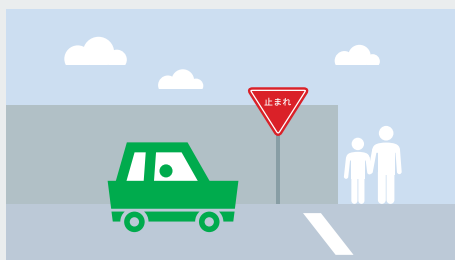
### Temporary stops

#### Temporary stops require a complete stop

You must stop the vehicle completely and look both ways to ensure it is safe.

#### Always stop at railway crossings

Be sure to stop in front of the crossing, and look both ways to ensure there is no train coming, as well as at the road in front of you to confirm that you can cross the tracks safely.



### Talking on a cell phone while driving is strictly forbidden

There are penalties for talking on a handheld cell phone while driving and for focusing on a screen to send or receive text messages.



## TRAFFIC SIGNS

Traffic signs are indispensable for safe driving.  
More than 200 different traffic signs are used in Japan;  
here are 49 typical signs.

### Regulatory Signs



Road closed



Closed to cars



No parking/stopping



No parking



Stop



Slow down



Speed limit



Minimum speed



Do not enter



No crossing by car



No U-turn



No passing

Designated  
direction onlyDesignated  
direction onlyDesignated  
direction onlyDesignated  
direction onlyDesignated  
direction onlyDesignated  
direction only

One way



One way



Bus-only lane

Caution Signs



Slippery road



Falling rocks



Bumpy road



Road construction



Steep upward slope



Steep downward slope



School zone



Traffic signal



Merging traffic



Lane reduced



Road narrows ahead



Two-way traffic



Railroad crossing



Crosswind



Animal crossing



Other danger

Direction Signs



Parking allowed



Stopping allowed



Right-of-way



Center line



Stopping line



Safety zone



Pedestrian crossing



Bike crossing lane

Guide Signs



Toll road



National highway route no.



Traffic lane designations



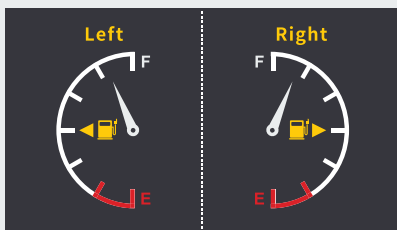
Emergency telephone

## FILLING UP THE TANK

There are two types of gas stations: the full-service kind, where an attendant is on hand to fill up your tank as per your request; and the self-service kind, in which you fill your tank by yourself. The explanation below is for the “self-service” kind.

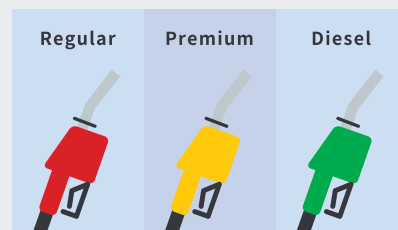
### 1 Location of the fuel tank opening

The location of the fuel tank opening varies according to the vehicle; some have it on the right, and some on the left. When you pull up at a self-service gas station, you must have the fuel tank opening on the same side as the fuel pump. You can check what side the fuel tank opening is on by looking at the fuel gauge. It will be on the side indicated by a triangle near the fuel gauge readout.



### 4 Fuel types

There are three types of fuel used in motor vehicles: regular gasoline, high-octane (premium) gasoline, and diesel fuel.

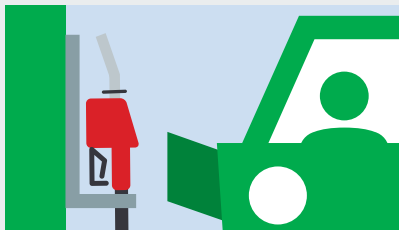


### 2 Shut off the engine and open the fuel tank cover

Stop the vehicle with the fuel tank opening near the fuel pump and shut off the engine. Open the fuel tank cover and get out of the vehicle.

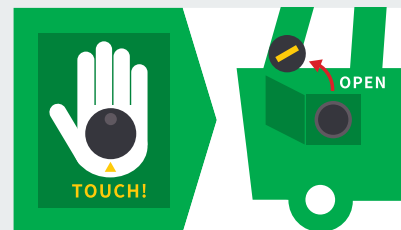
Notes:

- Gasoline is easily ignitable, so absolutely no fire sources are allowed while you are pumping gas.
- Some gas tank covers must be opened from outside the vehicle.



### 5 Touch the anti-static panel, remove the fuel tank cap, and fill up the vehicle

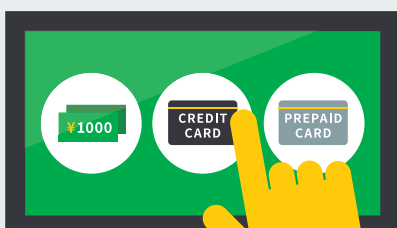
Once the specified fuel amount has been reached, you will hear a click and the fuel will automatically stop pumping. Overflowing fuel is dangerous, so do not top up the tank after it stops pumping.



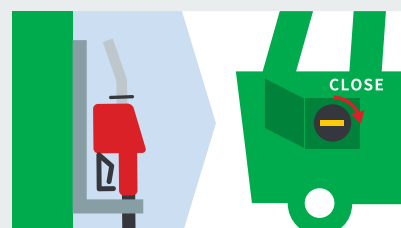
### 3 Choose a fuel type and payment method

Use the fuel pump's touch screen to select a fuel type, payment method, and fuel amount.

Note: Some gas stations require payment first, while others allow you to pay afterward.



### 6 Finishing and paying



## PARKING RESTRICTIONS

“It was only for a few minutes,” or “I wanted to keep the car within eyeshot” — these are some of the excuses given by people who park on the road and get fined. Don’t waste your vacation money on parking fines! Park the vehicle in a parking lot instead.

### Parking Violations are Stringently Controlled

- Parking violations are considered as such, even if the time that you illegally parked was short.
- In addition to the police, private contractors can also charge drivers with parking violations.



### When a parking violation sticker is attached to a rented car

#### [Reporting to the Police Station]

Visit a police station in the same prefecture where the parking violation sticker was issued. Then visit a bank to pay the fine.

Notes:

- As soon as TOYOTA Rent a Car is contacted by the police, we will contact the customer.
- The fine cannot be settled at a police station.

#### [Informing the Shop Beforehand]

When you return the rented car after going through the formalities, you need to present

- documents received from the police and
- receipt for penalty.

Note: If you fail to complete the formalities before returning a rented car, we will charge you an illegal parking fee, designated by our company, of 25,000 yen for ordinary-sized cars and 30,000 yen for Semi Medium, medium-and large-sized cars.

Moreover, if you fail to A) complete the formalities or B) pay the illegal parking fee, we will report you to the police, Public Safety Commission, and Rent-a-Car Association; and any further requests from you for rental cars will be refused from all branches of TOYOTA Rent a Car and Rent-a-Car Association member companies in Japan.

# Point to the information you want to see.



## FIRST-TIME USERS

Easy five-step instructions for first-time customers on how to rent and return your TOYOTA Rent a Car.

P04



## DRIVER'S LICENSE

You can drive in Japan if you have one of these driver's licenses.

P06



## ACCESSORIES AND OPTIONS

We have many services and options to make your driving experience even more comfortable and convenient.

P08



## CAR NAVIGATION SYSTEMS

If you input your target destination, we will get you there.

P09



## CHILD SEATS

If the worst should happen, protecting your children is your first priority.

P09



## ETC DEVICE

No more worries about traffic jams on the expressway.

P10



Tell us if there's anything you want to know, are worried about, or need with regard to your rental car. We will explain.



## ONE-WAY RENTALS

Return your rental car to a different TOYOTA Rent a Car shop from where you rented the car.

P11



## INSURANCE

In case the worst should happen, protect yourself with TOYOTA Rent a Car insurance.

P12



## TRAFFIC RULES

When you drive in Japan, you must obey Japan's driving laws.

P17



## TRAFFIC SIGNS

49 typical Japanese traffic signs you need to know.

P20



## FILLING UP THE TANK

Fill up the tank with gas well in advance for worry-free driving. Learn how to use Japanese gas stations.

P22



## PARKING RESTRICTIONS

Don't waste your vacation money on parking fines! Park the vehicle in a parking lot instead.

P23



This guide provides information on how to handle accidents and other vehicle trouble that occurs while you are using a rental car. In the unlikely event something happens, first take a deep breath, and then handle the problem in a calm manner.

### What You Should Do in the Event of an Accident or Car Trouble

#### 1 Accident

Be sure to inform the police if you have had an accident.



#### 2 Car Trouble

Contact the TOYOTA Rent a Car Reservation Center or the pick-up location if your car breaks down or if there is some other car trouble.

☎ TOYOTA Rent a Car Reservation Center

Pick-up location

**0800-7000-815** (Toll-free within Japan)

**092-577-0091 (+81-92-577-0091)**

From 8:00 to 20:00 local time (7 days a week) Notes: Some phones/phone lines may not connect.