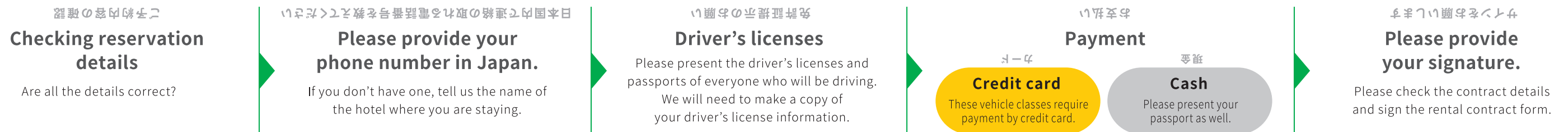


Explanation of Important Items



1

保険・補償制度

Insurance/Compensation Included in the Rental Car's Basic Rate

In the event of an accident during use, compensation within the scope of the compensation amount limit is given.

Bodily Injury	Unlimited per person (including automobile liability insurance)
Property Damage	Unlimited per accident [cost of JPY 50,000 covered by customer (deductible)]
Car Damage	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]
Physical Disability	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 deductibles mentioned above and amounts exceeding the compensation amount are paid 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.

Note! 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.
Example: Theft of the vehicle while the key is in it

The deductibles mentioned above and amounts exceeding the compensation amount are paid 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.

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

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
Unable to be driven	Not driven back to the scheduled shop	JPY 50,000

Note: 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.

Expenses for flat tires

Expenses for loss/damage, etc. to hubcaps only

2

追加の補償

Additional Compensation

The Exclusion of Liability Compensation System exempting the customer from the insurance charge incurred, as well as TOYOTA Rent a Car Double Protection Package exempting the customer from payments of the Non Operation Charge (NOC) are available.

●List of Exempted Fees		Cost covered by customer (deductible)	Non Operation Charge (NOC) Payment	Expenses for flat tires Expenses for loss/ damage to hubcaps only			
A	Insurance/Compensation Included in the Rental Car's Basic Rate	Necessary payments in the event of an accident •JPY 50,000 for property damage •JPY 50,000 for car damage (JPY 100,000 for buses and large size trucks)	+	Necessary payments in the event of an accident •JPY 20,000 if able to be driven •JPY 50,000 if unable to be driven	+	Actual fee	JPY 150,000 at most + actual fees or buses and large size trucks JPY 200,000 at most + actual fees
B	Exclusion of Liability Compensation System JPY 1,100 (tax included) / 24 hours*1 (JPY 1,000 excluding tax)	No payment necessary	+	Necessary payments in the event of an accident •JPY 20,000 if able to be driven •JPY 50,000 if unable to be driven	+	Actual fee	JPY 50,000 at most + actual fees
C	Double Protection Package (DPP) JPY 1,650 (tax included) / 24 hours*2 (JPY 1,500 excluding tax)	No payment necessary	+	No payment necessary	+	No payment necessary	Peace of mind in the event of an accident

*1: JPY 2,200 (JPY 2,000 excluding tax) for vehicles classified as 1 or 2 / 24 hours *2: JPY 2,750 (JPY 2,500 excluding tax) for vehicles classified as 1 or 2 / 24 hours
*You may not be exempt depending on the accident. Please ask the staff for details.

C With the TOYOTA Rent a Car Double Protection Package

Exemption from expenses for flat tires and/or loss/damage, etc. to hubcaps only

Note: 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.

[Points of concern]

- Even for those purchasing the TOYOTA Rent a Car Double Protection Package, if we could verify of taking 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.)
Customers may be required to pay for the cost of tire repair or purchase of a new tire. In such case, the cost will be settled in exchange for the receipt at the shop when returning the rental car.

Your contract

A No additional coverage Rental car rate only	B Exclusion of Liability Compensation System only JPY 1,100 / 24 hours*1	C TOYOTA Rent a Car Double Protection Package JPY 1,650 / 24 hours*2*
--------------------------------------------------	-----------------------------------------------------------------------------	--------------------------------------------------------------------------

*1: JPY 2,200 (tax included) for vehicles classified as 1 or 2 / 24 hours *2: JPY 2,750 (tax included) for vehicles classified as 1 or 2 / 24 hours
*3: JPY 540 (tax included) / 24 hours when you make a reservation through a travel agency and the Exclusion of Liability Compensation System is included in the rental car charge.

Would you like to make a change?

Yes

No

3

事故の対応の流れ

In the Event of an Accident

In the unlikely event of an accident, handle the situation in a calm manner.

Get help for anyone injured.

Report the accident to the police.

Get the name, home address, and contact information of the other party, as well as the location of the accident.

Contact the TOYOTA Rent a Car Reservation Center or the pick-up location.

4

駐車違反

If a Parking Violation Sticker Is Attached to a Rented Car

Be sure to resolve the violation during the car rental period.

Visit a police station in the same prefecture where the parking violation sticker was issued.

Go through the formalities and pay the fine.

Return the rented car. Present documents received from the police and the receipt for penalty when you return the rented car.



If you fail to complete the formalities before returning a rented car...

We will charge you an illegal parking fee.

Ordinary-sized vehicle

JPY 25,000 (non-taxed)

Semi Medium/Medium/Large Vehicle

JPY 30,000 (non-taxed)

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. If you go to the police after returning the car, pay the penalty, and present the parking violation sticker and receipt to us, we will refund the illegal parking fee.

6

延長

Car Rental Extensions

Please contact the TOYOTA Rent a Car Reservation Center or the pick-up location in advance if you decide to rent the car longer.

Please pay the difference in fees when you return.

Note: A prescribed penalty will be charged if you exceed your scheduled rental hours without prior notice.

English Information

0800-7000-815 (toll free)

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

Business hours 8:00~20:00

5

燃料

Fuel Charges When Returning the Car

The car is provided with a full tank of gasoline (or diesel) when you pick it up, so please refill it at the nearest gas station when returning it.

If the tank is not full, you will be charged a prescribed fuel fee according to the mileage.

If you refuel at a self-serve gas station, please take care not to use the wrong type of fuel.

これはあなたの車の燃料の種類です

レギュラー

ハイオク

ディーゼル

This is the type of fuel used in your car



Regular Unleaded (red)



High-octane (yellow)



Diesel (green)

For hybrid vehicles, we recommend Hybrid Fuel Charging, which does not require refueling when the car is returned.

Special, Convenient Hybrid Fuel Charging

The customer is charged a fuel fee calculated from the mileage and actual fuel consumption. The fuel fee is adjusted according to the "average fuel consumption" shown on the display. Refueling the car when returning it is less convenient, and the eco-driving mode reduces your fuel fee.

Fuel charges = mileage ÷ average fuel consumption × fuel unit cost



Adjusted according to these values 燃費00.0km/l 平均00km/h

7

車両チェック

Checking the Vehicle

Please check the vehicle before your departure.

- Compare the vehicle checklist with the actual vehicle and check for scratches on the vehicle.
- If you are using a child seat, please ensure that it is installed properly.
- Seat belts must be worn even in the back seat. Please have everyone in the vehicle wear seat belts.

ご返却の流れ

When Returning the Vehicle...

Returning the vehicle

Please park in the spot indicated by the staff.

Is the gas tank full?

Please inform a staff member.

Checking the vehicle

A staff member will check the vehicle for scratches.

Please wait inside the shop.

You will be called once your bill is ready.

Billing

You will be asked to pay a fee if the gas tank is not full, or if you have extended the usage of the vehicle etc.

Thank you!

