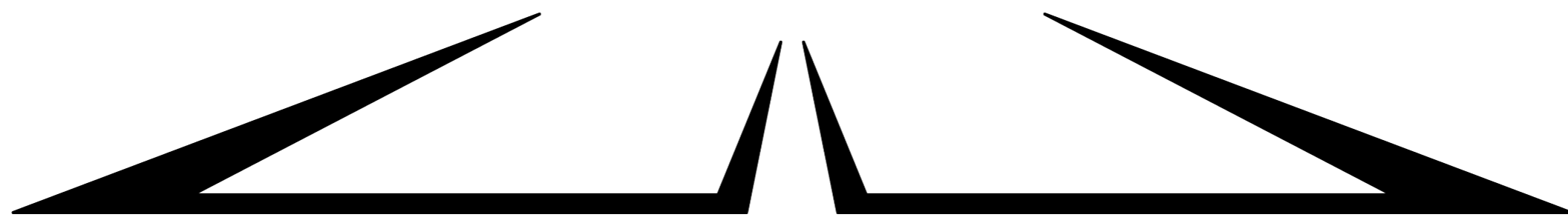


S-Vehicle



Rental Service Guide

–English Version–

1. Rental Process
2. License Requirements
3. Insurance
4. Fuel Policy
5. Optional Items
6. Change of Time / Location
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Rental Process

① Reservation Stage

Select the vehicle model and rental period, specify pick-up and return locations.

Add optional items as needed (e.g., ETC card, snow tires, child seat, etc.).

Confirm details to finalize the reservation.

Promptly complete pre-verification of details such as time, location, and driving qualifications.

② Pick-Up Stage

Meet at the designated time and place. Staff will verify the driver's information.

Sign the contract and inspect the vehicle together, taking photos for record.

After payment is completed, the journey begins.

③ Return Stage

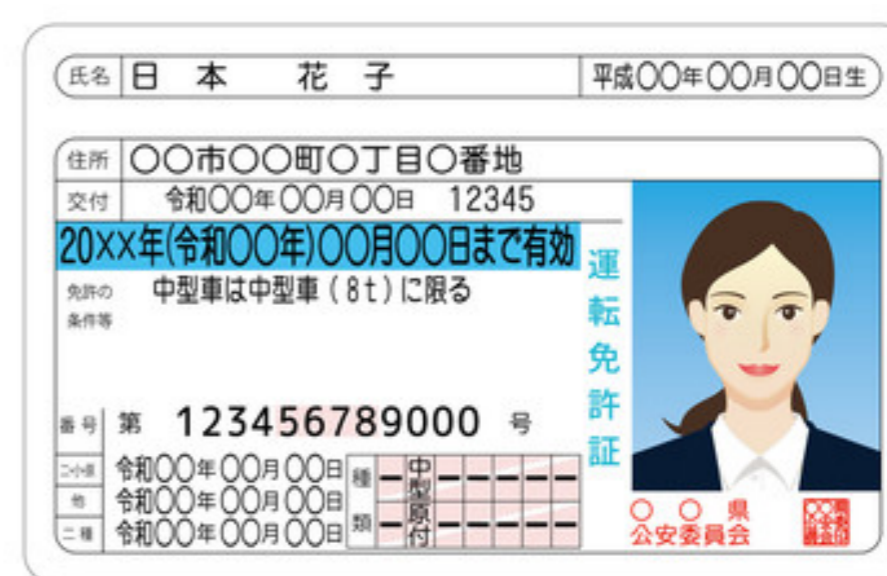
Return the vehicle at the agreed time and place.

Staff will inspect the vehicle and settle any highway toll fees. The rental process ends after return is complete.

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Valid Licenses in Japan

① Japanese Driver's License

② International Driving Permit (IDP)
based on the 1949 Geneva Convention③ Foreign License + Japanese Translation
(6 eligible countries/regions only)

②



If you hold an International Driving Permit (1949 Geneva Convention), please confirm the following details:

Size: 148mm (height) × 105mm (width)

Issuing Country: Member of the Geneva Convention

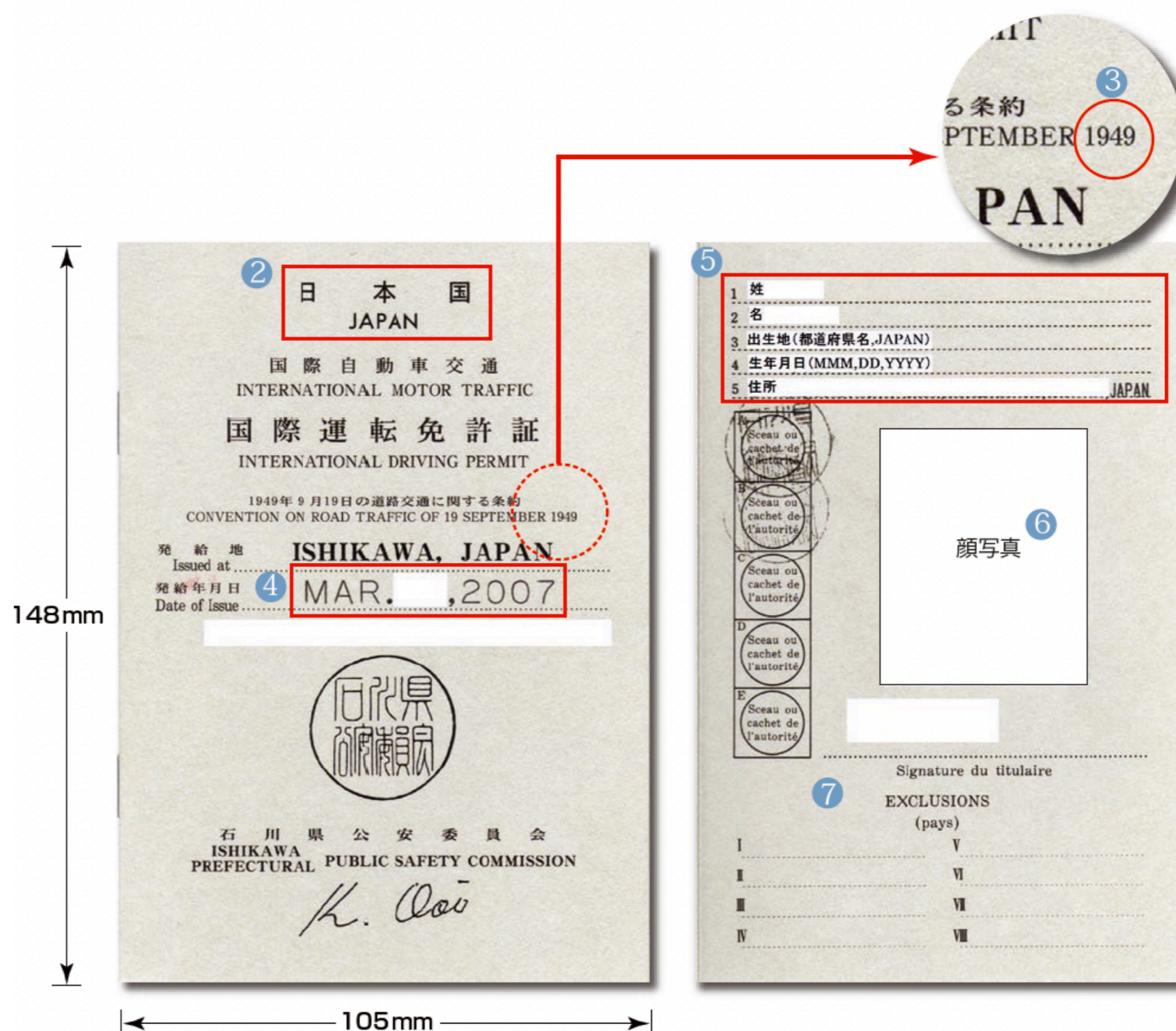
Treaty Name: "CONVENTION ON ROAD TRAFFIC OF 19 SEPTEMBER 1949"

Validity Period: Within one year from the date of issue

Authorized Vehicle Categories: Stamped with the corresponding class mark

Required Information: Includes surname, given name, place of birth, date of birth, and address

Photo: Holder's own photo



③



If you hold a foreign driver's license with a Japanese translation (limited to six countries/regions), please confirm the following details:



Monaco



Germany



France



Belgium



Switzerland



Taiwan

Region of Issuance: Passport and driver's license are issued by one of the six eligible countries/regions

Translation Issuing Authority: Translation must be issued by a designated organization

License Validity: The driver's license must be within its valid period

Identity Verification: The information on the license matches the holder's identity

Authorized Vehicle Category: The rented vehicle must fall within the permitted driving category

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Insurance

① Insurance Coverage

The insurance plan is based on the booking. Please review the details and contact us if you have questions. Last-minute changes will be handled case by case.

② Vehicle Inspection

At pick-up, please check the vehicle inside and out and take clear photos or videos. These serve as proof if any dispute arises. Without them, our records will apply.

③ Vehicle Damage Compensation

If the vehicle is damaged, we'll charge an estimated amount first. The final cost will follow the repair quote. Difference will be adjusted by card or e-payment only.

④ Platform Insurance

If you purchased insurance marked "Provided by RentalCover (a Trip.com partner)" on the platform, you must pay first and claim reimbursement directly from the platform. Our company will not negotiate with the platform but can assist in providing required documents.

⑤ Accident Reporting

A police accident report is required for insurance claims in Japan.

If an accident is not reported and no official record is made, insurance coverage will not apply. Always call 110 and contact us after accident as soon as possible.

⑥ Usage Regulations

Smoking is prohibited. If the car interior has a smoke smell, vomit, or any other unpleasant odor, a non-operation charge and cleaning fee will be applied.

- **Third-Party Liability Insurance**

Covers personal injury and property damage caused to others in an accident.

Separate limits apply for bodily injury and property damage.

- **Personal Accident Insurance**

Covers the driver and passengers for injuries during driving.

Note: Does not cover incidents unrelated to driving.

- **Vehicle Insurance/Collision Damage Waiver (CDW)**

Covers single-vehicle accidents, hit-and-run accident, or natural disaster damage if a police report is filed.

Basic insurance does not cover tire or glass damage.

During the rental period, the renter is responsible for the vehicle.

Even if covered, the renter must cooperate with follow-up procedures (including third-party hit-and-run or hail damage).

- **Deductible (Excess)**

The minimum amount paid by the renter before insurance applies.

Example: With a ¥50,000 deductible, repair costs under ¥50,000 are fully borne by the renter.

- **Free Roadside Assistance Includes**

- Towing service – transport to a repair shop in case of accident or breakdown
- Battery jump-start – restart service for a dead battery
- Lockout assistance – unlock service if keys are locked inside
- Flat tire replacement – replace with a spare tire (no tire repair included)
- Winching service – towing if stuck in a ditch or snow

- **Non-Operation Charge (NOC)**

Compensation for business downtime due to repair or deep cleaning.

Two types of NOC apply:

- **Drivable vehicle** – repair or cleaning needed but still legal to drive
- **Undrivable vehicle** – serious damage making the car illegal or unsafe to drive (e.g., broken mirror)

Insurance becomes invalid if:

- Accident not reported to police (no official Accident Report)
- Accident caused by an unregistered driver (not listed at departure)
- Driving without a valid license
- Drunk driving (including over alcohol limit)
- Accident occurring during an unauthorized rental extension
- Contract violation, such as leaving keys inside leading to theft



Fuel Policy

① Fuel Type

Japanese gas stations use color codes for fuel types: *red – regular gasoline*, *yellow – high-octane gasoline*, *green – diesel*.

Please refuel with the correct type as instructed at pick-up. The correct fuel type will be informed during vehicle handover and also indicated inside the car.

If the wrong fuel is used, the renter is responsible for repair costs and up to ¥100,000 in non-operation charges.

② Fuel Level Policy

A full-to-full policy applies.

If the fuel is not full upon return, a refueling fee will apply. Please refill before returning to avoid extra charges.

Vehicle Type	Fuel Cost (Full Tank)	Fuel Deficit
TOYOTA Aqua	¥12,000	*Fuel Deficit(%)
TOYOTA Prius	¥12,000	
HONDA Grace	¥12,000	
TOYOTA Alphard	¥15,000	
TOYOTA Vellfire	¥15,000	
Mercedes-Benz C200	¥15,000	

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Optional Items

Optional items are based on the contents selected at the time of booking. Any later additions or cancellations will be processed based on availability. All optional item fees, except highway tolls, are payable at vehicle pick-up.

Optional Items (JPY)		
Highway Fees	ETC Card Rental	¥500/Day
	Highway Toll Fees (via ETC)	Settled upon return — actual tolls + 10% service fee
Child Seat		¥2,000 / per use (flat rate, not per day)
Phone Holder & Charging Cable		Provided free of charge in all vehicles
Snow Tires		¥500/Day

Additional Notes on ETC Card Rental

About the ETC Card:

The ETC card is an IC card for automatic toll payment on Japanese highways, allowing non-stop passage without tickets or manual payment.

While some highways still accept cash or credit cards, most toll gates are now ETC-only. **Please note that some exits accept ETC cards only.**

By the way, Using an ETC card at night or on holidays gives about 30% off tolls, cheaper than cash or credit payment.



↑ The entrance on the right is ETC-only.

ETC Card Rental Fee:

¥500 per day, payable at vehicle pick-up.

Highway Toll Fees:

Toll fees will be settled upon vehicle return. Our staff will verify toll usage and collect the amount.

As required by the ETC card provider, a 10% service fee will be added to the actual toll cost.

Additional Notes on Child Seat Rental

Under Japanese traffic law, children under 6 years old must use a child safety seat. We provide various types, including infant seats, toddler seats, and booster seats.

Please inform us of your child's age, weight, and any special requirements when booking so we can prepare the right seat.

Availability is limited, and seats may not be provided without advance reservation.

Some special requests may incur additional charges, which will be informed at booking.

Please check the seat's installation and secure fitting together with our staff at pick-up. The company is not liable for any injury or damage resulting from child seat use.



Change of Time or Location

① Change Requests

For any change to the pick-up or return time or location, please contact us at least 3 hours in advance. Changes are not guaranteed and depend on availability.

② Priority Rule

If there's a schedule conflict, earlier bookings take priority.

③ Special-Hour Fees (See shown below)

Changes involving early/late hours or special locations may incur extra charges. Paid fees are non-refundable even after changes.

④ Responsibility

Pick-up and return details follow the original booking. Requests made within 3 hours are invalid, and any delay or extra cost is the renter's responsibility.

Pick-up / Return Location	Delivery Service Fee	Regular Hours	Special Hours	
		Free	¥5000/trip	
Tokyo 23 Wards	Free	9:00 - 21:00		21:00 - 23:00
Haneda Airport	¥3000/trip	9:00 - 21:00	07:00	21:00 - 23:00
Urayasu	¥5000/trip	9:00 - 20:00	-	20:00 - 22:30
Kawasaki / Yokohama	¥8000/trip	9:00 - 20:00	09:00	20:00 - 22:30
Narita Airport	¥10000/trip	10:00 - 20:00	07:00 -	20:00 - 22:30
Kamakura	¥12000/trip	10:00 - 20:00	10:00	20:00 - 22:00

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Late Arrival Policy

Please pick up and return the car at the scheduled time.

If you are late (including delays caused by traffic or other uncontrollable factors), staff will adjust the schedule and charge **a late fee** as shown below.

Note: In some cases, staff may be unable to wait and the pick-up or return time may need to change. Any resulting delays or costs are the renter's responsibility.

Late fee	
0-15minutes	¥0
16~30minutes	¥3000
31~60minutes	¥6000
.....
every 30min after	+¥3000

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Traffic Rules & Accident Procedures



① Follow Traffic Laws

Please follow Japanese traffic regulations. You can scan the QR code to learn more. If you have any questions or are unsure, feel free to ask us.

② Traffic Accidents

In case of an accident, call the police (110) and contact our company immediately. A police report is required for insurance claims. Do not leave or settle privately. We will assist you with the necessary procedures.

③ Traffic Violations

For violations (e.g., speeding, illegal parking), the driver must handle them promptly at the local police station.

Failure to do so will result in a handling fee up to 3 times the original fine.

We can assist if needed, but refusing to cooperate may lead to serious penalties.

④ Stay Calm

In any accident or emergency, stay calm and ensure personal safety first.

*If you have any questions or need assistance,
please feel free to contact our staff.*

Thank you for your understanding and cooperation.

Have a safe and pleasant journey!