



Rental Guide

Insurance and the Collision Damage Waiver

Insurance included in the rental fee

Personal injury liability insurance (other parties)	Unlimited
Property damage liability insurance (other parties)	Unlimited, except for a 50,000 yen per accident deductible.
Vehicle insurance (your rental vehicle)	The vehicle's market value, except for a 50,000 yen per accident deductible. (A 100,000 yen deductible applies to vehicle classes other than K, S, VA, and SW.)
Personal injury insurance (your party)	30,000,000 yen per person (up to vehicle capacity)

Collision Damage Waiver (CDW)

In the event that an accident does occur, the renter will be charged a deductible as part of repair costs. However, if the renter has entered into the collision damage waiver program, no such costs will be incurred.

Light car (kei car) / compact car	1,500 yen per day
All other car models	2,000 yen per day

Examples of cases not compensated by insurance or waivers

- * Punctured or burst tires, loss of wheel caps, damage to interior
- * Damage to the vehicle due to objects such as flying stones
- * Drinking, drug use, unauthorized extension, driving without a license, settlement outside of court without consent of the rental company
- * Willfully caused damage
- * Failure to follow proper procedure with regard to contacting police and rental company after an accident has occurred
- * Improper vehicle use or management (including theft)
- * Damage due to driving on rough surfaces such as beaches and riverbeds
- * Accidents involving properties possessed, used, or managed by renter
- * Fueled with the wrong fuel type.
- * Second and subsequent accidents

Malfunctions of the vehicle or its electronic components

We perform inspections at vehicle departure time, and therefore do not bear responsibility for losses incurred due to malfunctioning vehicle, GPS, ETC, or electronic components; such as not arriving at the correct destination.

Non-Operation Charge (NOC)

A Non-Operation Charge (NOC) is a charge that applies in case of damage to your vehicle, due to costs the rental company incurs while the vehicle requiring repairs is out of service. It applies even when you have entered the Collision Damage Waiver program; and depends neither on the duration of repairs, nor on the extent of the damage aside from its relevance in determining which of the following NOC fees applies:

When the vehicle is returned (and can be driven safely)	K,S,VA,SW classes	20,000 yen
	other classes	30,000 yen
When the vehicle cannot be driven safely (includes cases where any lights are damaged)	K,S,VA,SW classes	50,000 yen
	other classes	70,000 yen
Total loss	K,S,VA,SW classes	100,000 yen
	other classes	200,000 yen

Towing Charge

In the event that an accident does occur and the car cannot be driven, you will be charged for transportation of the vehicle to one of our affiliated repair companies. (Basic towing charge + 750 yen per kilometer)

What to do in case of an emergency, accident or malfunction (Emergency telephone number: 110)

If you are experiencing an accident or vehicle malfunction, please keep calm and follow the instructions below.

What to do in case of an accident:

- 1) Tend to any injured persons.
 - 2) Call **110** for emergency and police assistance.
 - 3) Check on other involved parties.
 - 4) Contact the rental office.
- * Entering into any form of settlement with other parties at the site of the accident will invalidate all insurance coverage.
 - * Any damage to your vehicle will be treated as an accident, regardless of the extent of the damage, and regardless whether or not any other party was present or involved
 - * The clerk may not speak English. Call and tell them you have an accident or breakdown and send them an email. E-mail address (chitose@r-hts.net) We will translate your e-mail and reply to you. After business hours, we may not be able to reach you.
 - * At the time an accident occurs, the contract will end. You will be charged for any unpaid fees applicable to the vehicle's rental.

What to do in case of a malfunction:

Please let the car come to a complete stop in a secure location, and contact the rental office.

The renter will bear the burden of any repair costs in the event that the vehicle can no longer be driven due to the renter having willfully continued to drive the vehicle in spite of the existence of a malfunction. All repair and logistic costs incurred due to the malfunction will be at the renter's expense. However, if a portion of the cause of a malfunction is found to have occurred prior to the start of the rental period, we will refund a portion of the total cost of repairs in equal proportion.

* The clerk may not speak English.

Call and tell them you have an accident or breakdown and send them an email.

E-mail address (chitose@r-hts.net)

We will translate your e-mail and reply to you.

After business hours, we may not be able to reach you.

Parking tickets

Parking illegally may result in being fined for a parking violation. If fined, please promptly report to the designated police station with the parking ticket in question, and pay the specified fine (see "How to pay parking tickets" below). In the event that a fine has not been paid in the aforementioned fashion by the time the vehicle is returned, you will be charged a parking ticket deposit of 30,000 yen. If the fine is paid after the deposit has been made, a refund will be made in exchange for a receipt of parking ticket payment.

The enforcement of parking violations has gotten stricter.

In accordance with the revised Road Traffic Law, stricter to curb the proliferation of traffic violations. The law makes no distinction between drivers that own their vehicle and those that are renting one. For safety's sake, please follow the rules of the road. Parking tickets apply no matter how short the duration of illegal parking is! Obstructions caused by illegally parked vehicles can result in severe accidents.

In addition, we request that you do not park without permission in reserved parking spaces or on the grounds of public facilities.



PTO Continued on back page

How to pay parking tickets

If you receive a parking ticket please abide by the following instructions:

Step 1: Head to the police station specified on the ticket.

Step 2: Pay the fine corresponding to the parking ticket.

Step 3: When returning the vehicle, please bring your Traffic Violation Notice (交通反則通知書: kotsuhansoku-tsuchisho) and a receipt of payment listing the date (納付書領収証書等: nofusho-ryoshusho-to).

If we are unable to verify that step 3 has been carried out, we will require you to fill out a certificate of admission and make a 30,000 yen parking ticket deposit.

* If the parking ticket is paid in accordance with the steps listed above within one week of the creation of a certificate of admission, the renter will be eligible for a refund of the parking ticket deposit. Any costs incurred as a result of processing the refund will be borne by the renter.

* If any of the aforementioned procedures is not carried out, any further rentals to the renter will be refused.

* Any costs arising from the need to move a vehicle in violation of the law will be borne by the renter, including any cases in which the judgment of that need was made by the rental company.

Child seats

According to the Road Traffic Law, the driver is responsible for making sure that passengers under the age of 6 are seated in a child seat. Without a child seat, car rental will be refused. Please either reserve a child seat (1100 yen including VAT) or bring one yourself.

* It is the renter's responsibility to ensure that the child seat is properly installed and fastened. Even when assistance was provided by an attendant, it is the renter's responsibility to confirm the safety of any child seat usage.

* The rental company will bear no responsibility for any accident resulting from incorrect installation or fastening of a child seat.

* The renter may be held liable for costs resulting from loss of or damage to the child seat due to improper handling or failure to heed the aforementioned warnings.

Riding with pets (does not apply to assistance dogs)

A separate pet reservation is required to ride with a pet. A pet is only allowed inside a rental vehicle if the renter has agreed to all applicable restrictions and rules as explained when a pet reservation was made. Without a pet reservation, car rental may be refused. If a pet was found to have been present inside the vehicle without permission, you will be charged for any cleaning costs as well as compensation for lost time.

After-hours fee

In the event that pick-up, return, or both are outside normal business hours, a separate after-hours fee will apply (1 h /2200 yen including VAT).

Overage charges

In your schedule has changed such that you cannot return the vehicle by the scheduled return time, we ask that you please contact the rental car office you departed from in advance, to obtain consent. Furthermore, we require that you pay an overage charge in accordance with our price list.

Unauthorized extension

Any case in which the contracted return time has passed without return of the vehicle or contact from the renter will be considered to be an unauthorized extension. From that time on, any further rentals will be refused, and we may take any measures available to use to retrieve the vehicle.

If the vehicle was not returned during our normal operating hours (no later than 6:00 pm), we will process the return at 10:00 am or later the next day, and you will be charged an unauthorized extension charge.

Cancellation during use

If you would like to cancel during use, we ask that you please contact your departure office for approval. Please be forewarned that refunds will not be provided under any circumstances.

Gasoline

The vehicle will be rented out to you with a full tank, so we ask that you please return it the same way, using the gasoline type specified by the car maker, from a gas station designated by our company. In the event that you are unable to do so, we will charge you a separately determined fee for that amount. Please be forewarned that the fee is more expensive than the cost of refueling.

Designated gas stations

We ask that you refill the vehicle to a full tank using one of the following gas stations.

Please hold onto the receipt from refueling.


How to distinguish between oil types

regular (petrol, gasoline, etc.) ⇒ レギュラー


diesel ⇒ 軽油

Nearby gas station


Hokkaido Expressway: near Chitose Interchange

	8-1206-63 Asahi-cho, Chitose-shi TEL : +81 (0)123-23-2324 Operating Hours : all hours
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Hokkaido Expressway: near New Chitose Airport Interchange

	Bibi, Chitose-shi (at New Chitose Airport) TEL : +81 (0)123-45-2345 Operating Hours : 08:00 - 17:00
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Near the rental office

	1 Chome-4 Asahigaoka, Chitoseshi TEL : +81 (0)123-24-6193 Operating Hours : 08:00 - 19:00 (Closed on Sundays)
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Gas stations in Chitose City

(The last refueling is valid only in Chitose City.)



(Gas stations MAP)



(Shop MAP)

Returning the vehicle

Please return the vehicle to your departure office.

there is a chance that you will have to wait to return your vehicle. We ask that you please return your vehicle about 2 hours before your flight.

Please contact us as soon as possible if you expect your actual return time to be earlier or later than your scheduled return time by 30 or more minutes.

Setting the return destination of your navigation system

If your vehicle is equipped with a navigation system that supports the use of map codes, please search for the office using the following code:

 113 892 050 * 06

Navigation systems without map codes have the office set to the home location.

Please note that the return destination should not be searched for by address or phone number due to the inaccuracy of the resulting location.

Hokkaido Travel Car Rental

3-chome, Ryutsu, Chitose-shi, Hokkaido

TEL : +81 (0)123-31-0574

(Not suitable for GPS location look-up)

if you need help

Please email us with the license plate number of your vehicle.

E-mail address (chitose@r-hts.net)