

ETC card rental policy

- 1) ETC card rental is available at the following 8 airports(New Chitose Airport, Narita Airport Terminal 1 or Terminal 2, Haneda Airport, Chubu International Airport, Kansai International Airport, Itami Airport, Kagoshima Airport, and Naha Airport), and all hotels in Japan.
- 2) Can return ETC card by using any post offices, mailboxes and also, airport post offices throughout Japan.
You can send it back from convenient stores like LAWSON, MINISTOP, or Seicomart is also possible.
- 3) ETC card can be used for all car classes from all rental companies. (If the car is equipped with ETC device.)
- 4) If you rent a car with the ETC card, the rental period has to be 2 ~ 30 days. If you rent the ETC card individually, the rental period has to be 3 ~ 30 days.
- 5) Pick up from a post office at the airport or hotel counter is possible. Please provide the passport as an ID when picking up the package. ETC card and return envelope will be delivered to you, please check if it is in the package.
- 6) ETC toll fee charges will be calculated according to the ETC card usage history date. It will be charged to the registered credit card.
- 7) Deposit of 15,000 yen from the registered credit card will be required.
- 8) You are responsible for the ETC card during your ETC card rental period.
- 9) Even if the third party used the ETC card, you will still be responsible for all the toll fees during your rental period.
- 10) ETC toll fees will be charged according to the ETC card IC chip history. ETC fees might be different due to the road conditions during your trip. (3% handling charge will be incurred.)
- 11) If the deposited amount is not enough for the ETC card payment, an additional charge will be required.
- 12) In the event, that those who lost the ETC card or stolen, please contact ToCoo! right away. (If it is not on purpose or negligent, you will not be held responsible for the ETC card usage starting from the next day you contacted ToCoo!.)
- 13) Lost, stolen, damaged, or altered of the ETC card, you will be charged 20,000 yen as compensation for the ETC card.
- 14) Lost, stolen, damaged, or altered of the ETC card, resulting from the ETC card IC chip can not be read correctly. The deposit of 15,000 yen will be held until we receive the ETC card toll fee charges from the highway provider. Remaining amount will be returned, however, additional charges might be required if the deposit is insufficient.
- 15) We might need to disclose ETC card user personal information if required by the highway provider. (Including after the rental period). Please understand that the name and contact information might be requested by the highway provider.
- 16) If the rental car is not returned according to the reserved return day, the ETC card will be deactivated and NOT able to use.
- 17) ToCoo! will take no responsibility for any complaints, argument, or compensation occurred during your rental period. Please contact the highway provider directly.