



## About use

(i) To make a reservation, please use one of the methods stated below.

A reservation via the Internet is a method by which you can make a reservation through the Guts Rentacar official homepage (reservations are accepted 24 hours a day).

When you make a reservation, we will request the items below.

–Your name, your contact information, dates and times of departure and return, the number of people who will ride in the vehicle, desired class (It is not possible to designate the model.)  
–Desired options (studless tires, collision damage waiver [CDW], etc.)

(ii) About coming to the shop and concluding an agreement

–Please come to the shop at the time for which you made a reservation. In the event that you will be late, please be sure to contact the shop where the reservation was made in advance. Please understand that if there is no contact for one hour or longer after the time for which the reservation was made, we will cancel the reservation and charge a reservation cancellation fee.

–Payment methods differ for each shop with which an agreement is concluded. Because of that, the documents that are necessary for the conclusion of an agreement differ, so please check the official homepage.

–Please understand that if you do not present the documents, we will refuse to rent a vehicle.

–If there are multiple people who will drive, please present the driver’s licenses that allow automobile driving within Japan for all of the people who will drive.

–Please pay the rental fee before departure.

–On the written agreement, you are to fill out the agreement party’s information, emergency contact information, and the consent section.

\*If you do not state the aforementioned matters, we may refuse to rent a vehicle.

–After the provision of information for use is finished, please settle the rental fee.

–You can depart after the vehicle check ends.

(iii) Reservation cancellation fee

–Up to three days before use, a reservation cancellation fee will not arise.

–From two days before use until one day before use, the reservation cancellation fee will be 30% of the basic fee.

–The reservation cancellation fee on the day of use will be 50% of the basic fee.

\*1. On the day of use, if there is no contact for one hour or longer after the time for which the reservation was made, or if there is cancellation without notice, we will charge the amount equivalent to 100% of the basic fee as the reservation cancellation fee.

\*2. The basic fee equivalent to one week (seven days) for the class for which you made a reservation will be the maximum amount.

\*3. Contact with the shop outside of business hours will be handled the following business day.

(iv) Return

–Please return the vehicle by the return time stipulated in the agreement to the shop with which the agreement was concluded. If the return will not be made in time, please be sure to contact the shop with which the agreement was concluded in advance.

\*Even if you contact the shop, an excess time fee and a renewal fee will arise.

the matter will be a rental agreement violation, and we will immediately cancel the rental agreement and request the return of the rental car. If there is a violation of the Rental Terms and Conditions or the Rental Car Regulations, the collision damage waiver (CDW) will not be applicable, and in some cases, we may also refuse the application of automobile insurance. In addition, if the vehicle is damaged, you are to pay the repair fees and actual damage, such as business indemnification.

[Cases of use of credit card payment]

At the time when the reservation is made or at the time of departure, we will register valid credit card information, and you are to consent in advance to the fact that if anything below applies, we will deduct the equivalent amount from the credit card.–Cancellation fee–A case in which payment of a fee stated in the Rental Terms and Conditions or the Rental Car Regulations is in arrears

–Another case in which the shop with which the agreement was concluded incurs any type of damage because of an action by the agreement party or the driver

## About parking violation fines

[Cases in which a parking violation sticker is affixed to an unattended vehicle during the use period]

(i) Please present yourself at the police station that is stated on the parking violation sticker.

\*If we are contacted by the police after the vehicle is returned, we will contact the agreement party.

(ii) After presenting yourself at the police station, please complete the prescribed procedures and pay the fine.

(iii) After handling the violation, please return the rental car. At that time, please present the documents that you received at the police station and the receipt to the shop with which the agreement was concluded.

[Cases in which you do not handle a violation]

If you do not conduct handling (administrative disposition and payment of a fine) of a rental car violation by the time you return the vehicle, we will temporarily receive from you the JPY 25,000 parking violation fine that the shop separately stipulates and have you sign an admission statement. After the handling of the violation is completed, we will refund the JPY 25,000 parking violation fine, so please promptly handle the violation.

[Cases in which you do not comply with the handling of a violation and/or payment of a parking violation fine]

We will make a report to the police, the Public Safety Commission, and the Rental Car Association, and you will be refused the renting of rental cars at rental and lease shops throughout Japan and at each of the companies that are affiliates of the Rental Car Association.

[About compulsory reclamation of the rental car]

If there is a matter that falls under a case stated below, we will conduct compulsory reclamation of the rental car. In such a case, you are to pay the extension fee until the date of reclamation, a fine, and the expenses for the reclamation.

–A case in which the vehicle is not returned by the agreement expiration date

–A case in which payment of a fee cannot be confirmed

–A case in which handling of a penalty etc. for a violation of the Road Traffic Act has not been completed

–A case in which notification of a change of contact information is not given

\*For 24 hours after the reclamation, we will store any luggage that is loaded in the vehicle inside the rental vehicle, and after that, we will move the luggage to a storage place and store it for up to seven days. If the luggage is not retrieved after that, we will dispose of it. Please understand in advance that we will not accept any objections about personal belongings that are loaded in the vehicle.

## If an accident or malfunction occurs

If an accident occurs, please conduct the following (i) through (iv) without fail.

(i) Aid for injured people (ii) Prevention of a secondary disaster (iii) Contact to the police (iv) Contact to the shop

If an accident occurs, contact of the police and the shop is mandatory, irrespective of the extent of damage and whether or not people are injured. If that contact is not made, insurance and the compensation system will not be applied. In addition, if you caused the accident, legal liability for damage compensation will arise for the agreement party and the driver.

[About fees]

For the rental fee, before departure you are to pay the fee based on the agreement period.

(i) Agreement renewal

If you want to renew the agreement, you are to give notification of your intention for renewal to the shop with which the agreement was concluded and obtain that shop’s consent by the agreement expiration date, and then the agreement will be renewed (in principle, under the same conditions) based on advance payment of the rental fee. For the payment method in a case of conducting a renewal, please check with the shop with which the agreement was concluded.

(ii) Additional fees

If an excess time fee or a separate fee due to an accident arises, please settle it promptly.

(iii) Basic Fee Table

	Class	24 hours
Basic fee	Compact Class	JPY 3,700 (JPY 4,070 with tax included)
	Family Van Class	JPY 7,800 (JPY 8,580 with tax included)
	Compact Hybrid Class	JPY 5,000 (JPY 5,500 with tax included)
	Standard Hybrid Class	JPY 5,500 (JPY 6,050 with tax included)

(iv) Option Fee Table

	24 hours
Studless tires	JPY 1,000 (JPY 1,100 with tax included)

\* Studless tires are not available in some cases, so please ask the individual shop.

(v) Table of excess time fees and fees for excess time without permission

	Class	Up to 24 hours	Every 24 hours		Every 24 hours
Excess time fee	Compact Class	JPY 6,500 (JPY 7,150 with tax included)	JPY 6,500 (JPY 7,150 with tax included)	Fee for excess time without permission	JPY 19,500 (JPY 21,450 with tax included)
	Family Van Class	JPY 16,000 (JPY 17,600 with tax included)	JPY 16,000 (JPY 17,600 with tax included)		JPY 48,000 (JPY 52,800 with tax included)
	Compact Hybrid Class	JPY 8,000 (JPY 8,800 with tax included)	JPY 8,000 (JPY 8,800 with tax included)		JPY 24,000 (JPY 26,400 with tax included)
	Standard Hybrid Class	JPY 9,000 (JPY 9,900 with tax included)	JPY 9,000 (JPY 9,900 with tax included)		JPY 27,000 (JPY 29,700 with tax included)

If you do not obtain consent from the shop with which the agreement was concluded and the agreement expiration date is exceeded, it will be a violation of the Rental Terms and Conditions and the Rental Car Regulations, and application of automobile insurance will become impossible.

In addition, from the date after the agreement expiration date until completion of return, we will have you pay a fee for excess time without permission, and the agreement party will bear the entire amount of damage that arises, because of the excess time without permission, for the shop with which the agreement was concluded.

If we are unable to contact the renter for seven days or more, the situation will be handled as a non-return, and we will charge the vehicle base price (market value) in addition to the aforementioned fee. This will not apply if there is a valid reason for not contacting us.

For a vehicle class that is not in the Basic Fee Table, the 24-hour basic fee will be the excess time fee per 24 hours. For an exceeded option fee in the agreement, the 24-hour use fee will be the excess time fee per 24 hours.

[Fuel cost]

We will rent out the vehicle with a full tank of fuel, so please return it with a full tank.

\*If there is designation of a gas station, please fill the tank at the designated gas station.

Please bring the receipt or payment statement for the final refueling and present it to the staff member in charge. We will return the refueling receipt or payment statement after it has been checked. If the fuel tank has not been filled, we will have you pay the fee stated below.

Ordinary automobile	
Half or more of the fuel gauge	JPY 4,500 (JPY 4,950 with tax included)
Up to half of the fuel gauge	JPY 9,000 (JPY 9,900 with tax included)

[About the place for storing, during the agreement period, the vehicle for which the agreement was concluded]

During the agreement period, the agreement party is to personally secure a place for storing the vehicle for which the agreement was concluded. In the event that the vehicle for which the agreement was concluded is left on a third party’s private property or in a paid parking area, the agreement party is to personally and promptly move the vehicle. If expenses arise, the entire amount will be the agreement party’s responsibility. If the shop with which the agreement was concluded moves the vehicle, we will charge the entire amount of expenses.

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[Insurance]

If an accident occurs during use, indemnification will be provided within the scope of the indemnification limit amount.

At the time of conclusion of an agreement, we will rent the vehicle in a condition in which it is covered by the voluntary automobile insurance stated below. (Automobile insurance premiums are included in the basic fee.)

\*Damage liability for accidents that fall under an exempted matter in the damage insurance company’s terms and conditions and cases in which it is not possible to obtain an accident certificate by the police will lie with the agreement party.

Indemnification	Indemnification content	Amount borne by the customer
Indemnification for bodily injury	No limit	None
Indemnification for property damage	No limit	JPY 50,000 deductible
Indemnification for personal injury	JPY 30,000,000 per person	None

Indemnification	Indemnification content	Amount borne by the customer
Indemnification for vehicle	No coverage	If the vehicle can be driven Maximum of JPY 50,000
		If the vehicle cannot be driven Maximum of JPY 100,000

\*A situation in which the vehicle cannot be driven refers to a situation in which the vehicle cannot be driven under its own power or in which driving the vehicle is not allowed under the Road Traffic Act.

[Collision Damage Waiver (CDW) system]

If you purchase coverage under the CDW, the amount borne by the customer per one accident stated above will be exempted. Please note, however, that the Non-Operation Charge (NOC) will not be exempted. The additional purchase of coverage or cancellation after conclusion of the rental agreement is not possible. Furthermore, if accidents occur multiple times within the same rental agreement period, the CDW will apply only to the first accident. It will apply only to the person or people who make an application at the time of conclusion of the rental agreement, and if multiple people drive, it is necessary for them to make an application for the purchase of the CDW at the time of conclusion of the rental agreement.

\*It will apply for up to four people for one purchase.

\*If multiple people want coverage, all of the people to be covered are required to fulfill the conditions for CDW coverage.

Coverage fee	24 hours
	JPY 1,000 (JPY 1,100 with tax included)

A person who falls under a condition stated below cannot be covered under the CDW.

(i) A person for whom less than one year has passed since an automobile driver’s license was obtained

(ii) A person who is younger than 21 years old or who is 70 years old or older

(iii) A person who has caused an accident in a rental car of the shop with which the agreement was concluded or another Guts Rentacar shop in the past

(iv) Another case in which the shop with which the agreement was concluded judges that coverage is inappropriate

[Non-Operation Charge (NOC)]

In the event that an accident, theft, malfunction, defilement, vehicle damage, or burn marks on a seat arise during use of the rental car and the vehicle’s repair or cleaning becomes necessary, we will charge you the amount stated below as a portion of business indemnification.

–A case in which you return the vehicle by driving it to the shop with which the agreement was concluded: JPY 30,000

–A case in which the vehicle cannot be driven: JPY 50,000

[Accidents caused by gross negligence]

If an accident is caused because of gross negligence, application of the CDW will be excluded, and we will charge a gross negligence fine of JPY 200,000 in addition to the property damage deductible, vehicle indemnification payment, and NOC.

Examples of accidents caused by gross negligence

–Dozing off while driving

[About tow trucks and road service]

(i) Tow trucks

If towing or vehicle transport is required due to an accident or malfunction, we will manage the process in accordance with the coverage provided by the damage insurance company or road service provider with whom our contracted shop has an agreement. For towing or vehicle transport that exceeds the scope of indemnification, the agreement party will be responsible for the actual expenses, irrespective of the cause of the accident or malfunction. Expenses for transportation of the agreement party from the place of the accident or malfunction will be the agreement party’s responsibility.

(ii) Road service

Battery replacement, battery jumping, tire replacement, flat tire repair, running out of gas, running off the road, and other emergency handling will be the agreement party’s responsibility.

[About restriction of movement]

In principle, an accident or malfunction in a place that is a straight-line distance of 50 km or more away from the shop with which the agreement was concluded will not be subject to such service as delivery of a substitute vehicle or vehicle replacement. The agreement party is to handle such an accident or malfunction at its own liability and expense.

[About management responsibility, daily inspection, and maintenance]

(i) The agreement party and the driver are to take responsibility for storing the rental car.

(ii) Please conduct daily inspections of the rental car and conduct the necessary maintenance.

If the rental period is two days or more, please follow the daily inspection table that is provided in the rental car and conduct a daily inspection before driving.

Repair fees for a failure caused by failure to conduct a daily inspection will be the agreement party’s responsibility.

If the rental period exceeds 30 days, we will have you conduct the prescribed maintenance or vehicle replacement for each 5,000 km of distance travelled or every three months.

\*Prescribed maintenance: Oil change, oil filter change (as necessary), battery voltage check, replacement of consumables, etc.

\*If you contact the shop with which the agreement was concluded in advance, in principle, you will not be responsible for maintenance expenses. In some cases, because of the work situation of the shop with which the agreement was concluded, we may designate the date and time for you to come to the shop, or we may replace the vehicle for which the agreement was concluded. For maintenance in a case in which contact is not made in advance, the expenses may be the agreement party’s responsibility.

(iii) If a lamp near the instrument panel turns on, or if there is a strange noise or a strange odor in the rental vehicle, please promptly stop driving and contact the shop with which the agreement was concluded. If an accident or malfunction arises because of the failure to stop driving, the entire amount of repair fees will be the agreement party’s responsibility.

[Cases in which a fine or a separate fee will arise]

–Damage caused by defilement or odor (Actual expenses for cleaning or for restoration to the original state + Non Operation Charge (NOC)): A case in which there is defilement or an odor in the rental car, other than what is caused by ordinary use, and the shop with which the agreement was concluded has become unable to use the rental car for business

–A case in which it is discovered that a dog, a cat, or another pet was riding in the vehicle: Fine of JPY 100,000 + NOC  
\*This includes a pet riding in a pet cage etc.

–A case in which smoking in a nonsmoking vehicle is discovered: Fine of JPY 50,000 + NOC

–If the vehicle is returned to a place other than the return place that was stipulated, as a return responsibility, at the time of agreement conclusion, expenses for sending the vehicle to the prescribed place will arise.

A case in which the vehicle is returned, without permission, to a place other than the return place: Re-routing expenses × 300% as a fine for the charge

–If an ordinary key is lost, JPY 5,000 (JPY 5,500 with tax included) will arise, and if a smart key or other special keys is lost, the actual expenses will arise.

–In relation to damage of the car navigation system, optional items such as onboard ETC equipment, vehicle accessories, and equipment inside the vehicle, the fee will be the actual expenses + NOC.

–If the Japan Automobile Federation (JAF) card is lost or damaged, you will be responsible for the JPY 4,000 (tax exempt) reissuance expense.

[Violation of the Rental Terms and Conditions or the Rental Car Regulations]

If the agreement party or the driver violates the Rental Terms and Conditions or the Rental Car Regulations, ————— 2 —————

–Excessive speed of 30 km/h or more

–Driving while overworked

–Cases in which there is a chance that normal driving is not possible because of illness, the influence of medicine, or another reason

–Road rage

–Intentional accidents

–Other accidents caused by gross negligence that can be regarded as the same as intention

[Accidents due to significant negligence]

If it is recognized by the damage insurance company that covers the shop with which the agreement was concluded that the negligence ratio of the agreement party and/or the driver is 100%, we will recognize the relevant accident as an accident caused by significant negligence, and the CDW will not be applicable.

[No-fault accidents]

If it is acknowledged by the damage insurance company that covers the shop with which the agreement was concluded that the negligence ratio of the agreement party and/or the driver is 0%, we will exempt payment of the property damage deductible, vehicle indemnification payment, and NOC, excluding some exceptions.

\*In principle, expenses for tire repair or replacement because of a flat tire while driving will be the customer’s responsibility.

Matters that require attention

[Cases in which the insurance and indemnification system cannot be applied]

(i) Cases in which, when the accident occurs, it is not possible to complete the prescribed procedures, such as contact of the police and the shop with which the agreement was concluded

(ii) Cases in which the Rental Terms and Conditions or the Rental Car Regulations are being violated

–Damage caused by troublesome (illegal) parking

–Extension without permission or nonpayment of a fee

–Driving conducted by someone other than the driver or secondary driver stated in the written rental agreement or loaning of the vehicle to such a person

–Cases in which settlement negotiations are conducted without permission

–Cases in which the vehicle is used for any type of test or competition or cases in which the vehicle is used for towing or pushing another vehicle

(iii) Cases that fall under a disclaimer of the damage insurance for which this shop concludes an agreement

–Intentional accidents

–Loss of a wheel cap or key

–Damage to the property that the agreement party owns, uses, or manages

(iv) Cases in which there is an error related to use or management

–Cases in which the vehicle was parked with the key in the ignition or without locking the doors and the vehicle was stolen

–Expenses for repair of vehicle body damage or corrosion that arose because the use method was bad

–Defilement or damage of equipment inside the vehicle

–Damage caused by attachment or improper installation of a tire chain, carrier, or child seat

–Accidents or vehicle damage in a case in which the vehicle was driven on something other than a maintained and managed road

–Damage that arose because of wrong fuel at the time of refueling

–Damage that arose because of a failure to conduct the inspection and maintenance

[Contact point for inquiries about personal information]

For personal information subject to disclosure that you provide to us, it is possible to request disclosure etc. (notification of the purposes of use, disclosure, correction, addition, or deletion of the information, cessation of use, elimination, or cessation of provision to third parties). We accept such requests through the contact point below.

[Contact point for inquiries]

Contact point for inquiries about personal information

Contact information: Personal information protection manager

privacy@guts-japan.com

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Rental Terms and Conditions

Please read these Terms and Conditions without fail.

Rental Terms and Conditions  
Chapter 1: General provisions  
(Application of the Terms and Conditions)  
Article 1  
Based on the stipulations of these Terms and Conditions and the detailed rules of these Terms and Conditions based on Article 40 (hereinafter collectively referred to as the "Terms and Conditions etc."), the Company shall rent a rental automobile (hereinafter referred to as the "Rental Car") to the renter, and the renter shall undertake rental of the Rental Car.  
The renter shall undertake rental of the Rental Car after understanding and consenting to the Terms and Conditions etc.  
If the renter, based on Article 8.3, designates a driver who differs from the renter, the renter shall make that driver aware of and have that driver comply with the portions of the Terms and Conditions etc. that are related to the driver.  
Special agreements may be accepted within the scope that does not go against the intent of these Terms and Conditions etc. and the detailed rules or against governmental notifications and general customs.  
If a special agreement is concluded, the special agreement shall be given precedence over these Terms and Conditions.  
Chapter 2: Reservations  
(Application for a reservation)  
Article 2  
1. For rental of the Rental Car, the renter can agree to these Terms and Conditions and the separately stipulated fee table and then use the separately stipulated method to specify in advance the vehicle class, the date and time of starting the rental, the place of receiving the Rental Car, the rental period, the return place, the driver, whether or not such accessories as a child seat are necessary, and other rental conditions (hereinafter referred to as the "Rental Conditions") and apply for a reservation.  
2. When an application for a reservation is received from the renter, excluding cases in which subrental is conducted on the basis of the provisions of Article 36.1 (including cases of renting, as a loaned vehicle, a vehicle for which subrental was received on the basis of the provisions of Article 36.1), in principle, the Company shall accept the reservation within the scope of the Rental Cars that the Company owns.  
In such a case, the renter shall pay the separately stipulated reservation application fee, excluding cases that the Company specially allows.  
(Change of a reservation)  
Article 3  
When the renter intends to change the Rental Conditions of Clause 1 of the preceding article, the renter must obtain the Company's consent in advance.  
(Reservation cancellation)  
Article 4  
1. The renter can use the separately stipulated method to cancel a reservation.  
2. If the renter, because of the renter's circumstances, does not start the procedures for concluding a rental car rental agreement (hereinafter referred to as the "Rental Agreement") even though one hour or longer has passed since the reserved time of starting rental, the reservation shall be canceled.  
3. In the case of one of the two preceding clauses, the renter shall pay a reservation cancellation fee to the Company based on separate stipulations, and when that reservation cancellation fee has been paid, the Company shall return to the renter the reservation application fee that was already received.  
4. If the reservation is canceled because of the Company's circumstances, or if the Rental Agreement is not concluded, the Company shall return the reservation application fee that was already received.  
5. If the Rental Agreement is not concluded because of an accident, theft, nonreturn, recall, natural disaster, or another reason that is not attributable to either the renter or the Company, the reservation shall be canceled.  
In such a case, the Company shall return the reservation application fee that was already received.  
(Alternative rental car)  
Article 5  
1. When it is not possible to rent out a Rental Car of the vehicle class for which the renter made a reservation, the Company shall be able to propose the rental of a Rental Car of a vehicle class that differs from the reservation (hereinafter referred to as the "Alternative Rental Car").  
2. If the renter consents to the proposal of the preceding clause, the Company shall rent out the Alternative Rental Car under Rental Conditions that are the same as those at the time the reservation was made, excluding the vehicle class.  
If the rental fee for the Alternative Rental Car will be higher than the rental fee for the vehicle class that was reserved, the rental fee shall be according to the rental fee for the vehicle class that was reserved, and if the rental fee will be lower than the rental fee for the vehicle class that was reserved, the rental fee shall be according to the rental fee for the vehicle class of that Alternative Rental Car.  
3. The renter shall be able to refuse the proposal for rental of the Alternative Rental Car of Clause 1 and cancel the reservation.  
4. In a case of the preceding clause, if the cause of Clause 1 that makes rental impossible is for a reason related to the Company, the matter will be handled as the reservation cancellation of Article 4.4, and the Company shall return the reservation application fee that was already received and then pay a penalty based on separate stipulations.  
5. In the case of Clause 3, if the cause of Clause 1 that makes rental impossible is for a reason that is not attributable to the Company, the matter will be handled as the reservation cancellation of Article 4.5, and the Company shall return the reservation application fee that was already received.  
(Exemption from liability)  
Article 6  
Excluding the measures stipulated in Article 4 and Article 5, the Company and the renter shall not make any claims against each other concerning the fact that a reservation was canceled or that the Rental Agreement was not concluded.  
(Agency for reservation work)  
Article 7  
1. The renter can make a reservation application at a travel agency or affiliated company (hereinafter referred to as the "Agent") that handles reservation work on behalf of the Company.  
2. If the renter makes an application of the preceding clause to the Agent, the renter shall be able to make an application for a reservation charge or cancellation only through that Agent.  
Chapter 3: Rental  
(Conclusion of the Rental Agreement)  
Article 8  
1. The renter shall specify the Rental Conditions stipulated in Article 2.1, and the Company shall use these Terms and Conditions and a fee table to specify the conditions for renting and shall then conclude the Rental Agreement. Provided, however, that cases in which there is no Rental Car that can be rented or cases in which the renter or the driver falls under any of the items of Article 9.1 or Article 9.2 are excluded.  
2. If the Rental Agreement is concluded, the renter shall pay the Company the rental fee stipulated in Article 11.1.  
3. Based on a basic notification (Note 1) by a supervisory authority, the Company may state, in a rental ledger (rental record) and the rental certificate stipulated in Article 14.1, the driver's name, address, type of driver's license, and the number of a driver's license that allows driving an automobile within Japan (Note 2) or, for the purpose of attaching a copy of the driver's license that allows driving an automobile within Japan that belongs to the driver, ask the renter, when concluding the Rental Agreement, to present the driver's license that allows driving an automobile within Japan that belongs to the renter's designated driver (hereinafter referred to as the "Driver") and then to submit a copy of that driver's license.  
In such a case, if the renter is the Driver, the renter shall present the renter's driver's license that allows driving an automobile within

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Japan or submit a copy of that license, and if the renter and the Driver are different people, the renter shall present the driver's license that allows driving an automobile within Japan that belongs to that Driver or submit a copy of that license.  
(Note 1) Basic notification by a supervisory authority refers to 2. (10) and (11) of the "Basic Notification Concerning Rental Cars" (Automobile Travel No. 138; June 13, 1995) notification by the Director of the Road Transport Bureau of the Ministry of Land, Infrastructure, Transport and Tourism.  
(Note 2) A driver's license that allows driving an automobile within Japan refers to, of the driver's licenses that allow driving an automobile within Japan that are stipulated in Article 92 of the Road Traffic Act, a driver's license that allows driving an automobile within Japan and that is in the format of Appendix Form No. 14 of Article 19 of the Regulations for Enforcement of the Road Traffic Act. In addition, an international driver's license or foreign driver's license stipulated in Article 107-2 of the Road Traffic Act is equivalent to a driver's license that allows driving an automobile within Japan.  
4. For conclusion of the Rental Agreement, the Company may ask the renter and the Driver to submit, in addition to a driver's license, a document by which identity verification is possible, and it may copy that submitted document.  
5. For conclusion of the Rental Agreement, the Company will request notification of mobile telephones for the purpose of contacting the renter and the Driver during the rental period.  
6. For conclusion of the Rental Agreement, the Company may ask the renter for payment by credit card or cash or may designate another payment method.  
(Refusal of conclusion of the Rental Agreement)  
Article 9  
1. If the renter or the Driver falls under any of the items below, it shall not be possible to conclude the Rental Agreement.  
(1) When the renter or the Driver does not present the driver's license that allows driving an automobile within Japan that is necessary for driving the rented Rental Car or when, despite the fact that the Company made a request, the renter or the Driver does not consent to the submission of a copy of the driver's license that allows driving an automobile within Japan that belongs to that Driver  
(2) When it can be recognized that the renter or the Driver is under the influence of alcohol  
(3) When it can be recognized that the renter or the Driver is exhibiting symptoms of addiction caused by drugs, stimulants, or paint thinner  
(4) When the renter or the Driver will have a child younger than six years old ride in the vehicle despite the fact that there is no child seat  
(5) When it can be recognized that the renter or the Driver is a member or a related party of an organized crime group or an organization associated with violence or is a person who belongs to another antisocial organization  
2. If the renter or the Driver falls under any of the items below, the Company shall be able to refuse conclusion of the Rental Agreement.  
(1) When the Driver stipulated for the reservation differs from the Driver at the time of conclusion of the Rental Agreement  
(2) When, in a past rental, there was a fact of being delinquent in payment of a rental fee  
(3) When, in a past rental, there was a prohibited action stated in one of the items of Article 17  
(4) When, in a past rental (including rental provided by another rental car company), there was a fact stated in Article 18.6 or Article 25.1  
(5) When, in a past rental, there was a fact that automobile insurance was not applied because of violation of the Rental Terms and Conditions or insurance terms and conditions  
(6) When, in relation to a transaction with the Company, the renter or the Driver used a violent action or violent language against an employee or other related parties of the Company or demanded a burden that exceeds a reasonable scope  
(7) When the renter or the Driver spread rumors or used fraudulent means or power to damage the Company's reputation or hinder its business  
(8) When the renter or the Driver does not fulfill separately specified conditions  
3. In the case of one of the two preceding clauses, if a reservation has already been established with the renter, the matter will be handled as though the reservation has been canceled, and if payment of a reservation cancellation fee has been received from the renter, the reservation application fee that was already received shall be returned to the renter.  
(Establishment of the Rental Agreement)  
Article 10  
1. The Rental Agreement shall be established when the renter pays the rental fee to the Company, and the Company hands over the Rental Car to the renter. In such a case, the reservation application fee that was already received shall be allocated to a portion of the rental fee.  
2. The handover of the preceding clause shall be conducted on the date and time of starting the rental as specified in Article 2.1 and at the place of receiving the rental as specified in Article 2.1.  
(Rental fee)  
Article 11  
1. The rental fee shall refer to the total amount of the fees below, and the Company shall clearly indicate each of those amounts or the calculation basis in the fee table.  
(1) Basic fee  
(2) Special equipment fee  
(3) Other fees  
2. The basic fee shall be according to the fee for which the Company has given notification to the manager of the transport branch of the regional transport bureau (in Hyogo Prefecture this is the manager of the Hyogo Land Transport Department of the Kobe District Transport Bureau, and in Okinawa Prefecture, it is the manager of the Land Transport Office of the Okinawa General Bureau; hereinafter the same in Article 14.1 as well) and that the Company is implementing at the time of renting out the Rental Car.  
3. If the rental fee is revised after a reservation based on Article 2 is made, it shall be according to the rental fee that is comparatively lower between the fee that was applied at the time when the reservation was made and the fee at the time of rental.  
4. Matters concerning the rental fee shall be stipulated in the detailed rules.  
(Changes of the Rental Conditions)  
Article 12  
1. After conclusion of the Rental Agreement, if the renter intends to change the Rental Conditions of Article 8.1, then the renter must obtain the Company's consent in advance.  
2. If hindrance to rental work will arise because of a change of the Rental Conditions based on the preceding clause, the Company may refrain from consenting to that change.  
(Inspection, maintenance, and confirmation)  
Article 13  
1. The Company shall conduct the inspection stipulated in Article 48 (Regular inspection and maintenance) of the Act on Vehicles for Road Transportation, conduct the necessary maintenance, and rent out a fully charged Rental Car.  
2. Including a Rental Car for which a subrental is being received on the basis of the provisions of Article 36.1, the Company shall conduct the inspection stipulated in Article 47-2 (Daily inspection and maintenance) of the Act on Vehicles for Road Transportation and conduct the necessary maintenance.  
3. The renter or the Driver shall confirm that the inspection and maintenance of the two preceding clauses has been conducted and confirm, by conducting an inspection of the vehicle's external appearance and accessories based on a separately stipulated inspection table, that there is no inadequate maintenance of the Rental Car and that the Rental Car otherwise fulfills the Rental Conditions.  
4. If inadequate maintenance of the Rental Car is discovered by confirmation of the preceding clause, the Company shall immediately conduct the necessary maintenance.  
(Issuance and carrying of a rental certificate)  
Article 14  
1. When the Rental Car is handed over, the Company shall use a document (including e-mail or other electromagnetic means) to issue to the renter the prescribed rental certificate that states the matters stipulated by the manager of the transport branch of the regional

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transport bureau.  
2. During use of the Rental Car, the renter or the Driver must carry (including carrying by an electromagnetic record) the rental certificate for which issuance was received on the basis of the preceding clause.  
3. If the rental certificate is lost, the renter or the Driver shall immediately notify the Company of that fact.  
Chapter 4: Use  
(Management responsibility etc.)  
Article 15  
1. During the period from receipt of handover of the Rental Car until it is returned to the Company (hereinafter referred to as "During Use"), the renter or the Driver shall use and store the Rental Car with an obligation of care as a good manager.  
2. If the renter or the Driver uses a toll road, such as an expressway, a paid parking space, or a relevant paid service During Use, the renter or the Driver shall, at its own liability, pay the relevant use fee to the party that provides the relevant paid service.  
3. The renter shall consent in advance to the fact that, if the Company receives, from the preceding clause's party that provides the paid service and for such a reason as nonpayment of a use fee, a request for disclosure of the Rental Car's automobile registration number and the renter's personal information as of a specified date and time, the Company will provide the renter's personal information to the party that made that request.  
(Daily inspection and maintenance)  
Article 16  
During Use, the renter or the Driver must conduct the inspection stipulated in Article 47-2 (Daily inspection and maintenance) of the Act on Vehicles for Road Transportation and conduct the necessary maintenance every day before conducting use.  
(Prohibited actions)  
Article 17  
The renter or the Driver must not conduct the actions below During Use.  
(1) Using the Rental Car for automobile transportation business or a similar purpose without obtaining the Company's consent and permission based on the Road Transportation Act  
(2) Using the Rental Car for something other than its prescribed purpose or allowing a person other than the Driver stated in the rental certificate of Article 8.3 or a person for whom the Company's consent has been obtained to drive the Rental Car  
(3) Subleasing the Rental Car or conducting any actions that will infringe the Company's rights, such as providing the Rental Car to another party as collateral  
(4) Forging or altering the Rental Car's license plate or small-vehicle license plate or changing the original state of the Rental Car by modifying or relubricating it  
(5) Using the Rental Car for any type of test or competition, or using it for towing or pushing another vehicle without obtaining the Company's consent  
(6) Using the Rental Car in violation of a law, a regulation, public order, or morals  
(7) Purchasing damage insurance for the Rental Car without obtaining the Company's consent  
(8) Taking the Rental Car outside Japan  
(9) Damaging or defiling an electric vehicle or a charger by inappropriately handling the electric vehicle or charger  
(10) Conducting another action that violates the Rental Conditions of Article 8.1  
(Measures in cases of illegal parking)  
Article 18  
1. If the renter or the Driver conducts the illegal parking stipulated in the Road Traffic Act in relation to the Rental Car During Use, the renter or the Driver shall present himself or herself at the police station that has jurisdiction over the area where the illegal parking was conducted, immediately pay the fine related to the illegal parking, and bear the various expenses for movement by low truck, storage, and retrieval that are associated with the illegal parking.  
2. If the Company is contacted by the police about an abandoned parking violation for the Rental Car, the Company shall contact the renter or the Driver and give instructions to promptly move or retrieve the Rental Car and to then present himself or herself to the police station that is handling the matter and handle the violation by the time of expiration of the Rental Car's rental period or the time designated by the Company, and the renter or the Driver shall follow those instructions.  
If the Rental Car is moved by the police, the Company itself may, based on the Company's judgment, retrieve the Rental Car from the police.  
3. After giving the instructions of the preceding clause, the Company shall, based on the Company's judgment, use the traffic violation notice or a payment statement or receipt to confirm the situation of the violation's handling, and if the violation has not been handled, the Company shall give the renter or the Driver the instructions of the preceding clause until the violation is handled.  
The Company will also ask the renter or the Driver to sign the Company's prescribed document (hereinafter referred to as the "Admission Statement") that states admission to the fact that the abandoned parking violation was conducted and the fact that the renter or the Driver presented himself or herself at the police station and followed legal measures as a violator, and the renter or the Driver shall obey that request.  
4. If the Company recognizes that it is necessary, the Company shall be able to submit to the police documents that include personal information, such as the Admission Statement and the rental certificate, and thereby provide the cooperation that is necessary for holding the renter or the Driver liable for the abandoned parking violation, and the Company shall also be able to submit to the Public Safety Commission such materials as the explanatory statement stipulated in Article 51-4, Clause 6 of the Road Traffic Act, the Admission Statement, and the rental certificate and take the necessary legal measures, such as reporting the facts, and the renter or the Driver shall consent to this.  
5. If the Company receives the order for payment of an abandonment penalty of Article 51-4, Clause 1 of the Road Traffic Act and pays the abandonment penalty, or if it bears the expenses required for searching for the renter or the Driver or the expenses required for moving, storing, and retrieving the vehicle, the Company shall charge the renter for the amounts (hereinafter referred to as the "Expenses Related to the Parking Violation") stated below.  
In such a case, the renter shall pay the Expenses Related to the Parking Violation by the date designated by the Company.  
(1) The amount equivalent to the abandonment penalty  
(2) The parking violation penalty separately stipulated by the Company  
(3) The expenses required for the search and the expenses required for moving, storing, and retrieving the vehicle  
6. If the Company receives the order for payment of an abandonment penalty of the preceding clause, or if the renter does not pay the charged amounts stipulated in that clause by the date designated by the Company, the Company shall take such measures as registering the renter's name, date of birth, and the number of a driver's license that allows driving an automobile within Japan in the All Japan Rent-A-Car Association's information management system (hereinafter referred to as the "All Japan Rent-A-Car Association System"), and the renter shall consent to that.  
7. In a case in which the renter or the Driver should pay a fine related to illegal parking based on the provisions of Clause 1, if that renter or Driver does not comply with the Company's instructions stating that the renter or Driver should handle the violation based on Clause 2 or the Company's request for the renter or the Driver to sign the Admission Statement based on Clause 3, the Company shall be able to charge from that renter, as an amount that will be allocated to the abandonment penalty and parking violation penalty stipulated in Clause 5, a parking violation penalty (hereinafter in the next clause referred to as the "Parking Violation Penalty") of an amount separately stipulated by the Company.  
8. Respective of the provisions of Clause 6, if the Company has received from the renter the Parking Violation Penalty and the entire amount of the expense amounts stipulated in Item 3 of Clause 5, the Company shall either not take such measures as conducting the registration in the All Japan Rent-A-Car Association System stipulated in Clause 6 or delete the data that has was already recorded in the All Japan Rent-A-Car Association System.  
9. In a case in which the renter has paid the Company the amounts that the Company charged based on Clause 5, if the order for payment of an abandonment penalty has been canceled and the Company has received a refund of the abandonment penalty because the renter or the Driver subsequently paid the penalty for the relevant parking violation, of the Expenses Related to the Parking Violation for which the Company has already received payment, the Company shall return to the renter only the amount equivalent to

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the abandonment penalty.  
The same will also apply for a case in which the Company charged the Parking Violation Penalty based on Clause 7.  
10. In a case in which registration in the All Japan Rent-A-Car Association System was conducted on the basis of the provisions of Clause 6, if the order for payment of an abandonment penalty is canceled because a penalty was paid, or if the entire amount that the Company charged based on the provisions of Clause 5 is paid to the Company, the Company shall delete the data that was registered in the All Japan Rent-A-Car Association System.  
(GPS function)  
Article 19  
1. The renter and the Driver shall consent to the fact that there are cases in which a global positioning system (hereinafter referred to as the "GPS Function") has been installed in the Rental Car, the fact that the Rental Car's current location and travel route will be recorded in the Company's prescribed system, and the fact that the Company will use that recorded information for the purposes stated below.  
(1) For confirming that the Rental Car is returned to the prescribed place when the Rental Agreement ends  
(2) For confirming the Rental Car's current location when Article 25.1 applies or in another case in which it can be recognized as necessary for management of the Rental Car or for performance of the Rental Agreement  
(3) For processing the information into a form by which it is not possible to discern or identify individuals and then using the information for marketing analysis for the purposes of improving the quality of products and services that are provided to the renter and the Driver and improving the degree of customer satisfaction  
2. The renter and the Driver shall consent to the fact that if the Company is asked for disclosure based on a law or regulation or if it receives a request for disclosure or an order for disclosure from a court, an administrative agency, or another public organization, the Company may disclose, within the limit that is necessary, the information that has been recorded by the GPS Function of the preceding clause.  
(Dashboard camera)  
Article 20  
1. The renter and the Driver shall consent to the fact that there are cases in which a dashboard camera has been installed in the Rental Car, the fact that the renter's and the Driver's driving situation will be recorded, and the fact that the Company will use the recorded information for the purposes stated below.  
(1) In a case in which an accident has occurred, for confirming the situation at the time when the accident occurred  
(2) For confirming the renter's and the Driver's driving situation in a case in which it can be recognized as necessary for management of the Rental Car or for performance of the Rental Agreement  
(3) For processing the information into a form by which individuals cannot be discerned or identified and then using the information in marketing analysis for the purposes of improving the quality of products and services that are provided to the renter and the Driver and improving the degree of customer satisfaction  
2. The renter and the Driver shall consent to the fact that if the Company is asked for disclosure based on a law or regulation or if it receives a request for disclosure or an order for disclosure from a court, an administrative agency, or another public organization, the Company may disclose, within the limit that is necessary, the information that is recorded by the dashboard camera of the preceding clause.  
Chapter 5: Return  
(Responsibility for return)  
Article 21  
1. The renter or the Driver shall return the Rental Car to the Company at the prescribed return place and by the time of expiration of the rental period.  
2. If the renter or the Driver violates the provisions of the preceding clause, the renter shall provide compensation for the damage caused to the Company because of that violation.  
3. If the renter or the Driver cannot return the Rental Car within the rental period because of a natural disaster or other force majeure, the renter and the Driver shall not bear liability for the damage that arises for the Company. In such a case, the renter or the Driver shall immediately contact the Company and follow the Company's instructions.  
(Confirmation at the time of return)  
Article 22  
1. The renter shall return the Rental Car in the presence of the Company. In such a case, the Rental Car shall be returned in the state it was in at the time of handover, excluding the cases of places that have been worn down by ordinary use.  
2. For return of the Rental Car, the renter or the Driver shall return it after confirming that there are no belongings left behind by the renter, the Driver, or a passenger inside the Rental Car. If belongings left behind are discovered after the Rental Car is returned, the Company will the contact the renter about retrieval of the belongings left behind. If the renter does not propose retrieval, even though seven days have passed since contact was made by the Company, the Company shall not bear liability for storing those belongings that were left behind.  
(The rental fee when the rental period is changed)  
Article 23  
If the rental period is changed on the basis of Article 12.1, the renter shall pay the rental fee that corresponds to the rental period after the change.  
(Return place)  
Article 24  
1. If the prescribed return place is changed on the basis of Article 12.1, the renter shall bear the expenses for rerouting that become necessary because of the change of the return place.  
2. If the renter, without obtaining the Company's consent based on Article 12.1, returns the Rental Car to a place other than the prescribed place, the renter shall pay a separately stipulated penalty for change of the return place.  
(Measures in a case of nonreturn)  
Article 25  
1. If the renter or the Driver fails to return the Rental Car to the prescribed return place, despite the fact that the rental period has expired, and does not comply with the Company's request for return, or if it can be recognized that there is a situation of nonreturn for a reason, such as the renter's whereabouts becoming unknown, the Company shall take such legal measures as pressing criminal charges, report nonreturn damage to the All Japan Rent-A-Car Association, and then take such measures as conducting registration in the All Japan Rent-A-Car Association System, and the renter shall consent to this.  
2. If the preceding clause applies, the Company shall take the necessary measures for confirming the Rental Car's location, including an investigation by interviewing the renter's or the Driver's family members, relatives, and related parties of the renter's or the Driver's place of work and operating the GPS Function.  
3. In a case in which Clause 1 applies, the renter shall bear liability for providing compensation for the damage caused to the Company and shall also bear the expenses required for recovery of the Rental Car and searching for the renter or the Driver.  
Chapter 6: Measures for times of malfunctions, accidents, and theft  
(Measures when a malfunction is discovered)  
Article 26  
If an abnormality or malfunction of the Rental Car is discovered During Use, the renter or the Driver shall immediately stop driving, contact the Company, and follow the Company's instructions.  
(Measures when an accident occurs)  
Article 27  
1. If an accident related to the Rental Car occurs During Use, the renter or the Driver shall immediately stop driving and, irrespective of the size of the accident, take measures based on laws and regulations and then take the measures stipulations below.  
(1) Immediately reporting the situation of the accident to the Company and following the Company's instructions  
(2) Excluding cases allowed by the Company, if repair of the Rental Car will be conducted on the basis of the instructions of the

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preceding item, conducting that repair at the Company or the Company's designated plant  
(3) Cooperating with the Company and the insurance company with which the Company has concluded an agreement in relation to the accident and submitting the necessary documents without delay  
(4) If a settlement with the other party or another form of agreement will be made in relation to the accident, obtaining the Company's consent in advance  
2. In addition to taking the measures of the preceding clause, the renter or the Driver shall handle and resolve the accident at its own liability.  
3. The Company shall give advice for the renter or the Driver about handling the accident and shall cooperate with the resolution of the accident.  
4. For a vehicle that has a dashboard camera mounted on the vehicle, the Company shall, for the purpose of confirming the situation when an accident occurs, record the situation when an impact occurs or when sudden braking is conducted.  
5. If the Company recognizes that it is necessary, the Company shall take such measures as verifying the records of the preceding clause.  
(Measures when theft occurs)  
Article 28  
If theft of the Rental Car occurs During Use, or if other damage is occurred, the renter or the Driver shall take the measures stipulated below.  
(1) Immediately making a report to the nearest police station  
(2) Immediately reporting the damage situation to the Company and following the Company's instructions  
(3) Cooperating with the Company and the insurance company with which the Company has concluded an agreement for an investigation in relation to theft or other damage and submitting the requested documents without delay  
(End of the Rental Agreement because of the Rental Car being unusable)  
Article 29  
1. If it becomes impossible to use the Rental Car because of a malfunction, accident, theft, or another reason (hereinafter referred to as the "Malfunction etc.") During Use, the Rental Agreement shall end.  
2. In the case of the preceding clause, the renter shall bear the expenses that are required for retrieving and repairing the Rental Car, and the Company shall not return the rental fee that has already been received. Provided, however, that this shall not apply if the Malfunction etc. is for a reason stipulated in Clause 3 or Clause 5.  
3. If the Malfunction etc. is caused by a defect or problem that existed before the rental or by the fact that the Rental Car otherwise does not conform to the Rental Conditions, a new Rental Agreement shall be concluded, and the renter shall be able to receive provision of the Alternative Rental Car from the Company. Article 5.2 shall apply correspondingly for the provision conditions for the Alternative Rental Car.  
4. If the renter does not receive provision of the Alternative Rental Car of the preceding clause, the Rental Agreement shall end. In such a case, the rental fee that corresponds to the remaining portion of the agreement period will be returned.  
5. If the Malfunction etc. occurs for a reason that is not attributable to either the renter and the Driver or the Company, the Company shall return to the renter the balance that results from deducting the rental fee that corresponds to the period from starting renting until the end of the Rental Agreement from the rental fee that has already been received.  
6. Excluding the measures stipulated in this article, the renter and the Driver shall not be able to make any claims other than those stipulated in this article against the Company for damage that arises because of being unable to use the Rental Car. Provided, however, that cases in which the Malfunction etc. occurs because of the Company's intention or gross negligence are excluded.  
Chapter 7: Compensation and indemnification  
(Compensation and business indemnification)  
Article 30  
1. If the renter or the Driver causes damage to the Company's Rental Car (including a Rental Car for which subrental is being received on the basis of the provisions of Article 36) in relation to the use of the rented Rental Car, the renter shall provide compensation for that damage. Provided, however, that cases for a reason that is not attributable to the renter or the Driver are excluded.  
2. If the renter bears liability for damage compensation based on the preceding clause, the renter shall provide compensation for damage or business indemnification based on the stipulations of the fee table for the damage caused by the fact that the Company cannot use that Rental Car because of the accident, theft, malfunction, or defilement or order in the Rental Car.  
3. If the renter or the Driver causes damage to a third party or the Company due to the renter's or the Driver's intention or negligence in relation to use of the rented Rental Car (including a Rental Car for which subrental is being received on the basis of the provisions of Article 36), the renter or the Driver shall provide compensation for that damage.  
(Insurance and indemnification)  
Article 31  
1. If the renter bears liability for the compensation of Clause 1 or Clause 3 of the preceding article, or if the Driver bears the liability for the compensation of Clause 3 of the preceding article, insurance benefits or an indemnification payment will be paid within the limit below based on a damage insurance agreement or an agreement for mutual aid for damage compensation liability that the Company has concluded for the Rental Car or based on the indemnification system stipulated by the Company.  
(1) Indemnification for bodily injury: No restriction per person (Amounts from automobile liability insurance are not included.)  
(2) Indemnification for property damage: No restriction per accident (Deductible amount: JPY 50,000)  
(3) Indemnification for vehicle: None  
(4) Indemnification for personal injury: JPY 30,000,000 per person  
2. In a case that falls under a reason for exemption from liability in the insurance terms and conditions or the indemnification system, the insurance benefits or indemnification payment stipulated in Clause 1 will not be paid.  
3. Damage for which insurance benefits or an indemnification payment will not be paid and damage that exceeds the insurance benefits or indemnification payment that will be paid on the basis of the stipulations of Clause 1 will be the renter's or the Driver's responsibility. Provided, however, that for damage to items related to the Rental Car if it is destroyed, harmed, or otherwise damaged by a disaster designated as a severe disaster based on Article 2 of the Act on Special Financial Support to Deal with the Designated Disaster of Extreme Severity (Act No. 150 of 1962), the renter or the Driver shall not be required to provide compensation for that damage, excluding cases in which there was intention or gross negligence by the renter or the Driver.  
4. Irrespective of the stipulations of the three preceding clauses, if the Company pays a damage payment that the renter or the Driver should bear, the renter or the Driver shall immediately pay to the Company that amount that the Company paid.  
5. The amount equivalent to insurance premiums for the damage insurance agreement or the amount equivalent to the mutual aid premiums for the agreement for mutual aid for damage compensation liability stipulated in Clause 1 are included in the rental fee.  
Chapter 8: Cancellation of the Rental Agreement  
(Cancellation of the Rental Agreement)  
Article 32  
1. If the renter or the Driver violates these Terms and Conditions During Use, or if the renter or the Driver falls under any of the items of Article 9.1, the Company shall be able to cancel the Rental Agreement without being required to make any notification or demand and shall be able to request immediate return of the Rental Car.  
In such a case, the Company shall return to the renter the balance that results from deducting the rental fee that corresponds to the period from starting renting until cancellation from the rental fee that has already been received. In addition, the renter shall pay the Company the cancellation service charge stipulated in Article 33.2.  
2. If the renter falls under the cancellation of the preceding clause, the renter shall pay the damage that arises for the Company.

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Chapter 9: Personal information  
(Purposes of use of personal information)  
Article 34  
1. The purposes for which the Company will obtain and use the renter's or the Driver's personal information are as stated below.