

Insurance/Compensation System

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

Bodily injury	Unlimited per person (including automobile liability insurance)	Property damage	Unlimited per accident [cost of JPY 50,000 covered by customer (deductible)]
Car damage	Up to the actual value per accident [cost of JPY 50,000 covered by customer (deductible); JPY 100,000 for buses and large size trucks]		
Physical disability	Up to JPY 30,000,000 per person Compensation will be paid for injuries to passengers (including death and residual disability) regardless of the degree of the driver's responsibility. (Up to JPY 30,000,000: the amount of damage will be calculated by the insurance company based on the insurance clause.)		

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

*Insurance does not cover any accidents specified by the disclaimers in the insurance agreement. Insurance may also not cover accidents for which an accident report has not been issued by a police officer.

Note!

Instances Not Covered by Insurance/Compensation System

•The accident is not reported to the police (there is no accident report) •Accidents occurring when someone other than the applicant at the time of departure is driving •Accidents occurring while driving without a driver's license •Accidents occurring while driving under the influence of alcohol •Accidents occurring while driving during an extended period of rental without permission •Violation of other items listed in the rental agreement, etc. Example: Theft of the vehicle while the key is in it

Costs not included in basic insurance/compensation, which are covered by the customer.

A Insurance charge incurred (deductible)

Property damage	Cost covered by customer (deductible)	JPY 50,000	Car damage	Cost covered by customer (deductible)	JPY 50,000*
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*JPY 100,000 for buses and large trucks

B Non Operation Charge (NOC)

In the event of a car accident, car theft, car breakdown or stains/damage to the car, if the car needs to be repaired and/or cleaned, the fees below will be charged as compensation for business interruption for that period.

Able to be driven	Driven back to the scheduled shop	JPY 20,000 (non-taxed)	Unable to be driven	Not driven back to the scheduled shop	JPY 50,000 (non-taxed)
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*If the car is able to be driven but is not returned to the shop (left on the road, etc.), JPY 50,000 is charged.

C Expenses for flat tires Please check "[Points of concern]" below.

D Expenses for loss/damage to hubcaps only Please check "[Points of concern]" below.

Exclusion of Liability Compensation System

If adding **JPY 1,100**
(tax included) / 24 hours*

No need to pay **A**

*JPY 2,200 (tax included) for vehicles classified as 1 or 2 / 24 hours

TOYOTA Rent a Car Double Protection Package

If adding **JPY 1,650**
(tax included) / 24 hours*

No need to pay **A + B C D**

*JPY 2,750 (tax included) for vehicles classified as 1 or 2 / 24 hours

Flat Tires, Loss/Damage to Hubcaps Only

Repair/exchange costs are free of charge.*

*Repair costs to damaged tires, costs of labor and the cost of new tires if a tire exchange is necessary, the cost for lost hubcaps, and the cost of wheels if damaged are free of charge.

[Points of concern]

- Even for those purchasing the TOYOTA Rent a Car Double Protection Package, if we could verify of taking the actions prohibited in accordance with the Car Rental Guide, such as accidents or damages (i.e. smoking inside a non-smoking car) caused with the customers' intention, etc., please note that they shall pay for the Non Operation Charge (NOC).
- If replacing a tire with a spare tire, please use the road service offered by a designated insurance company or do it yourself.
- In instances where the vehicle has popped a tire and is not equipped with a spare tire, please request road service offered by a designated insurance company, and do not use the puncture repair kit found in the vehicle.
The vehicle will be carried to the nearest repair shop via the road service (free of charge if within the specified conditions of the insurance company's road service).
- Should use of the puncture repair kit found in the vehicle be necessary as an emergency measure, the cost of the puncture repair kit found in the vehicle is paid by the customer.
- When replacing tires with new ones, please contact the pick-up shop beforehand.
As a principle, damaged tires are to be replaced by the equivalent type. (Any exceeding costs are paid by the customer.)

Procedure regarding a flat tire

Pay the costs of repair to tires or purchase of tires

Get the receipt

Present the receipt at the shop when returning the rental car

Receive refund

If an accident occurs and the car cannot be driven, the rental agreement will be discontinued as stated within it.

Continued use of a rental car requires a new rental car contract, and that cost is not covered by the Double Protection Package.

*You may not be exempt depending on the accident. Please ask the staff for details.

Occurrence of accidents, damage, etc.

1 Accidents

Please be sure to report the accident to the police.



2 Damage, etc.

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

TOYOTA Rent a Car Reservation Center

0800-7000-815 (Toll-free within Japan)

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

TOYOTA Rent a Car Basic Road Service (Included in the Basic Rate)



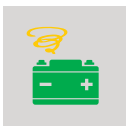
Vehicle Carrying Service

Maximum compensation of JPY 150,000 per accident (approx. 180 km)



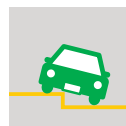
Flat Tire and Spare Tire Exchange

If the tire of a vehicle not equipped with a spare tire pops, the vehicle will be carried to the nearest repair shop (there may be instances when the puncture repair kit is used).



Restarting the Battery When it Dies

Restarting of a dead battery by connecting it by cable to an engine and starting the engine



Raising Cars Partially Fallen into Ditches, etc.

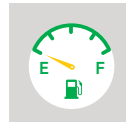
Raising height up to 1 m



Opening Doors When the Key is Locked Inside

Service offered only when confirmation can be made with the rental car's contract that it is the person named in the contract.

Not applicable for the following.
 *Unlocking vehicles equipped with security devices (immobilizers, etc.). Unlocking of trunks.
 *Other instances where it is difficult for the arriving assistance to unlock the vehicle due to the car model, year, type of key, etc.



Refueling When Out of Gas

Limited to 1 time per rental. A maximum refill of 10 liters of gasoline or diesel.
 "Out of gas" refers to a state where the engine does not turn on due to a lack of fuel.

*The road services above are provided by affiliated insurance companies.

*Emergency repairs/light labor on site is free, but other work done is charged.

*Amounts exceeding the compensation amount, and accidents described by disclaimers in the insurance agreement or damage from accidents or use in violation of the rental agreement are paid by the customer.

*Conditions of rental shops and insurance companies may differ.

If the road services above become necessary, please contact the insurance company mentioned by the staff at the time of departure.

If You Get a Parking Violation Ticket...

Be sure to complete the formalities during the period you are renting the car.

Visit the police at the location indicated on the parking violation ticket.

Follow the necessary procedures and pay the fine, etc.

Return the rental car.

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

If You Do Not Complete the Formalities Before Returning the Rental Car...

An additional illegal parking fee required by TOYOTA Rent a Car is to be paid by the customer.

Ordinary-sized vehicle

JPY 25,000 (non-taxed)

Semi Medium/Medium/
Large Vehicle

JPY 30,000 (non-taxed)

If You Do Not Complete the Formalities and the Illegal Parking Fee Is Not Paid...

Please understand that together with being reported to the police, Public Safety Commission, and Rent-a-Car Association, all requests from you for rental cars will be refused by all branches of TOYOTA Rent a Car and Rent-a-Car Association member companies. After returning the rental car, visit the police, pay the fine, and show you have completed the formalities with documents such as the traffic violation notice and statement/receipt with receipt stamp through the prescribed method, at which time the money collected will be returned.