

How it works

About Reservations

How to make a reservation

Please click on "Click here for online reservations" on our homepage, check the details, and then make your reservation.

* Reservations on this website will be accepted up to 24 hours in advance, so please apply well in advance. As a general rule, we do not accept reservations by phone.

Reservations can be made up to 3 months in advance.

* Reservations on this website will be accepted up to 30 days, so if you are making a long-term reservation, please make a new reservation from "Click here for web reservation".

Please decide on your desired store, vehicle class, and rental period, and apply.

Keiai Rent-a-Car is promoting paperless operations in its environmental initiatives.

Precautions when making a reservation

Before renting a vehicle at the store, we ask that all people who may be driving present their actual driver's license. Please bring your original driver's license with you, or save the license information on a My Number license reading app before visiting the store.

New customers may be required to present proof of their current address in addition to their driver's license.

There are manual and automatic cars. Please be careful when making a reservation.

There are smoking and non-smoking cars. Please be careful when making a reservation.

If there is (MT) next to the vehicle name, it is a manual car, and if it is not listed, it is an automatic car. In the case of freight vehicles, it is indicated as (AT) for automatic transmissions and (MT) for manuals.

It is basically a non-smoking car. Please be careful when making a reservation.

Smoking in non-smoking vehicles and pets and animals are prohibited. If a violation is

confirmed, a cleaning fee for the inside of the car and a NOC (Business Compensation Fee) will be charged.

Customers who have obtained a license for less than one year are not eligible for the exemption compensation system.

Even if you accept it at the time of reservation, we may refuse the liability waiver compensation system at the time of departure.

Please note that options are not available or the number is limited.

If you are traveling with an infant under the age of 6 and do not have a child seat, we will refuse to lend you a rental car. (You may be asked.) Since it will be treated as a cancellation, a cancellation fee will be charged. Please use our car seat (¥500 (excluding tax) per 24 hours) or bring your own.

If you wish to go studless outside of the winter season, we will guide you to studless tires as an option. Please apply and confirm at the time of booking.

In winter in snowy areas, studless tires are standard equipment.

If a person other than the contractor specified at the time of reservation comes to the store, we may refuse to lend it.

If there is a person other than the contractor who will be driving, we will ask you to present and copy that person's license. If a person who does not present it causes an accident, etc., we may not be able to apply for insurance or compensation systems.

When using it, please leave and return during the store's business hours. We do not respond outside of business hours.

Please note that refunds will not be accepted for early returns after departure procedures.

If the store is after its business hours, we will not be able to return it, so please contact the store in advance to check the reservation status and request an extension.

In case of cancellation, a prescribed cancellation fee will be charged from 7 days before the departure date.

According to laws and regulations, we cannot rent with a driver, introduce or mediate.

In the unlikely event that the vehicle specified at the time of reservation is not available,

we may guide you in the same class.

We use used cars. We do maintenance and inspection, but please note that it is not a new car. If you make a reservation on this website, we will send a reservation confirmation email (automatic delivery) to the email address you entered when you complete the reservation. If you do not receive it, please contact us using the inquiry form.

In addition, it may not be delivered depending on the domain settings, so please set the rental@keiai-rc.com. Those who cannot read, write, or communicate in Japanese may be asked to refrain from using the service.

For those with a provisional license, we do not rent a car or drive. Please note that in the unlikely event that a person with a provisional license drives and causes an accident, the insurance and compensation system will not be applied. Basically, it is not possible to extend the period after departure. Depending on the reservation situation, it may be possible to extend it.

If you wish to extend your reservation, please contact the store in advance.

About the options

Child seat options will be available at ¥500 (excluding tax) per 24 hours. Stock is limited, so please contact us in advance. Child seats, etc. may have restrictions on the age and direction of installation depending on the store's inventory. Please contact us in advance.

For studless tires before the winter season, please consult with us in advance.

Cancellations

If you wish to cancel, please follow the [procedure here](#).

If you have any cancellations or changes on the day before departure, please contact the store. In addition, if you cancel, a prescribed cancellation fee will be charged depending on the date of reception. In addition, if the rental car rental contract is not concluded within 1 hour of the scheduled departure time, the reservation will be canceled and the

following cancellation fee will be charged for the reception on the day of departure.
Thank you for your understanding.

List of cancellation fees e.g. for reservations departing on August 15

Up to 8 days before departure cancel	free	By August 7 Notification of cancellation
7~6 days before departure cancel	10% of the basic rate	August 8~9 Notification of cancellation
5~3 days before departure cancel	20% of the basic rate	August 10~12 Notification of cancellation
3 days ~ 1 day before departure cancel	30% of the basic rate	August 13~14 Notification of cancellation
Cancel on the day of departure	50% of the basic rate	On the day of August 15 Notification of cancellation

* The refund date varies depending on the credit card company you are using.

Please contact your credit card company for the refund date.

* If a cancellation fee is incurred, the difference will be refunded after payment.

* Please bear the transfer fee at the customer's expense.

How to change your booking

If you want to change the day before or on the day of use, please cancel your reservation once and apply again. In that case, you may be required to pay a change fee (equivalent to the cancellation fee). Thank you for your understanding.

Illegal parking

It can also cause accidents and traffic jams. Stop parking illegally! If a confirmation mark is attached to an abandoned vehicle during the period of use

1. Present yourself at the police station indicated on the confirmation mark.

* We will contact you as soon as the police contact us.

2. Please follow the prescribed procedures and pay the penalty.

3. Please return the rental car after the violation is handled.

(Please present the "documents received by the police" and "receipt" when returning the item.))

If you do not process the violationIf you do not process the violation by the time you return the rental car, you will be charged a parking penalty of "25,000 yen for ordinary cars, 30,000 yen for semi-medium, medium, and large vehicles" (non-taxable) separately determined by the Company.

Please note that if you are unable to handle the violation or pay the parking fine, we will report it to the police, the Public Safety Commission, and the Car Rental Association, and we will refuse to rent your car in the future at rental car rental shops and car rental association member stores nationwide.

In addition, after returning the rental car, the amount deposited will be refunded by presenting a traffic violation notice and a payment slip with a receipt stamp in the prescribed manner after appearing at the police and paying the penalty.

* We will refund the parking violation penalty, but if we refund it by transfer, the transfer fee will be borne by the customer.

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