

KEIAI Co., Ltd. Terms and Conditions

Chapter 1 General Provisions

Article 1 (Application of Terms and Conditions)

1. In accordance with the provisions of these Terms and Conditions and Bylaws (hereinafter referred to as the "Terms and Conditions"), the Company shall lend the rental vehicle (hereinafter referred to as the "Rental Car") to the Borrower, and the Borrower shall borrow it. Matters not stipulated in these Terms and Conditions shall be governed by laws and regulations or general customs.
2. The Company may respond to special contracts to the extent that they do not violate the purpose of these Terms and Conditions, laws and regulations, and general customs.

Chapter 2 Forecast

Article 2 (Application for Reservation)

1. When renting a rental car, the lessee may apply for a reservation by clearly stating in advance the vehicle type, use, borrowing start date and time, borrowing location, rental period, return location, driver, necessity of accessories such as child seats, and other borrowing conditions (hereinafter referred to as "borrowing conditions") by agreeing to the price list separately stipulated in the terms and conditions .
2. When the Company receives an application for a reservation from the borrower, the Company shall, in principle, accept the reservation within the scope of the rental car owned by the Company In this case, the borrower shall pay the reservation application fee separately specified unless otherwise approved by the Company.

Article 3 (Change of Reservation)

1. When the borrower intends to change the borrowing conditions set forth in Paragraph 1 of the preceding article, the borrower must obtain the consent of the Company in advance.

Article 4 (Cancellation of Reservation, etc.)

1. The borrower may cancel the reservation (hereinafter referred to as "cancellation") by the method separately specified.
2. If, due to the circumstances of the borrower, the rental car rental contract (hereinafter referred to as the "rental contract") is not concluded even after 1 hour or more of the reserved rental start time, the reservation shall be canceled.
3. In the case of the preceding two paragraphs, the borrower shall pay the reservation cancellation fee to the Company in accordance with the provisions separately, and the Company shall return the received reservation application fee to the borrower when the cancellation fee is paid.
4. In the event that the reservation is canceled or the rental contract is not concluded due to the circumstances of the Company, the Company shall refund the reservation application fee received.
5. If the rental contract is not concluded due to reasons such as accident, theft, non-return, recall, etc., natural disasters, or other reasons not attributable to either the borrower or the Company, the reservation shall be canceled. In this case, the Company shall refund the reservation application fee that has already been received.

<Cancellation fee>

8 days before boarding Free of charge

7~6 days ago 10%

5~3 days ago 20%

3~1 day ago 30%

Same day 50%

Chapter 3 Lending

Article 5 (Rental Fee)

1. The rental fee shall mean the total amount of the following, and the Company will clearly

indicate each amount in the fee list.

1 Basic Fee 2 Accessories 3 Waiver Fee 4 One-Way Fee 5 Fuel 6 Dispatch Fee

2. The basic fee shall be based on the fee notified to the Director of the Hokkaido Transport Bureau at the time of renting the rental car.

3. Notwithstanding the preceding paragraph, if the rental fee is revised after making a reservation in accordance with Article 2, it shall be based on the price list applied at the time of reservation.

Article 6 (Conclusion of Rental Contract)

1. The borrower shall clearly state the terms and conditions of borrowing, and the Company shall conclude a rental contract with the terms and conditions of the loan clearly stated in this agreement, fee list, etc. In this case, the borrower shall pay the rental fee separately determined by the Company. However, this does not apply if there is no rental car that can be rented, if the lessee or driver falls under any of Article 8, Paragraph 1 or Paragraph 2, or if the lessee does not agree to the provision or use of Paragraph 3 or other information of the borrower necessary for the rental contract.

2. In the event that a rental contract is concluded, the borrower shall pay the rental fee stipulated in Article 5, Paragraph 1 to the Company.

3. Based on 2 (6) and (7) of the Basic Notice on Rental Cars (Jiyu No. 138, June 13, Heisei 7), the Company is obliged to write the driver's name, address, and driver's license number on the rental book (rental original slip) and the rental certificate stipulated in Article 13 and attach a copy of the driver's driver's license. Hereinafter referred to as the driver's license) and ask for a copy of it. In this case, if the borrower is the driver, the borrower shall present his or her driver's license and submit a copy of it, and if the borrower and the driver are different, the driver shall present the driver's driver's license and submit a copy thereof.

4. When concluding a rental contract, the Company may request the borrower and the driver to present documents that can verify their identity in addition to the driver's license, and may take copies of the submitted documents, and the borrower and the driver will comply with this.

5. When concluding a rental contract, the Company will request notification of mobile phone numbers, etc. to contact the borrower and the driver during the rental period, and the borrower and the driver will comply with this.

6. When concluding a rental contract, the Company may request the borrower to pay by credit card or designate other payment methods.

Article 7 (Change of Borrowing Conditions)

1. If the borrower intends to change the borrowing conditions set forth in Article 6, Paragraph 1 after the conclusion of the rental contract, the borrower must obtain the consent of the Company in advance.

2. The Company may not accept the change if the change in the borrowing conditions pursuant to the preceding paragraph interferes with the rental business.

Article 8 (Rental Conditions)

1. If the borrower or driver falls under any of the following items, the rental contract cannot be concluded.

(1) If you do not have the driver's license required to drive a rental car

(2) When you are under the influence of alcohol

(3) When the person is experiencing symptoms of poisoning due to narcotics, stimulants, thinners, etc.

(4) When carrying an infant under the age of 6 without a child seat

(5) When it is recognized that the person is a member or related party of an organized crime group, an organized crime group-related organization, or a person who belongs to another antisocial organization.

(6) When there is an act that falls under Article 22 in the rental of another rental car business

(7) When there is any other act that violates these Terms and Conditions.

2. Notwithstanding the preceding paragraph, the Company may refuse to conclude a rental contract in the following cases In this case, the Company shall refund the reservation application fee that has already been received.

(1) When there is no rental car that can be rented

(2) When the driver specified at the time of reservation is different from the driver at the time of concluding the rental contract

(3) When there is a fact that the payment of the rental fee has been delinquent in the past rental

(4) When there has been an act listed in each item of Article 16 in the past rental

(5) When there has been an act listed in Article 17, Paragraph 6 or Article 22, Paragraph 1 in the past rental (including rental by another rental car operator)

(6) When there is a fact that automobile insurance was not applied due to a violation of the rental contract or insurance contract in the past rental

(7) When the conditions specified separately are not satisfied.

3. In the case of the preceding two paragraphs, it shall be treated as if the reservation has been canceled due to the convenience of the borrower, and the borrower shall pay the reservation cancellation fee to the Company in accordance with Article 4, Paragraph 3, and the Company shall return the received reservation application fee to the borrower when the reservation cancellation fee is paid by the borrower.

Article 9 (Alternative Rental Car)

1. In the event that the Company is unable to lend a rental car of the vehicle type class reserved by the lessee due to an accident, theft, or other reasons not attributable to the Company, the Company may request the rental car of a different vehicle type class from the reservation (hereinafter referred to as the "Alternative Rental Car").

2. When the lessee accepts the request set forth in the preceding paragraph, the Company shall lend a substitute rental car under the same rental conditions as at the time of reservation, except for the vehicle type class. provided, however, that if the rental fee of the alternative

rental car is higher than the rental fee of the reserved vehicle class, it shall be based on the rental fee of the reserved vehicle type class, and if it is lower than the rental fee of the reserved vehicle class, the rental fee of the alternative rental car shall be applied.

3. The lessee shall be able to refuse the offer to lend an alternative rental car as described in Paragraph 1 and cancel the reservation. In this case, the Company shall return the received reservation application.

4. In the case of the preceding paragraph, if the cause of the inability to lend is due to reasons attributable to the Company, it shall be handled in accordance with the cancellation of the reservation in Article 4, Paragraph 4, and the Company shall refund the reservation application fee received.

5. In the case of Paragraph 3, if the cause of the inability to lend as described in Paragraph 1 is due to reasons such as accident, theft, non-return, recall, natural disaster, or other reasons not attributable to the Company, it shall be handled in accordance with the cancellation of the reservation in Article 4, Paragraph 5, and the Company shall refund the reservation application fee that has already been received.

Article 10 (Disclaimer)

1. In the event that the Company is unable to lend a rental car or provide a replacement rental car due to a natural disaster or other force majeure, the Company shall not be liable for any damage caused to the lessee. In this case, the Company shall return the received reservation application fee to the borrower.

2. The Company and the Borrower shall not make any claims to each other for the cancellation of the reservation or the failure to conclude the rental contract, except as provided in Articles 4 and 9.

Article 11 (Conclusion of Rental Contract, etc.)

The rental contract shall be concluded when the borrower pays the rental fee to the Company and the Company delivers the rental car (including accessories and accessories) to the borrower. In this case, the received reservation application fee shall be applied to a part of the

rental fee.

2. The delivery set forth in the preceding paragraph shall be made at the borrowing start date and time and place of borrowing as set forth in Article 2, Paragraph 1.

Article 12 (Confirmation of Rental Vehicles)

1. The Company shall lend a rental car that has undergone periodic inspection and maintenance as stipulated in Article 48 of the Road Transport Vehicle Act.

2. When renting a rental car, the Company shall conduct the inspection stipulated in Article 47-2 (Daily Inspection and Maintenance) of the Road Transport Vehicle Act and carry out necessary maintenance.

3. The lessee or driver shall confirm that the rental car has no maintenance defects by inspecting the appearance of the car body and accessories based on the inspection table specified separately and that the rental car meets the rental conditions.

4. In the event that a maintenance defect is found in the rental car as a result of the confirmation in the preceding paragraph, the Company shall immediately carry out the necessary maintenance.

Article 13 (Issuance of Rental Certificates, Carrying, etc.)

1. When the Company delivers the rental car, the Company shall issue to the borrower or driver a prescribed car rental certificate stating the contents specified by the Director of the Land Transport Branch of the Regional Transport Bureau.

2. The lessee or driver shall carry the rental certificate issued in accordance with the preceding paragraph while using the rental car.

3. In the event that the borrower or driver loses the car rental certificate, the borrower or driver shall immediately notify the Company to that effect.

4. When returning the rental car, the lessee or driver shall return the rental certificate to the Company at the same time.

Chapter 4 Usage

Article 14 (Responsibility of Borrower)

The lessee or driver shall use and store the rental car with the care of a good manager from the time the rental car is delivered to the rental car until it is returned to us (hereinafter referred to as "in use").

Article 15 (Daily Inspection and Maintenance)

The lessee or the driver shall carry out daily inspection and maintenance of the rented rental car as stipulated in Article 47-2 of both road carriers before using it.

Article 16 (Prohibited Acts)

The borrower or driver shall not perform the following acts during use.

- (1) Using a rental car for a motor vehicle transportation business or similar purposes without obtaining the consent of the Company and permission based on the Road Transport Act.
- (2) Use the rental car for purposes other than the prescribed purpose, or allow a person other than the driver listed on the rental certificate in Article 6, Paragraph 3 to drive it.
- (3) Subleasing the rental car, allowing a third party to use it, or providing it as collateral for others, or any other act that infringes on the rights of the Company.
- (4) Falsifying or altering the automobile registration number plate or vehicle number plate of the rental car, or altering or refurbishing the rental car's original condition.
- (5) Using the rental car for various tests or competitions, or using it as an index or boost for other vehicles without the consent of the Company.
- (6) Using a rental car in violation of laws and regulations or public order and morals.
- (7) Purchasing non-life insurance for rental cars without the consent of the Company.
- (8) Taking the rental car out of Japan

(9) In addition to the preceding items, acts that violate the rental contract

Article 17 (Measures in Case of Illegal Parking, etc.)

1. In the event that the lessee or driver illegally parks the rental car as stipulated in the Road Traffic Act during use, the lessee or driver shall pay the penalty for illegal parking and bear various expenses such as towing and storage associated with illegal parking.

2. When the Company receives a notification from the police of an unattended parking violation of the rental car, the Company shall contact the lessee or the driver, promptly move the rental car, and instruct the driver to appear at the handling police station at the expiration of the rental car rental period or by the time instructed by the Company to handle the violation, and the lessee or driver shall comply with this. In addition, if the rental car is moved by the police, the Company may, at the discretion of the Company, collect the rental car from the police by itself.

3. In the case of the preceding paragraph, the Company shall confirm the status of the violation processing to the borrower or driver by means of a traffic violation notice, payment slip, or receipt. If it cannot be confirmed, the Company may request the Company to sign a document prescribed by the Company (hereinafter referred to as the "Letter of Acceptance") stating the fact that the violation has been committed and the fact that the violation has been committed, and that the person appears at the police station and acknowledges that he or she will comply with the legal measures as a violator. The borrower or driver shall comply with this.

4. If the Company deems it necessary, the Company may submit documents such as a letter of self-recognition and a rental certificate to the police and the Public Safety Commission, and the borrower or driver shall agree to this.

5. If the Borrower or the Driver fails to pay the penalty or other expenses related to the parking violation within the prescribed period and the Company incurs the parking violation fee or other expenses (including, but not limited to, the cost required to search for the Renter or the driver or to pick up the rental car), the Borrower shall compensate the Company for all expenses incurred by the Company. In addition, if the borrower or driver pays an amount equivalent to the neglect violation fee to the Company, and the Company receives a refund of

the neglect violation fee due to the payment of the fine or penalty, the Company will return the amount equivalent to the neglect violation fee received to the borrower or driver.

6. In the event that the Company receives an order to pay the neglect violation fee set forth in the preceding paragraph, or if the Renter or the Driver fails to pay the invoice amount set forth in the preceding paragraph by the date specified by the Company, the Company shall take measures such as reporting the non-payment of expenses related to the neglect violation to the National Rental Car Association.

Chapter 5 Returns

Article 18 (Return)

1. The lessee or driver shall return the rental car to the Company at the designated return location until the expiration of the rental period.
2. In the event that the borrower or driver violates the preceding paragraph, the borrower or driver shall compensate for all damages caused to the Company.
3. If the lessee is unable to return the rental car within the rental period due to natural disasters or other force majeure, the lessee shall not be liable for any damage caused to the Company. In this case, the borrower or driver shall immediately contact the Company and follow the Company's instructions.

Article 19 (Confirmation of rental car at the time of return, etc.)

1. The lessee or driver shall return the rental car in the condition at the time of delivery, except for wear and tear under normal use in the presence of the Company.
2. When returning the rental car, the lessee or driver shall confirm that there are no belongings left by the lessee or passengers in the rental car and return it, and the Company shall not be responsible for storing the items left behind after the return.
- 3 If there is an unsettled rental fee, etc., the lessee must complete the settlement by the time the rental car is returned.

4 In addition to the preceding paragraph, if the fuel such as gasoline or diesel oil is not replenished (not full) at the time of returning the rental car, the lessee shall pay the fuel fee calculated in accordance with the price list.

Article 20 (Timing of Return of Rental Car, etc.)

1. If the borrower extends the borrowing period due to reasons other than natural disasters or other force majeure, the borrower shall pay the penalty specified by the Company.
2. In the event that the borrower returns the loan after exceeding the borrowing period without the consent of the Company, the borrower shall pay a penalty of double the excess fee in addition to the amount set forth in the preceding paragraph.

Article 21 (Location of Return of Rental Car, etc.)

1. In the event that the designated return location is changed, the borrower or the driver shall bear the cost of forwarding required by the change of return location.
2. If the lessee or driver returns the rental car to a place other than the designated return location without the consent of the Company, the lessee or driver shall pay a penalty of double the cost of forwarding required by changing the return location.

Article 22 (Measures to be taken in case of non-return)

1. If the Renter does not respond to the Company's request for return even though the borrowing period has expired, or if it is recognized that the Renter has not returned the property due to reasons such as unknown whereabouts, the Company shall take legal proceedings such as filing a criminal complaint, and shall take measures such as reporting the non-return damage to the National Rent-A-Car Association.
2. In the event that the preceding paragraph applies, the Company shall take necessary measures to confirm the whereabouts of the rental car.
3. In the event that Paragraph 1 applies, the Renter or the Driver shall be liable for

compensation for the damage caused to the Company pursuant to the provisions of Article 28, and shall bear the costs required for the collection of the rental car and the search for the Renter or the Driver.

Chapter 6 Measures to be taken in the event of a breakdown, accident, or theft

Article 23 (Measures in Case of Failure)

1. If the lessee discovers any abnormality or malfunction of the rental car during use, the lessee shall immediately stop driving, contact the Company, and follow the instructions of the Company.

Article 24 (Reasons)

1. In the event of an accident involving the rental car during use, the lessee shall immediately stop driving, take legal measures regardless of the size of the accident, and take the following measures.

(1) Immediately report the circumstances of the accident to the Company and follow the Company's instructions.

(2) When repairing a rental car based on the instructions in the preceding item, it shall be done at the Company or a factory designated by the Company, except as approved by the Company.

(2) To cooperate with the investigation of the Company and the insurance company to which the Company has a contract regarding the accident, and to submit the required documents without delay.

(3) When entering into an out-of-court settlement or other agreement with the other party regarding the accident, obtain the prior consent of the Company.

2. In addition to taking the measures set forth in the preceding paragraph, the borrower or driver shall handle and resolve the accident at his or her own risk.

3. The Company shall provide advice on the handling of accidents on behalf of the borrower

or driver and cooperate in the resolution of such accidents.

Article 25 (Theft)

In the event that the rental car is stolen or other damage occurs during use, the lessee shall take the following measures.

- (1) Immediately report to the nearest police
- (2) Immediately report the damage to the Company and follow the Company's instructions.
- (3) Cooperate with the investigation of the Company and the insurance company with which the Company has a contract regarding theft or other damage, and submit the required documents without delay.

Article 26 (Termination of Rental Contract due to Inability to Use)

1. If the rental car becomes unusable due to breakdown, accident, theft, or other reasons (hereinafter referred to as "breakdown, etc.") during use, the rental contract shall be terminated.
2. In the case of the preceding paragraph, the lessee or driver shall bear the costs required for picking up and repairing the rental car, and the Company shall not refund the rental fee that has already been received. However, this shall not apply if the failure is due to the reasons specified in Paragraph 3 or Paragraph 5.
3. If the breakdown is due to a defect that existed before the rental, the lessee shall be able to receive a substitute rental car from the Company. In addition, regarding the conditions for providing alternative rental cars, Article 9 Paragraph 2 shall apply mutatis mutandis.
4. If the lessee does not receive the provision of a substitute rental car as set forth in the preceding paragraph, the Company shall refund the received rental fee in full. The same shall apply when the Company is unable to provide an alternative rental car.
5. In the event that a malfunction occurs due to reasons not attributable to either the

Borrower, the Driver, or the Company, the Company shall return to the Borrower the remaining amount after deducting the rental fee corresponding to the period from the rental to the termination of the rental contract from the rental fee received.

6. The borrower and the driver shall not be able to make any claims other than those stipulated in this article.

Chapter 7 Reparations and Indemnification

Article 27 (Compensation by the Company)

In the event that the Company causes damage to the borrower during the rental period, the Company shall compensate for the damage. However, this does not apply to reasons not attributable to the Company.

Article 28 (Compensation by Borrower and Business Compensation)

1 In the event that the borrower causes damage to a third party or the Company during use, the borrower shall compensate for the damage. However, this does not apply to reasons not attributable to the borrower.

2. Among the damages set forth in the preceding paragraph, damages caused by the Company's inability to use the rental car due to an accident or theft shall be as stipulated in the price list, and the lessee shall pay it.

Article 29 (Insurance)

When the lessee is liable for the compensation set forth in Paragraph 1 of the preceding article, the insurance money within the following limits will be paid according to the non-life insurance contract concluded by the Company for the rental car. However, if you fall under the exemption from the insurance policy, this insurance benefit will not be paid.

(1) Personal compensation: Unlimited amount for 1 person (including automobile liability insurance)

(2) Objective Compensation 1 Accident Degree Unlimited (including automobile liability insurance): Deductible from 50,000 yen

(3) Vehicle compensation 1 accident degree Market value: Deductible from 50,000 yen

(4) Personal injury: Unlimited per person

2. Damages exceeding the compensation limit set forth in the preceding paragraph shall be borne by the borrower.

3. The borrower shall bear the exemption from non-life insurance or compensation system.

4. In the event of an accident that has not been reported to the police or the Company's sales office, an accident that occurs under any of the items of Article 8, Paragraph 1 or Paragraph 2 after the rental, or an accident that occurs under any of the items of Article 16, or any other violation of these Terms and Conditions by the Borrower, the Borrower may not be able to receive compensation for damages under the Non-life Insurance and the Company's compensation system.

5. In addition to the preceding three paragraphs, if the disclaimer of the insurance policy of non-life insurance falls under (in the case of non-payment of insurance claims), the insurance and compensation stipulated in Paragraph 1 shall not apply, and the borrower shall bear all such damages.

6. When the Company pays the damages to be borne by the Borrower, the Borrower shall immediately reimburse the Company for the amount paid by the Company.

7 The amount equivalent to the insurance premium of the non-life insurance contract stipulated in Paragraph 1 is included in the rental fee.

Chapter 8 Elimination

Article 30 (Cancellation of Rental Contract)

In the event that the lessee or driver violates these terms and conditions during the rental period, or if any of the items of Article 8, Paragraph 1 applies, the Company may cancel the rental contract without any notice or demand and immediately request the return of the rental car. In this case, the Company shall not return the rental fee received to the borrower.

Article 31 (Termination of Consent)

The borrower shall be able to cancel the rental contract with the consent of the Company even during the rental period. In this case, the Company shall return to the borrower the balance after deducting the rental fee for the period from the rental to the return from the rental fee from the rental fee received to the borrower.

2. When canceling the contract set forth in the preceding paragraph, the borrower shall pay the following cancellation fee to the Company.

< Cancellation fee > = (Basic fee corresponding to the contract loan period) - (Basic fee corresponding to the period from rental to return) x 50%

Chapter 9 Miscellaneous

Article 32 (Use and Consent of Personal Information)

The Borrower agrees that the Company may use the personal information of the Borrower or the Driver for the following purposes.

(1) If the lessee or driver falls under any of Article 17, Paragraph 6 or Article 22, Paragraph 1, the fact and the information including the name and address of the borrower or driver shall be registered with the National Rent-A-Car Association for a period not exceeding seven years, and the information shall be used by the National Rent-A-Car Association, the member prefectural Rent-a-Car Associations, and its member businesses.

(2) To inform the borrower or driver about automobiles, insurance, mobile phones, other products and services handled by the Company, or the holding of various campaigns, etc., by sending advertising printed materials, sending e-mails, etc.

(3) To conduct a questionnaire survey of borrowers or drivers for the purpose of product development, etc., or to consider measures to improve customer satisfaction.

Article 33 (Set-off)

When the Company incurs a financial obligation to the Borrower based on these Terms and Conditions, the Company may offset the financial obligation owed by the Borrower to the Company at any time.

Article 34 (Consumption Tax)

The Borrower shall pay to the Company the consumption tax levied on transactions based on these Terms and Conditions.

Article 35 (Late Charges)

In the event that the Borrower and the Company fail to perform their financial obligations under these Terms and Conditions, the Borrower and the Company shall pay the other party a late fee at the rate of 14.6% per annum.

Article 36(Detailed Provisions)

The Company shall be able to separately establish detailed rules for these Terms and Conditions.

2. When the Company separately establishes detailed rules, the Company shall post them at the Company's business offices and describe them on the Company's website and price list. The same shall apply if this is changed.

Article 37 (Court of Jurisdiction)

In the event of a dispute based on this agreement, the court having jurisdiction over the location of the Company's head office shall be the court of jurisdiction.

Supplementary Provisions These terms and conditions will come into effect on March 1, 21

Revised: March 1, 7th year of Reiwa