



## Accident Report / Road Service Customer Center

**+81-50-3786-2858**

### 1 Accident

Property Damage, Self-inflicted Accident, Hit-and-run, Personal Injury, and etc.

### 2 Car Trouble (Road Service)

In case of a flat tire, lock out, flat battery, engine trouble, out of gas, going off the road, and etc.

※To prevent accident, please DO NOT drive on snowy roads or icy roads with a spare tire.

#### Times CAR RENTAL GPS Location Service

Your current location can be sent via GPS. Please scan the QR Code and follow the instructions. Please see the back side for details.



※「QRコード」は(株)デンソーウェーブの登録商標です。

The photo was taken when the Web site was still under development. The actual Web site may look different.

**Please follow the automated voice guidance.**

You may press **1** or **2** anytime during the guidance.

**1 Accident / Trouble Report**  
**2 Road Service Request**

When you call us, please provide car plate number and full name of the renter.

#### STEP.1

Times CAR RENTAL

はじめに、利用規約をお読みいただき、同意をお願いします。

利用規約

規約1 本サービスを利用するための通信費等の費用は、ご利用者のご負担となります。  
規約2 本サービスでは、ご利用者の現在位置把握のため、ご利用者の位置情報を取得します。  
規約3 位置情報の精度については、携帯電話事業者のサービスおよびご利用者の携帯電話機種に依存します。また、GPSや電波障害等から本サービスを利用した場合でも、位置情報の場所や条件により、精度が変化します。

利用規約に同意し次へ

Please read and agree to these term of service before using the Service.

before the use of the Service.  
The user of the Service (hereafter referred to as "the User(s)") shall bear the cost of the communication expenses, etc. to use the Service.  
We shall acquire the User's location information to detect the User's actual location for the Service.  
The accuracy of the location information depends on the service of the carrier and the cell phone model of the User. Also, the accuracy may vary depending on the location and conditions when positioning the User's location, even if a cell phone with a GPS function is utilized for the Service.  
The operation of the Service may be stopped without prior notice for amendment of the contents or maintenance of the Service.  
The User's location information acquired by the Service shall be used only for the purpose whereby the Times CAR RENTAL Accident and Road Service Contact Center confirms the occurrence of a car accident involving the User and performs road service. The location information shall not be used for any other purpose.

Please agree with the conditions and press this button to proceed to the next step.

#### STEP.2

Times CAR RENTAL

携帯電話番号を入力し「次へ」を押してください。

※「次」ハイフンは不要

戻る 次へ

Times CAR RENTAL Customer Center

+81-45-523-0850

Times CAR RENTAL

Please input your phone number or any 11 digit numbers.

※The number will be transferred to our operator.

※Please do NOT enter non consecutive numbers such as "1111111111" or "0000000000".

Please press this button to proceed to the next step.

#### STEP.3

Times CAR RENTAL

以下の電話番号でうけとまります。

06012345678

位置情報を送信してください。

位置情報を送信する

電話番号訂正

Times CAR RENTAL Customer Center

+81-45-523-0850

Times CAR RENTAL

Please check if the 11 digit number you input is correct and press this button to proceed to the next step.

If you wish to modify the 11 digit number, please press this button to proceed to the next step.

#### STEP.4

Times CAR RENTAL

位置情報が送信されました。

Please call our call center (+81-45-523-0850).

送信

Times CAR RENTAL

Times CAR RENTAL Customer Center

+81-45-523-0850

Times CAR RENTAL

Your current location is displayed. There may be a slight difference from your actual location. Please press the button as is.

#### STEP.5

Times CAR RENTAL

位置情報が送信されました。

Please call our call center (+81-45-523-0850).

送信

Times CAR RENTAL

Times CAR RENTAL Customer Center

+81-45-523-0850

Times CAR RENTAL

Your current location has been sent. If you press the button, you will be automatically connected to Accident Report / Road Service Call center by phone.

For matters not related to accident reports or requests for roadside assistance

Times CAR RENTAL  
Global Customer Desk

**+81-50-3786-0056**

Service hour/8:00-18:45

**+81-92-285-3865**

Service hour/18:45-8:00

\*For emergencies only

## 2 Insurance Coverage & Compensation

Times CAR RENTAL insurance covers the following in case of an accident.

### Third Party

#### Bodily Injury Compensation

(for casualties or injuries sustained by a third party)

**Per person : Unlimited**

includes the JPY 30 million from the Compulsory Automobile Liability Insurance

#### Property Damage Compensation

(for damages caused to another vehicle or property)

**Per accident : Unlimited**

Deductible of up to JPY 50,000 in case of an accident

### Personal Injury to a Third Party

In case of an accident, the maximum compensation will be provided to the third party who sustained a bodily injury.

### Damage to a Third Party's Vehicle or Property

In case of an accident, the loss of revenue due to the damage is covered in addition to the damage caused to another person's vehicle or property.

### Rental Vehicle and Passengers

#### Vehicle Insurance

(for damages caused to the rental vehicle)

**Per accident : Market Price**

Deductible of up to JPY 50,000 for minibuses and regular cargo trucks (registration number "1"), and up to JPY 100,000 for special-use vehicles in case of an accident

#### Personal Injury Compensation

(for casualties or injuries sustained by the driver or a passenger)

**Per person : Up to JPY 30 million**

Compensation will be paid when a passenger sustains an injury (including the aftereffects) or die as a result of a traffic accident, regardless of the existence of negligence on the part of the driver. The compensation for damage or loss will be calculated based on the standards stipulated in the insurance terms & conditions.

### Damage to the Rented Vehicle

In case of an accident, compensation for the sum not covered by the deductible paid by the customer is provided for the damage sustained by the rented vehicle.

### Bodily Injury to Drivers and Passengers

Compensation will be paid in case of an accident, regardless of the existence of negligence on the part of the driver.

When subscribed to an insurance policy other than those provided by Times CAR RENTAL

When you subscribe to other insurance policies, you may be required to pay damages to Times CAR RENTAL, and then receive the sum paid from their insurer at a later date. The coverage provided by other insurance policies most likely differs from that of Times CAR RENTAL insurance, so you are advised to check the insurance coverage of other policies in advance.

Example: Payment of accident compensation when subscribed to an insurance policy provided by a travel agency



# 3 Times CAR RENTAL Coverage Package

Excess Amount Chart	Bodily Injury No limit /1 Person including JPY 30million liability insurance	Property Damage No limit /1 Accident Deductible: JPY 50,000 max	Vehicle Damage Varies /1 Accident Deductible: JPY 50,000 max Microbuses, trucks, Special vehicles JPY 100,000	Personal Injury Protection JPY 30,000,000 / 1 Person The cost of bodily injury and death of passenger caused by an accident shall be compensated regardless of driver's fault. (Approval of damage cost is performed by insurance company based on insurance policy)	Non Operation Charge Compensation for business loss	Maximum payable amount in case of the accident	Other Charges Flat tire repair, Car interior repair, Expense for rescue service
<b>Basic Package</b> JPY 0/24H  <b>Safety Package</b> JPY 1,100 (JPY 1,000+Tax)/24H  <b>Super Safety Package</b> JPY 2,200 (JPY 2,000+Tax)/24H	JPY 0	Maximum JPY 50,000	Maximum JPY 50,000	JPY 0	Driveable JPY 20,000 OR Undriveable JPY 50,000	Maximum JPY 150,000 + Actual cost	Actual cost
<b>Basic Package</b> JPY 0/24H  <b>Safety Package</b> JPY 1,430 (JPY 1,300+Tax)/24H  <b>Super Safety Package</b> JPY 2,530 (JPY 2,300+Tax)/24H	JPY 0	Maximum JPY 50,000	Maximum JPY 50,000 General cargo van(TS) Maximum JPY 100,000	JPY 0	Driveable JPY 30,000 OR Undriveable JPY 70,000	Maximum JPY 220,000 + Actual cost	Actual cost
<b>Basic Package</b> JPY 0/24H  <b>Safety Package</b> JPY 2,200 (JPY 2,000+Tax)/24H  <b>Super Safety Package</b> JPY 3,300 (JPY 3,000+Tax)/24H	JPY 0	Maximum JPY 50,000	Maximum JPY 50,000 microbuses, trucks, Special vehicles JPY 100,000	JPY 0	Driveable JPY 50,000 OR Undriveable JPY 100,000	Maximum JPY 250,000 + Actual cost	Actual cost

\* Calculated with one-month rentals equivalent to 15-day rentals. \* Compensation will not be paid if any of the exclusions stipulated in the Times CAR RENTAL Terms and Conditions and the terms and conditions of the insurance policy applies.

Type I K0/C0/C1/C2/M2/S2/V1//V2/L1/T1/T2

Type II C3/M3/M4/O2/O3/O4/F2/S4/W1/W2/W3/W4/T3/T4/T5

Type III M5/W5/W6/X2/F3/F4/F5/T6/U1/Z1/Z2/Z3/Z1P/Z2P

⚠ Those in red text do not apply to the Super Safety Package.

## ⚠ Insurance and compensation policies will not apply in the following cases.

● When the accident was not reported to the police ● When any of the exclusions stipulated in the terms and conditions of the insurance or blowouts; ② Loss of hubcaps; and ③ Deliberate "accidents" and similar acts. ● When it is clear that the driver was in violation of the influence of alcohol; ② Reckless driving; ③ Driving under the influence of drugs; ④ Unauthorized extensions; ⑤ Leaving the scene of an by Times CAR RENTAL; and ⑦ Renting the vehicle to someone else, etc. ● When there is failure to exercise due diligence ① Damage to was left unlocked; ③ Leaving the scene of an accident in a no-parking area; ④ Other anti-social behavior; and ⑤ Refueling the vehicle with the vehicle (including e-cigarettes and heated tobacco), etc. ● When fined for illegal parking or violation of traffic rules ● When the

## ⚠ You will be charged for damages if you smoke inside the vehicle.

- ① Drivable NOC in accordance with the vehicle class or model (JPY 20,000 to JPY 50,000)
- ② The sum incurred for cleaning the interior of the vehicle (JPY 20,000 for Passenger vehicles, JPY 50,000 for Commercial vehicles, JPY 150,000 for Microbuses)
- ③ Additional charges incurred equivalent to the actual costs when the smell of cigarettes remains even after deodorization or when the seats or other items need to be replaced because of burn marks

## Super Safety Package Coverage Details

※The below support will be provided if you purchase Super Safety Package.

### ZERO EXCESS in case of accident or car trouble

#### [Zero Excess]

- Non Operation Charge waiver
- Flat tire repair
- Lost hubcap



### Comprehensive Roadside Assistance

#### [Roadside Assistance]

- Towing Service to a designated repair center.
- Lock out
- Jumping flat battery
- Changing Tires
- Fueling service in case of gas outage : approximately 10 litres of fuel  
※Fuel cost will be charged to the customer.
- Towing vehicle out of ditches or off road.
- Other emergency responses : simple repairs which can be done in 30 minutes or less



#### [Supplementary Assistance]

In case your trip has been discontinued due to unavoidable circumstances even with the above assistance, you may choose one of the below services at your convenience.

- ※You may NOT use both services
- ※You must satisfy necessary conditions to receive the supplementary assistance.

Please contact Times CAR RENTAL Accident / Roadside Assistance Customer Center.

#### ● Travel Expenses Coverage

In case an alternative transportation, such as taxi or public transportation is used within 24 hours due to a car trouble (breakdown, accident), your transportation expense will be covered up to JPY 20,000 / person (up to the number of passenger occupancy stated on vehicle inspection certificate).

※Fuel and toll fee will NOT be covered. ※Alternative transportations includes air travel, ship, train, bus, taxi, and car rental. ※Only Economy Class for air travel, Regular Room for ships, and Regular Seat for trains are compensated. ※In case of using a taxi cab, maximum of JPY 20,000 in total will be compensated regardless of the number of passengers. ※If you use our car rental service under this coverage, you may not purchase Super Safety Package. ※You will be responsible for any other expenses not specified above.

#### ● Lodging Cost Coverage

In case lodging is required due to car trouble (breakdown, accident), assistance in searching and booking a hotel is available. The lodging cost up to JPY 15,000/person (up to the number of passengers stated on vehicle inspection certificate) will be compensated.

※In case there is no choice but to use taxi (after public transportation service hours), taxi fee of up to JPY 15,000 will be compensated. ※Extra charges such as room service, massage service, spa, phone calls will NOT be covered.

Please check Times CAR RENTAL Terms and Conditions online or by scanning the 2D barcode.

Times CAR RENTAL Terms and Conditions Search





## Sums to be paid by customers in case of an accident

\*When subscribed to the Basic Package

- Deductible from property damage compensation ..... Up to JPY 50,000
- Deductible from vehicle damage compensation ..... Up to JPY 100,000
- NOC ..... Up to JPY 100,000
- Roadside Assistance Fee ..... Market rate



Total Up to JPY 250,000 + Actual costs

\*Do not negotiate a private settlement on the spot. Doing so will render you ineligible to receive insurance and compensation benefits.  
\*Note that insurance and compensation may not be paid if exclusions apply. (See p. 5 for further details)

## Five safety precautions to prevent additional charges

- 1 Do not commit parking violations or cause road obstructions! ..... Maximum charge **Sum of fines**
- 2 Do not smoke inside the vehicle! ..... Maximum charge **JPY 70,000**
- 3 Refuel the vehicle with the specified type of fuel! ..... Maximum charge **Actual cost**
- 4 Make sure to check whether you have not left any personal belongings in the vehicle.  
..... Maximum charge **Actual shipping cost**
- 5 Do not negotiate a private settlement when involved in an accident.  
..... **Doing so will invalidate the insurance and compensation policies.**

**! Drive safely while observing traffic rules!**

## What is NOC (Non-Operation Charge)?

In the event that the customer causes an accident, which requires repairs to be made to the vehicle, NOC is the payable sum when the customer is charged a portion of the costs involved in the loss of revenue during the period of repair when the vehicle cannot be used. A fixed sum will be charged in accordance with the vehicle class or model, regardless of the amount of damage and the length of the repair period.

\*Users are required to pay the NOC even if they are subscribed to the Safety Package.

## Parking Rules in Japan

- 1 The rental vehicle may be removed or collected if it is illegally parked. In such cases, the customer shall bear the costs required to move the vehicle.
- 2 The rental agreement will be terminated upon the removal or recovery of the vehicle.

### Unauthorized parking on private property and roadsides is prohibited!

- "No Parking" signs on the road  
Do not park on the road even if there are no signs present.
- Private parking lots (Monthly Reserved)  
Do not park on a vacant parking space.
- Parking lots of convenience stores, restaurants, etc.  
Move the vehicle immediately after leaving a store or restaurant.



### When a parking violation sticker is posted on the vehicle



If the sticker shown on the left has been posted on the vehicle, immediately go to the police station that has jurisdiction over the area and pay the fine.  
Failure to pay the fine will cause you to be charged the parking violation fee prescribed by Times CAR RENTAL on your return.  
\*The pick-up station will be notified at the same time as the posting of the sticker on the vehicle by the police.

Regular vehicles	JPY 30,000
Medium-sized vehicles	JPY 30,000

**! Do not commit parking violations or cause road obstructions!**

## 4

# How to Use the Rental Vehicle Safely

## Refueling

Please select the correct fuel and return with a full tank of gas

	Color of Fuelling Nozzle			
Fuel Type	Fuel Type	Regular レギュラー	Premium ハイオク	Diesel 軽油
	Sticker on Fuel Cap			

**! WARNING!** Mis-fueling will cause a serious breakdown of a vehicle. Damage or breakdown caused by mis-fueling will not be covered by Times CAR RENTAL's insurance. Please make sure the color of the fueling nozzle matches the sticker on the fuel cap.

[Refueling Fee] If the vehicle is not returned with a full tank of gas, the return station will refuel it on your behalf and charge you for the cost of the fuel in addition to the refueling fee, with the sum calculated as shown below. [Standard Cost of Fuel] Cost per liter of fuel (average cost determined by the Oil Information Center\*) + JPY 10 (refueling service charge). \*A different pricing system applies to remote islands. \*Subject to price fluctuations. [1km of Distance Traveled Per Vehicle Model / Standard Calculated Cost in JPY] Cost of 1km of distance traveled = Cost of fuel / [(Fuel consumption rate by vehicle model [calculated by the Ministry of Land, Infrastructure and Transport] x 0.7 [Times CAR RENTAL standard coefficient])]

## Daily Inspection



Switch on the engine and check the amount of pressure required to step on the brake pedal.

- There should be appropriate room for pressing the brake pedal, and the brakes should be working normally.



Pull on the hand brake to check whether it can be pulled up normally.

- You should be able to pull the parking brake lever normally.
- \* The form of the hand brake (pedal or lever) may vary depending on the model.



Open the hood and check the brake fluid level.

- The brake fluid level should be just enough.
- Any level between MAX and MIN is acceptable.



Perform a visual check of the tires — tire pressure, tread depth, and the existence of cracks or abnormal wearing.

- The tire pressure should be normal.
- There should be no cracks or any damage.
- There should be no abnormal wearing.
- There should be sufficient tread depth.
- \* The normal tire pressure rating is displayed near the door frame by the driver's seat.



Check whether the headlights, parking lights, turn-signal lights, tail lights, brake lights, and backup lights are working normally.

- \* Damaged lenses are also considered as defects.

**! Contact the station if you find any of the items checked to be defective. The inspection should be carried out by the customer daily, starting from the second day.**

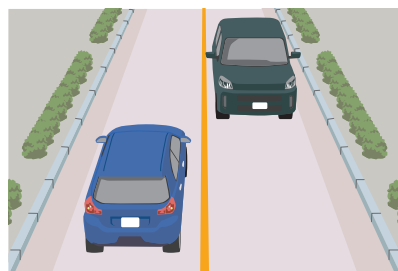
## Accidents happen often! Beware of the following accidents!



## 5 Traffic Rules in Japan

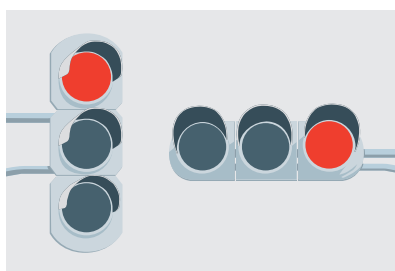
### Basic Traffic Rules

#### KEEP LEFT



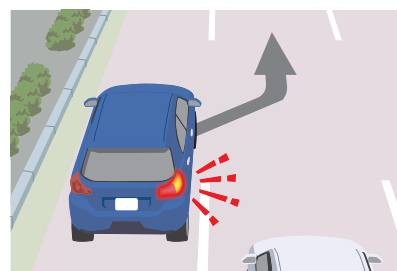
All vehicles must be on the left side of the road.

#### MUST STOP ON RED



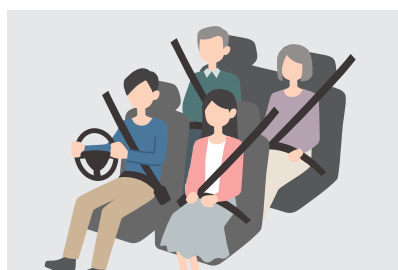
No turn on red.

#### PUT TURN SIGNAL ON WHEN CHANGING LANES



Use a turn signal and check the traffic in front and back before you change lanes.

#### FASTEN SEAT BELT FOR ALL SEATS



Japanese Road Traffic Act requires all passengers to wear seat belts while driving.

#### SAFETY SEATS FOR CHILDREN



All children under age of 6 years must be seated on child safety seats.

#### YIELD TO PEDESTRIANS



Always pay attention to pedestrians and bikers especially at intersections and pedestrian crossing area.

#### SPEED LIMIT

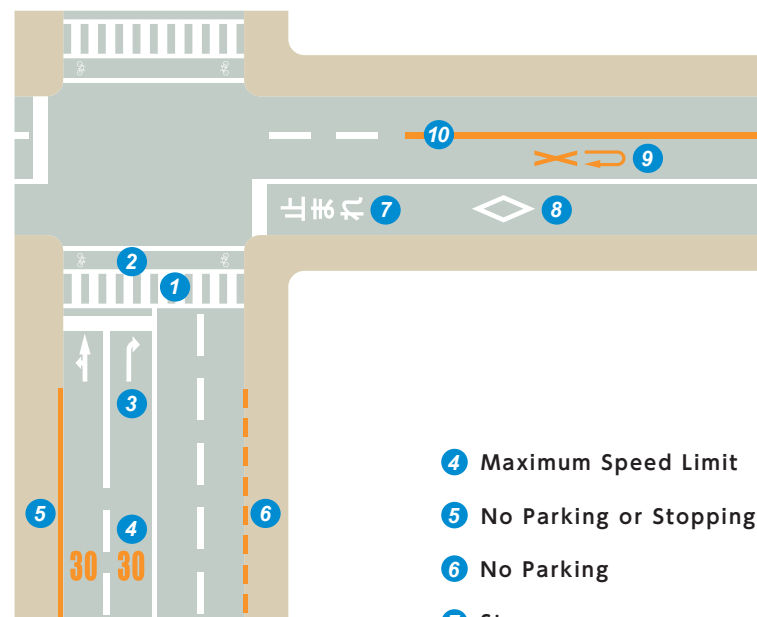


Typical speed limits are 80km/h to 100km/h on expressways and 30km/h to 60km/h on local road.

#### NO CELL PHONE WHILE DRIVING



When using cell phone, please pull over at secure location.



1 Pedestrian Crossing

2 Bicycle Lane

3 Lane Distinction by Direction

4 Maximum Speed Limit

5 No Parking or Stopping

6 No Parking

7 Stop

8 Crosswalk Lane Ahead

9 No U-turn

10 No Overtaking

## 6 Traffic Road Signs

### Road Signs

#### < Regulatory Signs >



Stop



Slow



Road Closed



Closed to Cars



No Entry



One Way



Bus-only Lane



No Parking / Stopping



No Parking



Maximum Speed (km/h)



Minimum Speed (km/h)



No Crossing by Car



No U-turn



No Passing

#### < Caution Signs >



Slippery Road



Falling Rocks



Bumpy Road



Road Construction



Steep Up-slope



Steep Down-slope



School Zone



Traffic Signal



Merging Traffic



Lane Reduced



Road Narrows Ahead



Two-way Traffic



Railroad Crossing



Crosswind



Animal Crossing



Other Danger

#### < Direction signs >



Parking Allowed



Stopping Allowed



Center Lane



Right-of-way



Stopping Line



Safety Zone



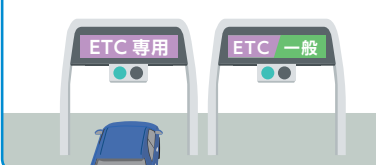
Pedestrian Crossing



Bike Crossing Lane

### How to Use Expressway Toll Gates - ETC Lane and General Lane

There are following lanes as you enter expressway in Japan. Please be aware when you enter.



	ETC 専用 "ETC Lane"	ETC 一般 "ETC / General Lane"	一般 "General Lane"
With ETC Card	●	●	×
Without ETC Card	×	●	●

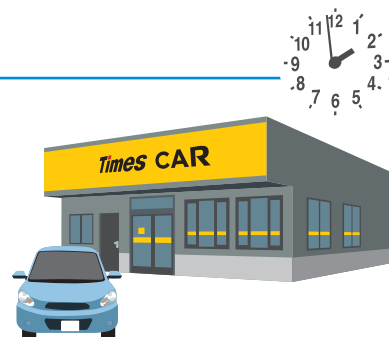
## 7 How to Change Rental Conditions

### Contact Us First to Change Rental Schedule

< We require prior notice if you wish to... >

- 1 Shorten Your Rental Period
- 2 Extend Your Rental Period
- 3 Change Your Return Station

! Please be advised that we may not be able to meet your request for 2 and 3



< Refund Calculation Policy >

**Refund Amount = Balance Amount – Service Charge** (Balance Amount × 50%)

! Refund Calculation Policy above may not be applicable to some reservations.

### Contact Information

Available in 10 Languages! - including English, Mandarin, Korean, Thai, Vietnamese, Bahasa Indonesia, Portuguese, Spanish, French, and Russian.

**Times CAR RENTAL Global Customer Desk** >> ☎ +81-50-3786-0056 ◻ Service hour / 8:00-18:45

! **Times CAR RENTAL Global Customer Desk** >> ☎ +81-92-285-3865 ◻ Service hour / 18:45-8:00  
\* only for emergency

### Online Booking is Available For Your Next Trip to Japan

Enjoy driving with Times CAR RENTAL

ENGLISH

[www.timescar-rental.com/en/](http://www.timescar-rental.com/en/)

KOREA

[www.timescar-rental.com/ko/](http://www.timescar-rental.com/ko/)

TRADITIONAL CHINESE

(HONGKONG) [www.timescar-rental.com/zh\\_hk/](http://www.timescar-rental.com/zh_hk/)

(T A I W A N) [www.timescar-rental.com/zh\\_tw/](http://www.timescar-rental.com/zh_tw/)

\ For Large Groups /

\ For Family Travel /

Various Car Lineup!

Covering All Major Airports and Shinkansen Stations



## 8 Point & Talk Japanese Phrases

I do not speak Japanese. Let me use this sheet to communicate with you.

私は日本語が分かりません。このシートを使ってお尋ねします。

Nihongo gaわかりません。Kono shito wo tsukatte otazune shimasu.



< Asking For Direction >

Where is ○○? ○○はどこですか? ○○ wa dokodesuka?	Are there ○○ around here? 近くに○○はありますか? Chikaku ni ○○ wa arimasuka?	Could you tell me how to go ○○? ○○への行き方を教えてください。 ○○ éno ikikatawo oshietekudasai
Rest Room トイレ Toire 	Gas Station ガソリンスタンド Gasorin sutando 	Parking Lot 駐車場 Chushajyo 
	Highway Entrance インターチェンジ Intâ chenji 	Convenience Store コンビニ Konbini 
		Hospital 病院 Byouin 
		Pharmacy 薬局 Yakkyoku 

< Emergency >

I got into an accident. 事故にあいました。 Jiko ni aimashita
Please call the police. 警察を呼んでください。 Keisatsu wo yondekudasai
Please call an ambulance. 救急車を呼んでください。 Kyukyusha wo yondekudasai
There are persons injured. けが人がいます。 Keganin ga imasu
May I use your phone? 電話を貸してください。 Denwa wo kashitekudasai
Could you please explain the situation of this accident for me? 私の代わりに事故状況を説明してください。 Watashi no kawarini Jikojyokyo wo setsumei shitekudasai

Left 左 Hidari	Right 右 Migi
North / 北 / Kita	East 東 Higashi
West 西 Nishi	South / 南 / Minami
Up / 上 / Ue	Down / 下 / Shita

< Car Trouble >

There is something wrong with this car. 車に何か不具合があるようです。 Kuruma ni nanika fuguai ga aruyoudesu	I have a flat tire. パンクしました。 Panku shimashita
It is out of gas. ガス欠です。 Gasu ketsu desu	The battery is dead. バッテリーが上がりました。 Batterî ga agarimashita
	I have locked out. 鍵を閉じ込みました。 Kagi wo tojikomemashita

< At a Gas Station >

Can I use my credit card? クレジットカードは使えますか? Credit Card wa tsukaemasuka?	Could you tell me how to refuel? 給油の仕方を教えてください。 Kyuyu no shikata wo oshietekudasai
Could you fill up the tank with regular gasoline? レギュラー満タンをお願いします。 Regyurâ mantan de onegaishimasu	
Which gas type should I refuel for this car? どのタイプのガソリンを給油したらよいですか? Dono taipu no gasorin wo kyuyu shitara yoidesuka?	