

Terms of Use

Article 1 (General Provisions)

1. These terms apply to the use of the Japanese car rental reservation website "Car Rental Japan" (hereinafter referred to as "this Site"), operated by Inbound Platform Co., Ltd. (hereinafter referred to as "the Company"). These terms stipulate the obligations of users (hereinafter referred to as "Users").
2. In using this Site, Users are required to comply with these Terms, as well as with the Travel Agency Terms and Conditions, Commerce Disclosure, and other usage guidelines, cancellation policies, FAQs, etc., posted on this Site (collectively referred to as "the Terms, etc.").
3. By using this Site, the Company deems that the User agrees to these Terms.

Article 2 (Car Rental Japan)

1. "Car Rental Japan" is a website that provides a reservation service for rental cars available in Japan (hereinafter referred to as "Reservation Service").
2. The Reservation Service allows Users to make reservations for rental cars and other optional services (hereinafter referred to as "Rental Car Services") provided by rental car businesses affiliated with the Company, using the reservation system on this Site.
3. The contract for the Rental Car Services is directly concluded between the User and the rental car provider, and the contents and conditions of the Rental Car Services are subject to the terms set forth by each rental car provider. The Company shall not be held responsible for the Rental Car Services unless the issue is attributable to the Company.
4. Information regarding the Rental Car Services displayed on this Site is posted by the rental car providers, and the Company does not guarantee the truth, accuracy, usefulness, or reliability of such information.
5. Availability information, pricing, and other conditions for the Rental Car Services posted on this Site may differ from the conditions offered by the rental car providers or on other websites. The Company does not guarantee that the conditions offered on "Car Rental Japan" are the most favorable for the User.

Article 3 (Usage Guidelines)

1. When using the Reservation Service on this Site, Users must thoroughly review and comply with these Terms, etc.

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2. When using Rental Car Services provided by rental car service providers or travel agencies (hereinafter collectively referred to as "Service Providers") under contract with the Company, Users must review and comply with the terms, conditions, and rules set forth by the Service Providers.
3. When using the Reservation Service, Users must provide their name, contact information, and other information required by the Company in the prescribed manner.

Article 4 (Reservations via Call Center)

1. For certain Reservation Services specified by the Company, Users may make reservations, changes, or cancellations via the Company's call center instead of using the internet, following the procedures specified by the Company.
2. Users who make reservations or changes via the method outlined in the previous paragraph must comply with these Terms, etc.

Article 5 (Provision of Travel Conditions and Contracts via the Internet)

In place of issuing the explanation of transaction conditions required by Article 12-4, paragraph 2 of the Travel Agency Act and the document detailing the contract contents required by Article 12-5, paragraph 1 of the same Act, the Company may provide the relevant information to Users by one of the following methods, in accordance with Article 12-4, paragraph 3 and Article 12-5, paragraph 2 of the same Act, and Users shall agree to this in advance:

1. Posting the relevant information on the designated page on "Car Rental Japan" when the User makes a reservation.
2. Sending the relevant information to the User's registered email address via email.

Article 6 (Modifications and Cancellations of Contracts in the Reservation Service)

1. A reservation for Rental Car Services is established when the User submits a reservation application in the manner prescribed by the Company, and the Company sends a confirmation email to the User, unless otherwise specified by the rental car provider.
2. When making a reservation through the Reservation Service, Users must confirm that the reservation has been completed using the method specified by the Company on this Site.
3. Users may request changes or cancellations to the contents of the Rental Car Services or the entire or partial cancellation of the contract for the Rental Car Services

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(hereinafter collectively referred to as "Changes, etc.") based on the agreement with the rental car provider.

4. Users shall make such Changes, etc. using the method specified separately by the Company (such as entering the necessary information through the Company's system or directly contacting the rental car provider, depending on the type of Change, etc.). If the Company instructs Users to contact the rental car provider directly and Users fail to do so, the Company shall not be held responsible for any resulting damage or loss unless attributable to the Company.
5. Users shall be responsible for confirming the amount of any fees, cancellation charges, penalties, handling fees, or other costs (hereinafter referred to as "Change Fees, etc.") incurred as a result of the Changes, etc., in accordance with these Terms and the Rental Car Services agreement, prior to making any Changes, etc.
6. If the reservation violates these Terms, the Rental Car Services agreement, or the law, or if it is deemed unreasonable, the rental car provider may modify or cancel the reservation after obtaining the User's consent. In certain cases, the Company may act as an agent for the rental car provider in making such Changes, etc.
7. The Company and the rental car provider shall not be held responsible for any damage or loss resulting from Changes, etc., unless attributable to them. Users shall remain responsible for paying any cancellation fees or other costs incurred as a result of Changes, etc.

Article 7 (Payment Methods)

Users shall pay the fees for the Reservation Service and the Rental Car Services in accordance with the following provisions. If these provisions do not apply, the terms outlined in the travel conditions document shall apply:

1. For payments made at the time of reservation (hereinafter referred to as "Advance Payment"), Users may pay by credit card or any other payment method specified by the Company.
2. For payments made at the time of service use (hereinafter referred to as "On-site Payment"), Users may pay by cash, credit card, or any other payment method specified by the Service Provider.

Article 8 (Credit Card Payments)

1. Credit cards accepted for payment shall be as specified by the Company.

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2. Only credit cards in the User's name (or the name of the person making the reservation if different from the person using the service) may be used for credit card payments.
3. Users shall not use another person's credit card, enter false credit card information, or engage in any other conduct that the Company deems inappropriate. The Company may seek compensation from Users for any damages caused by such conduct.
4. If the credit card company refuses the transaction or the Company deems the payment inappropriate based on its internal standards, the Company may change the payment method, cancel the reservation, or take any other necessary measures without the User's consent.

Article 9 (Method of Communication with Users)

The Company and Service Providers may contact Users via email, postal mail, or phone using the contact information provided at the time of reservation. The method of contact shall be at the discretion of the Company or the Service Provider.

Article 10 (Personal Information)

The Company shall handle Users' personal information in accordance with the "Privacy Policy" separately established by the Company, and Users shall agree to this.

Article 11 (Prohibited Conduct)

1. Users shall not engage in the following conduct (including conduct that the Company deems likely to fall under these categories) while using "Car Rental Japan":
2. Conduct that violates these Terms.
3. Conduct that infringes on the rights, causes disadvantage, or offends the Company, Service Providers, other Users, or third parties.
4. Failure to fulfill obligations such as paying service fees or cancellation fees to the Service Providers or the Company.
5. Registering false or fictitious contact information, intentionally not responding, or otherwise obstructing communications from the Service Providers or the Company.
6. Using "Car Rental Japan" for commercial purposes such as organizing tours or reselling to others without the Company's approval.
7. Using "Car Rental Japan" in a manner not approved by the Company.
8. Sending spam, chain letters, junk mail, etc.
9. Allowing minors (under 18) to use content or services prohibited for their use or using such content personally as a minor.
10. Conduct that violates laws or public order and morals.

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11. Using bugs, external tools, or other methods not intended by the Company to exploit the system.
12. Verbally abusing or threatening employees of the Company or its contractors, or engaging in conduct that endangers their safety or mental health.
13. Engaging in any other conduct that the Company deems inappropriate or significantly disrupts the operation of "Car Rental Japan".
14. If the Company reasonably determines that the User has engaged in any of the conduct listed in the previous paragraph, the Company may suspend the User's use of "Car Rental Japan" or cancel the User's membership without prior notice.

Article 12 (Disclaimer)

1. If the User suffers damages due to reasons attributable to the Company in connection with "Car Rental Japan", the Company's liability for compensation shall be limited to the actual, direct, and ordinary damages, excluding cases of intentional or gross negligence.
2. The Company provides the Reservation Service, allowing Users to use the system to reserve rental cars. The Company is not a party to the rental car contract and is not responsible for issues related to the reservation or use of the Rental Car Services unless the issue is attributable to the Company.
3. The Company shall not be responsible for damages or disadvantages incurred by the User for failing to pay fees by the due date unless the issue is attributable to the Company.
4. Any disputes or conflicts between Users and Service Providers shall be resolved directly between the parties, and the Company shall not be held responsible unless the issue is attributable to the Company.
5. Unless otherwise specified in these Terms or the rental car service agreements, the Company shall not be held responsible for damages caused by system interruptions, delays, or malfunctions due to communication line or computer issues, unauthorized access to data, or any other related events.
6. The Company shall not be responsible for damages caused by failure to receive emails from the Company due to issues with the User's email system or transmission route.
7. Users are responsible for their own actions when using this Site, and in cases where they cause damage to a third party, they shall resolve the issue at their own expense and responsibility.

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8. The Company may provide information or advice to Users as appropriate, but shall not be held responsible for any damages resulting from such information or advice unless the issue is attributable to the Company.
9. The Company shall not be responsible for damages caused by the User's violation of these Terms unless the issue is attributable to the Company.
10. The Company does not guarantee that emails, web pages, or other content sent from the "Car Rental Japan" server or domain is free from harmful elements such as viruses.
11. The Company reserves the right to temporarily suspend or discontinue services on "Car Rental Japan" without prior notice to Users in the event of system maintenance, system overload, or security issues. The Company shall not be responsible for any damages incurred by Users as a result of such actions unless the issue is attributable to the Company.
12. The Company does not guarantee the truth, accuracy, or reliability of tourism information posted on this Site by the Company or Service Providers, and shall not be held responsible for any damages incurred by Users as a result unless attributable to the Company.

Article 13 (Amendments to the Terms)

1. The Company may amend these Terms as appropriate, and will notify Users of such amendments through methods deemed appropriate. The revised Terms will take effect on the date specified by the Company or after a certain period of notice has passed.
2. The Company reserves the right to modify or discontinue part or all of the services on "Car Rental Japan" without prior notice to Users.

Article 14 (Assignment of Contractual Status)

1. Users may not transfer, assign, or pledge their contractual status or rights and obligations under these Terms to a third party without the prior written consent of the Company.
2. If the Company transfers the "Car Rental Japan" business to a third party, it may transfer the contractual status, rights, obligations, and customer information under these Terms to the transferee, and Users agree to this in advance. Such a business transfer includes not only regular business transfers but also company splits and other forms of business succession.

Article 15 (Severability)

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1. If any part of these Terms is deemed invalid under the law, the remaining parts of these Terms shall remain valid.
2. Even if part or all of these Terms is deemed invalid with respect to certain Users, these Terms shall remain valid in relation to other Users.

Article 16 (Governing Law and Jurisdiction)

These Terms shall be interpreted under Japanese law, and any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the Tokyo District Court as the court of first instance.

Established on September 25, 2024