# 🛺 TukNori — Tuk-Tuk Rental Terms and Conditions

**Enacted 17 Dec 2025**
**Revised 27 Aug 2026**

Rent-a-car Rental Agreement Terms (レンタカー貸渡約款) — English translation for overseas customers

**About this translation.** This English text is a translation of the Japanese "レンタカー貸渡約款" (Rent-a-car Rental Agreement Terms) provided for your convenience. **The Japanese original is the legally binding version.** If there is any difference between the two, the Japanese version prevails. Amounts referred to as "set out in the Fee Schedule" are listed in the **Fee Schedule** at the end of this document. Please ask our staff before signing if anything is unclear.

## Key points at a glance (summary — the full Terms below apply)

- **Driver's license:** bring the **original** of (1) a Japanese license, (2) an International Driving Permit under the **1949 Geneva Convention** plus your home-country license, or (3) a foreign license with an official Japanese translation (Switzerland, Germany, France, Belgium, Monaco, Taiwan). Copies or photos are not accepted — without a valid original we cannot rent and it counts as a same-day cancellation (100%). Bring your passport too. (Art. 8, 9)
- **Vehicle:** a three-wheeled, open-sided vehicle with no doors or airbags; it tips more easily than a car. Legally it is a "regular car" — a standard car license is enough (automatic-only is fine) and all car traffic rules apply. Helmets are not legally required but recommended; we lend them for free. (Art. 1, 15)
- **Security deposit ¥20,000** at pick-up, refunded in full on return if the vehicle, fuel and time are all fine. **Vehicle damage: customer charge capped at ¥50,000** (¥20,000 deposit + ¥30,000 held, settled after the repair quote). Insurance: unlimited bodily injury / property damage, passengers ¥50 million. Prohibited acts void the coverage and you pay the full loss. (Fee Schedule; Art. 30, 31)
- **Never:** drink and drive, use a phone or camera while driving, let an unregistered person drive, exceed 4 people, drive on expressways or near rivers or beaches, eat or drink in the vehicle, smoke in the vehicle, take the vehicle outside Japan. (Art. 18)
- **Return** on time to the same base with a full tank. Overtime ¥3,000 per hour. If you are over 1 hour late at pick-up the booking is cancelled (100%). Parking / traffic fines are yours. (Art. 4, 19, 20, 23)
- **Cancellation:** free up to 7 days before; 30% from 6 to 2 days before; 50% the day before; 100% same day / no-show. Ordinary rain is not a reason for free cancellation; only an official weather warning is. (Fee Schedule)
- **Accident or breakdown:** stop, stay safe, call us immediately, follow our instructions, and never settle with the other party without our consent. (Art. 26–28)

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## Chapter 1 — General provisions

### Article 1 (Application of these Terms)

1. The Company rents the rental vehicle (hereinafter the "Vehicle") to the Renter, and the Renter rents it, in accordance with these Terms. Matters not provided for in these Terms are governed by law and general custom.
2. The Company may agree to special conditions to the extent they do not conflict with the purpose of these Terms, laws, administrative notices or general custom. Where special conditions are agreed, they prevail over these Terms.
3. The Vehicle is classified as a "light motorcycle with sidecar" (側車付軽二輪) under the Road Transport Vehicle Act and as a "regular motor vehicle" (普通自動車) under the Road Traffic Act, and may be driven with a regular (standard car) driver's license, including an automatic-only license. Because of this classification, wearing a helmet is not required by law; this does not, however, guarantee safety, and the Company recommends wearing one.
4. The Vehicle is open at the sides and front, has no devices that protect occupants in a collision or rollover (airbags, side-impact protection, etc.), and, because of the centre-of-gravity characteristics of a three-wheeled vehicle, is more likely than a four-wheeled car to roll over or tip during sharp turns or hard braking. The Renter and the Driver rent the Vehicle with a full understanding of these facts.

## Chapter 2 — Reservations

### Article 2 (Reservation request)

1. To rent a Vehicle, the Renter may, after agreeing to these Terms and the separately established Fee Schedule, request a reservation by the method the Company specifies, stating in advance the vehicle class, rental start date and time, pick-up location, rental period, return location, driver, whether accessories such as child seats are required, and other rental conditions (the "Rental Conditions").
2. When a reservation request is received, the Company will in principle accept it within the range of the Vehicles it owns. In that case the Renter shall pay the separately established reservation fee, unless the Company specifically waives it.
3. The Vehicle is not equipped with child seats, junior seats or baby seats. If a child under 6 years of age is to ride, a parent or guardian must sit next to the child and manage the child's safety on their own responsibility. In that case the Company explains the structural characteristics of the Vehicle and points to note using the separate "Disclosure of Risks and Helmet Self-Responsibility Consent Form" (the "Consent Form"), and the Renter signs the Consent Form after understanding it. Except where caused by the Company's fault, the Company is not liable for injury arising from a child under 6 riding in the Vehicle.

### Article 3 (Changes to a reservation)

A Renter who wishes to change the Rental Conditions in Article 2 (1) must obtain the Company's prior consent.

### Article 4 (Cancellation of a reservation)

1. The Renter may cancel a reservation by the method the Company specifies.
2. If, for reasons on the Renter's side, the Renter has not begun the procedure to conclude the rental agreement (the "Rental Agreement") within one hour after the reserved rental start time, the reservation is deemed cancelled.
3. In the cases of the preceding two paragraphs the Renter shall pay the cancellation fee set out in the Fee Schedule, and when it has been paid the Company refunds any reservation fee already received.
4. If a reservation is cancelled, or a Rental Agreement is not concluded, for reasons attributable to the Company, the Company refunds any reservation fee received and pays the penalty separately established.
5. If a Rental Agreement is not concluded because of an accident, theft, non-return, recall, natural disaster or other cause attributable to neither the Renter nor the Company, the reservation is deemed cancelled and the Company refunds any reservation fee received.

### Article 5 (Substitute vehicle)

1. If the Company cannot provide a Vehicle of the reserved class, it may offer a Vehicle of a different class (a "Substitute Vehicle").
2. If the Renter accepts, the Company rents the Substitute Vehicle under the same Rental Conditions except for the class. If the charge for the Substitute Vehicle is higher than for the reserved class, the reserved class charge applies; if lower, the

lower charge applies.

3. The Renter may refuse the offer and cancel the reservation.
4. If the Renter refuses and the inability to provide the Vehicle is attributable to the Company, it is treated as a cancellation under Article 4 (4): the Company refunds any reservation fee and pays the penalty separately established.
5. If the Renter refuses and the inability is not attributable to the Company, it is treated as a cancellation under Article 4 (5) and the Company refunds any reservation fee.

**Article 6 (Exemption)**

Except as provided in Articles 4 and 5, neither the Company nor the Renter makes any claim against the other because a reservation was cancelled or a Rental Agreement was not concluded.

**Article 7 (Reservations through agents)**

1. The Renter may request a reservation through a travel agency, partner company or other agent that handles reservations on the Company's behalf (an "Agent").
2. A Renter who requested a reservation through an Agent may request changes or cancellation only through that Agent.

## Chapter 3 — Rental

**Article 8 (Conclusion of the Rental Agreement)**

1. The Renter states the Rental Conditions in Article 2 (1), the Company states the rental conditions under these Terms and the Fee Schedule, and the parties conclude the Rental Agreement — except where no Vehicle is available, or the Renter or the Driver falls under any item of Article 9 (1) or (2).
2. On conclusion of the Rental Agreement the Renter pays the rental charges under Article 11 (1).
3. Under the supervising authority's basic notice (Note 1), the Company records the driver's name, address, license type and license number (Note 2) in the rental register and on the rental certificate under Article 14 (1), or attaches a copy of the driver's license. The Company therefore asks the Renter to present the driver's license of the driver designated by the Renter (the "Driver") and to provide a copy. If the Renter is the Driver, the Renter presents and provides a copy of their own license; if they differ, the Driver's license.

   (Note 1) Ministry of Land, Infrastructure, Transport and Tourism, "Basic Notice on Rent-a-cars" (Jiryo No. 138, 13 June 1995), 2.(10) and (11).

   (Note 2) A driver's license means a license under Article 92 of the Road Traffic Act in the prescribed form, or a My Number card recording license information under Article 95-2 (4). An International Driving Permit or a foreign driver's license under Article 107-2 of the Road Traffic Act is treated as equivalent. If a My Number card is presented and the license information cannot be verified, the rental is refused.
4. On conclusion of the Rental Agreement the Company may ask the Renter and the Driver for identification documents other than the driver's license and may take copies.
5. The Company asks for a mobile phone number or other means of contacting the Renter and the Driver during the rental period.
6. The Company may require payment by credit card or cash, or designate another payment method.
7. The Company may require every Renter, regardless of nationality, to pay by credit card and to secure a credit limit (including a pre-authorisation).
8. If the Renter or the Driver does not bring the **original** of the driver's license or other documents the Company requires, the Vehicle cannot be rented. The reservation is then treated as cancelled and the Company charges the same-day cancellation fee set out in the Fee Schedule.

**Article 9 (Refusal to conclude the Rental Agreement)**

1. The Rental Agreement cannot be concluded if the Renter or the Driver:
   i. does not present a driver's license valid for the Vehicle;
   ii. is found to be under the influence of alcohol;
   iii. is found to show symptoms of intoxication by narcotics, stimulants, solvents, etc.;
   iv. is found to belong to an organised crime group, an affiliated organisation or any other anti-social group;
   v. intends to carry a child under 6 without a child seat, and either the parent/guardian will not sit next to the child or the explanation and Consent Form signature under Article 2 (3) have not been completed;

vi. holds a license issued outside Japan and has none of the following: a valid International Driving Permit (**1949 Geneva Convention only**), a foreign driver's license accompanied by the Japanese translation prescribed by law, or a Japanese driver's license.

2. The Company may refuse to conclude the Rental Agreement if the Renter or the Driver:
   i. is a different person from the driver named in the reservation;
   ii. has previously failed to pay rental charges;
   iii. has previously committed any act listed in Article 18 (1);
   iv. has previously (including with other rental companies) been involved in a non-return under Article 25 (1);
   v. has previously had insurance declined due to a breach of rental or insurance terms;
   vi. does not satisfy other conditions the Company specifies.
3. In the above cases, if a reservation already existed it is treated as cancelled; if the cancellation fee has been paid, the Company refunds any reservation fee received.

**Article 10 (Formation of the Rental Agreement)**

1. The Rental Agreement is formed when the Renter pays the rental charges and the Company hands over the Vehicle. Any reservation fee received is applied to the rental charges.
2. Hand-over takes place at the rental start date and time and the pick-up location stated under Article 2 (1).

**Article 11 (Rental charges)**

1. Rental charges are the total of (i) the basic charge, (ii) fuel, (iii) delivery / collection charges and (iv) other charges; the Company shows each amount or basis of calculation in the Fee Schedule.
2. The basic charge is the charge filed with the District Transport Bureau and in force at the time of rental.
3. If charges are revised after a reservation under Article 2, the lower of the charge at the time of reservation and at the time of rental applies.

**Article 12 (Changes to Rental Conditions after conclusion)**

1. To change the Rental Conditions after the Rental Agreement is concluded, the Renter must obtain the Company's prior consent.
2. The Company may refuse a change that would interfere with its rental operations.

**Article 13 (Inspection, maintenance and confirmation)**

1. The Company rents Vehicles that have undergone the periodic inspection under Article 48 of the Road Transport Vehicle Act and any necessary maintenance.
2. The Company carries out the daily inspection under Article 47-2 of the same Act and any necessary maintenance.
3. The Renter or the Driver confirms that the above inspections have been carried out, that the Vehicle has no defects based on an external and accessory check against the Company's checklist, and that the Vehicle otherwise meets the Rental Conditions.
4. If a defect is found during that confirmation, the Company immediately carries out the necessary maintenance.

**Article 14 (Rental certificate)**

1. On hand-over the Company issues a rental certificate (貸渡証) containing the particulars prescribed by the District Transport Bureau.
2. The Renter or the Driver must carry the rental certificate while using the Vehicle.
3. If the certificate is lost, the Renter or the Driver must notify the Company immediately.
4. The certificate must be returned to the Company together with the Vehicle.

**Article 15 (Disclosure of risks and confirmation by the Renter)**

1. At the time of rental the Company explains the structural characteristics of the Vehicle and safety points to the Renter and the Driver, who rent the Vehicle after receiving that explanation.
2. The explanation is given orally and by the Consent Form under Article 2 (3), and covers the structural risks of the body and the handling characteristics peculiar to three-wheeled vehicles (risk of rollover in sharp turns, inner-wheel difference, braking distance, etc.).

3. The Renter and the Driver confirm they have received the explanation by signing the Consent Form and submitting it to the Company.
4. The Company recommends wearing a helmet and seat belt. If the Renter, the Driver or a passenger chooses not to, that is their free choice, and, except where caused by the Company's fault, the Company is not liable for any aggravation of injury resulting from not wearing them.
5. The Renter and the Driver must avoid footwear (sandals, high heels, etc.) and clothing (long skirts, etc.) that could interfere with driving and must dress suitably for driving. Except where caused by the Company's fault, the Company is not liable for accidents resulting from such items.
6. Except where caused by the Company's fault, the Company is not liable for damage to, loss of or theft of personal belongings (phones, bags, valuables, etc.) carried in or outside the Vehicle by the Renter, the Driver or passengers.

## Chapter 4 — Use

**Article 16 (Duty of care)**

From hand-over until return to the Company (the "Rental Period"), the Renter or the Driver must use and keep the Vehicle with the care of a prudent manager.

**Article 17 (Daily inspection)**

During the Rental Period, the Renter or the Driver must carry out the daily inspection under Article 47-2 of the Road Transport Vehicle Act before each day's use and perform any necessary maintenance.

**Article 18 (Prohibited acts)**

1. During the Rental Period the Renter or the Driver must not:
   i. use the Vehicle for a motor-vehicle transport business or similar purpose without the Company's consent and the permit required under the Road Transportation Act;
   ii. use the Vehicle for any purpose other than its intended use, or let anyone other than the Driver recorded on the rental certificate under Article 8 (3) or a person approved by the Company drive it;
   iii. sub-lease the Vehicle, use it as security, or do anything that infringes the Company's rights;
   iv. forge or alter the registration or vehicle number plate, or modify, convert or otherwise alter the original condition of the Vehicle;
   v. use the Vehicle for tests or competitions, or to tow or push another vehicle, without the Company's consent;
   vi. use the Vehicle in breach of law or public order and morals;
   vii. take out insurance on the Vehicle without the Company's consent;
   viii. take the Vehicle outside Japan;
   ix. otherwise breach the Rental Conditions under Article 8 (1);
   x. operate or hold a smartphone, camera or other recording device while driving, drive one-handed for that purpose, or stop or park dangerously for that purpose;
   xi. drive in a manner outside normal use, such as speeding, sudden starts, sharp turns or hard braking;
   xii. drive outside the driving area designated by the Company;
   xiii. drive on riverbeds, beaches or other places close to water;
   xiv. carry more than the seating capacity (4 persons);
   xv. lean out of, stand up from, or sit anywhere other than the proper seats (window frames, openings, etc.), or otherwise seriously depart from a normal riding posture — this applies to the Renter, the Driver and passengers;
   xvi. continue driving after the Company has instructed that use be stopped because of bad weather or any other reason.
2. Except where caused by the Company's fault, the Company is not liable for damage arising from a breach of the preceding paragraph.
3. Pets may ride in the Vehicle; however, the Renter or the Driver must compensate for any soiling or damage the pet causes.
4. Smoking in the Vehicle (including e-cigarettes and all tobacco products) is prohibited in all circumstances. If smoking is detected, the Renter or the Driver pays the cleaning costs for the odour and other soiling.

5. The Renter and the Driver must make passengers comply with paragraph (1), and are responsible under these Terms for accidents or damage caused by a passenger's breach.

**Article 19 (Illegal parking)**

1. If the Renter or the Driver parks illegally under the Road Traffic Act during the Rental Period, they must report to the police station with jurisdiction over the place of the offence, immediately pay the fine themselves, and bear all towing, storage, collection and other costs.
2. If the police notify the Company of an abandoned-vehicle parking offence, the Company will contact the Renter or the Driver and instruct them to move or collect the Vehicle promptly and to report to the police station to deal with the offence by the end of the Rental Period or by the time the Company specifies; the Renter or the Driver must comply. If the Vehicle has been towed by the police, the Company may, at its discretion, collect it itself.
3. After giving that instruction the Company may, at its discretion, verify the status of the offence by means of the traffic-offence notice, payment slip, receipt, etc., and continue to instruct the Renter or the Driver until it has been dealt with. The Company may also require the Renter or the Driver to sign the Company's form admitting the parking offence and undertaking to report to the police and accept the legal consequences (the "Admission Form"), and they must comply.
4. When the Company deems it necessary, it may cooperate with the police in pursuing the Renter's or the Driver's responsibility by submitting the Admission Form, rental certificate and other material containing personal data, and may submit a statement, the Admission Form and the rental certificate to the Public Safety Commission under Article 51-4 (6) of the Road Traffic Act and take other necessary legal steps; the Renter and the Driver consent to this.
5. If the Company receives an order to pay an abandoned-vehicle penalty under Article 51-4 (1) of the Road Traffic Act and pays it, or bears the costs of locating the Renter or the Driver or of moving, storing or collecting the Vehicle, the Company will charge the Renter or the Driver the following ("Parking Offence Costs"), payable by the date the Company specifies: (i) the amount of the penalty; (ii) the Company's separately established parking-offence penalty; (iii) the costs of locating, moving, storing and collecting.
6. If the Renter or the Driver must pay a fine under paragraph (1) but does not follow the Company's instruction under paragraph (2) or refuses to sign the Admission Form under paragraph (3), the Company may collect from them a parking-offence charge in the amount the Company separately establishes, to be applied to the penalty and the parking-offence penalty in paragraph (5).
7. If, after the Renter or the Driver has paid the amount charged under paragraph (5), the payment order is later cancelled because they paid the fine or were prosecuted, and the Company receives a refund of the penalty, the Company refunds only the penalty amount to the Renter or the Driver.

## Chapter 5 — Return

**Article 20 (Duty to return)**

1. The Renter or the Driver must return the Vehicle to the Company at the designated return location by the end of the Rental Period.
2. If they breach the preceding paragraph, they must compensate the Company for all resulting loss.
3. If the Vehicle cannot be returned within the Rental Period because of a natural disaster or other force majeure, the Renter or the Driver is not liable for the Company's loss; they must, however, contact the Company immediately and follow its instructions.

**Article 21 (Confirmation on return)**

1. The Vehicle is returned in the presence of the Company, in the condition in which it was handed over, except for wear from normal use.
2. Before returning, the Renter or the Driver confirms that no belongings of the Renter, the Driver or passengers remain in the Vehicle; after return the Company has no duty to keep items left behind.

**Article 22 (Charges when the rental period changes)**

If the Rental Period is changed under Article 12 (1), the Renter or the Driver pays the rental charges corresponding to the changed period.

**Article 23 (Fuel)**

1. On return, the Renter or the Driver must refill the fuel used and return the Vehicle with the same fuel level as at hand-over.
2. If fuel has not been refilled, the Company may charge the fuel cost calculated under the Fee Schedule.
3. The type of fuel (petrol, diesel, etc.) is as designated by the Company; damage caused by filling with the wrong fuel is borne by the Renter or the Driver.

**Article 24 (Return location)**

1. If the return location is changed under Article 12 (1), the Renter or the Driver bears the transfer costs required by the change.
2. If the Vehicle is returned somewhere other than the designated return location without the Company's consent under Article 12 (1), the Renter or the Driver pays a return-location penalty of: **the transfer costs required by the change × 150%**.

**Article 25 (Non-return)**

1. If the Renter or the Driver does not return the Vehicle to the designated location after the Rental Period ends and does not respond to the Company's demand for return, or the Renter's whereabouts become unknown and the Vehicle is deemed not returned, the Company will take legal action including filing a criminal complaint.
2. In that case the Company will take necessary measures to locate the Vehicle, including enquiries to the Renter's or the Driver's family, relatives and employer and activation of the vehicle location system.
3. The Renter or the Driver is liable for the Company's loss under Article 30 and bears the costs of recovering the Vehicle and locating the Renter or the Driver.

## Chapter 6 — Breakdown, accident and theft

**Article 26 (Breakdown)**

If the Renter or the Driver finds an abnormality or breakdown during the Rental Period, they must stop driving immediately, contact the Company and follow its instructions.

**Article 27 (Accident)**

1. If an accident involving the Vehicle occurs during the Rental Period, the Renter or the Driver must stop driving immediately, take the measures required by law regardless of the scale of the accident, and: (i) report the circumstances to the Company immediately and follow its instructions; (ii) have any repairs carried out by the Company or a workshop the Company designates, unless the Company agrees otherwise; (iii) cooperate with the investigations of the Company and its insurer and submit the necessary documents without delay; (iv) obtain the Company's prior consent before reaching any settlement or other agreement with the other party.
2. In addition, the Renter or the Driver handles and resolves the accident on their own responsibility.
3. The Company advises the Renter or the Driver on handling the accident and cooperates in resolving it.

**Article 28 (Theft)**

If the Vehicle is stolen or otherwise damaged by a third party during the Rental Period, the Renter or the Driver must: (i) report to the nearest police immediately; (ii) report the circumstances to the Company immediately and follow its instructions; (iii) cooperate with the investigations of the Company and its insurer and submit the requested documents without delay.

**Article 29 (Termination when the Vehicle becomes unusable)**

1. If the Vehicle becomes unusable during the Rental Period because of breakdown, accident, theft or any other cause ("Breakdown etc."), the Rental Agreement ends.
2. In that case the Renter or the Driver bears the cost of collecting and repairing the Vehicle, and the Company does not refund rental charges received — except where the Breakdown etc. falls under paragraph (3) or (5).
3. If the Breakdown etc. is due to a defect that existed before the rental, a new Rental Agreement is deemed concluded and the Renter may receive a Substitute Vehicle under the conditions of Article 5 (2).

4. If the Renter does not take the Substitute Vehicle, or the Company cannot provide one, the Company refunds all rental charges received.
5. If the Breakdown etc. is attributable to neither the Renter, the Driver nor the Company, the Company refunds the rental charges received less the charges for the period from hand-over to the end of the Rental Agreement.
6. Apart from the measures in this Article, the Renter and the Driver may make no claim against the Company for loss arising from being unable to use the Vehicle.

## Chapter 7 — Damages and compensation

**Article 30 (Damages and loss-of-use compensation)**

1. If the Renter or the Driver causes loss to a third party or to the Company during the Rental Period, they compensate that loss, except where it is attributable to the Company.
2. Of the Company's loss, the loss from being unable to use the Vehicle because of accident, theft, breakdown attributable to the Renter or the Driver, soiling, odour, etc. is as set out in the Fee Schedule, and the Renter or the Driver pays it.
3. If the Vehicle becomes irreparable and must be scrapped for reasons attributable to the Renter or the Driver, they compensate the Company the market value of the Vehicle at the time of the accident, less any proceeds from selling the remains.
4. If the Renter or the Driver commits a prohibited act under Article 18 (1) or an act falling under an insurance exclusion under Article 31 (2) and thereby causes loss to the Company or a third party, they compensate the **full amount** of that loss (including loss not covered by insurance or compensation, **with no upper limit**). This obligation survives the end of the Rental Agreement, subject to the statute of limitations.

**Article 31 (Insurance and compensation)**

1. When the Renter or the Driver is liable under Article 30 (1), insurance or compensation is paid within the following limits under the insurance the Company has taken out on the Vehicle and the Company's compensation scheme: (i) bodily injury — **unlimited** per person (excluding amounts under compulsory automobile liability insurance); (ii) property damage — **unlimited** per accident (deductible ¥0); (iii) passenger injury — **¥50,000,000** per person.
2. No insurance or compensation is paid where an exclusion under the insurance policy or compensation scheme applies.
3. Loss not covered, and loss exceeding the above limits, is borne by the Renter or the Driver.
4. If the Company pays loss that the Renter or the Driver should bear, they must reimburse the Company immediately.
5. The insurance premium and compensation-scheme fee are included in the rental charges.

## Chapter 8 — Termination of the Rental Agreement

**Article 32 (Termination by the Company)**

If the Renter or the Driver breaches these Terms during the Rental Period, or comes to fall under any item of Article 9 (1), the Company may terminate the Rental Agreement without notice or demand and require immediate return of the Vehicle. In that case the Company does not refund rental charges received.

**Article 33 (Early termination by agreement)**

1. The Renter may, with the Company's consent and on paying the termination fee below, terminate the Rental Agreement during the Rental Period. The Company then refunds the rental charges received less the charges for the period from hand-over to return.
2. Termination fee = (basic charge for the agreed rental period) − (basic charge for the period from hand-over to return × 30%).

## Chapter 9 — Personal data

**Article 34 (Purposes of use)**

1. The Company collects and uses the personal data of the Renter and the Driver for the following purposes: (i) to perform the obligations imposed as a condition of its rent-a-car business permit under Article 80 (1) of the Road Transportation Act, such as preparing the rental certificate; (ii) to inform them, by mail, e-mail, etc., of the Company's rental vehicles, used

vehicles and other products and services, and of events and campaigns; (iii) to verify identity and screen the applicant or the Driver when concluding a Rental Agreement; (iv) to conduct surveys for the planning and development of products and services and for improving customer satisfaction; (v) to compile statistics in a form that does not identify individuals; (vi) to use photographs and video of the Renter or the Driver taken while using the Vehicle or at rental-related events run by the Company for the Company's advertising and for sales promotion on social media, etc. — a Renter or Driver who does not wish this may say so in advance and the Company will accommodate the request within reason.

2. If personal data is collected for any other purpose, the Company states that purpose in advance.

**Article 35 (Consent to use)**

The Renter and the Driver consent to their personal data, including name, date of birth and driver's license number, being used by rent-a-car businesses for screening when concluding rental agreements if: (i) the Company is ordered to pay an abandoned-vehicle penalty under Article 51-4 (1) of the Road Traffic Act; (ii) the Parking Offence Costs under Article 19 (5) are not paid in full; or (iii) a non-return under Article 25 (1) is found to have occurred.

## Chapter 10 — Miscellaneous

**Article 36 (Set-off)**

Whenever the Company owes money to the Renter or the Driver under these Terms, it may set that off at any time against money the Renter or the Driver owes the Company.

**Article 37 (Late payment interest)**

If either party fails to pay money due under these Terms, it pays the other party late payment interest at **14.6% per year**.

**Article 38 (Detailed rules)**

1. The Company may establish detailed rules under these Terms, which have the same effect as these Terms.
2. Detailed rules, and any changes to them, are posted at the Company's premises and printed in its brochures and Fee Schedule.

**Article 39 (Jurisdiction)**

Any dispute concerning rights and obligations under these Terms is subject to the jurisdiction of the Summary Court having jurisdiction over the location of the Company's head office, branch or business office, regardless of the amount in dispute.

**Supplementary provision**

These revised Terms take effect on 27 August 2026.

## Annex — Fee Schedule (料金表)

Based on the prices published at tuknori.com and the Company's decisions of 29 Sep and 20 Oct 2026. All amounts **exclude 10% consumption tax**. Prices per vehicle (class "Classic", up to 4 people including the driver). Where the Terms say "set out in the Fee Schedule", the figures below apply.

### 1. Rental charges (basic charge)

| Plan | Duration | Price (excl. tax) | Incl. 10% tax |
|---|---|---|---|
| Trial | 1 hour | ¥3,000 | ¥3,300 |
| Light | up to 6 hours | ¥15,000 | ¥16,500 |
| Standard | up to 12 hours | ¥20,000 | ¥22,000 |
| Premium | up to 24 hours | ¥30,000 | ¥33,000 |
| Enterprise | over 24 hours / corporate | ¥20,000 per additional day | ¥22,000 |

### 2. Deposit, additional charges and other fees

| Item | Amount | Notes |
|---|---|---|
| **Security deposit** | **¥20,000** | Collected at pick-up (cash). Refunded in full on return if the vehicle, fuel and return time are fine. Overtime, fuel, cleaning or the damage charge are deducted first; any balance is refunded or invoiced. (Special condition under Art. 1 (2)) |
| **Vehicle damage — customer charge** | **¥50,000** | Maximum you pay when the vehicle is damaged (Consent Form §1): ¥20,000 deposit plus ¥30,000 are held, the repair cost is confirmed at our workshop, and any difference is refunded; we do not charge more than ¥50,000. Full loss, with no limit, if a prohibited act or insurance exclusion applies (Art. 30 (4)). |
| Overtime | **¥3,000 / hour** | Rounded up to the next hour. |
| Fuel | **¥3,000** | Return with a full tank (regular petrol). Refuelling fee ¥3,000 if not returned full (Art. 23). |
| Driving area | Japan | Anywhere in Japan. Not allowed: expressways and motorways, riverbeds, beaches and other waterside areas, taking the vehicle outside Japan (Art. 18 (12)(13)). No eating or drinking in the vehicle. |
| Cleaning fee | **¥30,000** | Smoking (incl. e-cigarettes) or heavy soiling. |
| Advertising-cover option | +¥1,000 | Body advertising covered during your rental (per plan). |
| Parking / traffic fines | actual | Borne by the renter, plus towing / storage costs (Art. 19). |
| Delivery / collection | on request | Shown as suspended on the website; ask us on LINE for a quote. Pick-up and return are normally at the Tsuruhashi base. |

### 3. Cancellation fees (as a percentage of the basic charge)

| When you cancel (counted from the rental start date) | Fee |
|---|---|
| Up to 7 days before | **Free** |
| 6 days to 2 days before | **30%** |
| The day before | **50%** |
| Same day / no-show / no valid original license at pick-up / check-in not started within 1 hour of the start time | **100%** |
| Natural disaster or force majeure | **Free** |
| Cancelled by the Company | **Full refund** |

☔ **Rain:** the tuk-tuk runs in the rain with its vinyl covers down. Only when an official weather warning or emergency warning (気象警報・特別警報) is issued do we reschedule for free or refund in full. Ordinary rain is not grounds for a free cancellation. Bookings made through a travel agency or booking site follow that site's cancellation policy (Art. 7).

### 4. Payment

- A booking request costs nothing. We check availability and confirm by e-mail.
- Payment after confirmation: by the link in the confirmation e-mail, or on the day at the base (cash). The security deposit is paid on the day.
- Overtime, fuel and other charges are settled on return.

### 5. Booking and rental conditions

- Bookings are accepted up to 3 days before the rental date. Hours 9:00–19:00 daily.
- Pick-up and return: TukNori base, 2-16-7 Nakagawanishi, Ikuno-ku, Osaka 544-0032 (in front of Tsuruhashi Korean Town, about 5 min walk from JR / Kintetsu Tsuruhashi Station).
- Seating capacity 4 including the driver. Several vehicles can be arranged for larger groups.

**TukNori** (トゥクノリGO) **Phone** +81-80-4557-2444 **E-mail** info@tuknori.com **LINE** lin.ee/2LJ0nL9
**Instagram** @tuknori_tuktuk **Web** tuknori.com/en/

TukNori — Tuk-Tuk Rental Terms and Conditions (English translation of the Japanese 約款, revised 27 Aug 2026). The Japanese original prevails. · Translation edition Oct 2026