Japan Campers – Rental Terms and Conditions

updated on; 5 September 2026

Thank you for choosing Japan Campers.

These Terms and Conditions are intended to ensure that Japan Campers and its Customers clearly understand their respective rights and responsibilities during the rental. Please read them carefully before confirming your reservation.

1) DEFINITIONS

For the purposes of this Agreement:

Agreement means these Terms and Conditions together with the booking confirmation, Rental Agreement, and any written amendments agreed between Japan Campers and the Customer.

Booking Deposit means the amount required by Japan Campers to confirm and secure a reservation. The Booking Deposit forms part of the Gross Rental Fee and will be credited toward the total rental charges.

Customer means the person or persons named as the hirer in the Rental Agreement and, where applicable, any additional driver or other person who has expressly agreed to be bound by this Agreement.

Gross Rental Fee means the total rental charge stated in the booking confirmation or Rental Agreement for the relevant booking, excluding the refundable Vehicle Security Deposit unless otherwise stated.

Japan Campers means Japan Campers and any company, branch, employee, contractor, or authorized representative acting on its behalf in connection with the rental.

Rental Period means the agreed rental period and any approved extension or other period during which the Vehicle remains in the possession or control of the Customer.

Third-Party Accident means an incident involving injury, damage, or loss affecting an identifiable Third Party, including another person, vehicle, or Third-Party property.

Own-Damage Incident means damage caused to the rented Vehicle without an identifiable Third-Party claim.

Vehicle means the campervan, motorhome, or other rental vehicle provided to the Customer, together with its keys, tires, tools, equipment, accessories, documents, camping equipment, and any other items supplied with the Vehicle.

Vehicle Security Deposit means the refundable security deposit required in connection with the rental and is separate from the Booking Deposit.

2) RATES AND BOOKING CONDITIONS

2.1 All prices are quoted and payable in Japanese Yen (JPY), unless otherwise expressly agreed.

2.2 Rates and booking conditions may change without notice before a reservation is confirmed. Once a reservation has been confirmed, Japan Campers will not normally change the agreed rental rate unless the Customer requests a change to the booking.

2.3 If the Customer requests a change to the rental dates, Vehicle, pick-up or return location, or other material booking conditions, the rental price may be recalculated using the rates and conditions applicable at the time of the change.

2.4 The Vehicle, Rental Period, pick-up and return locations, applicable fees, Vehicle Security Deposit, Booking Deposit, and any additional services will be stated in the booking confirmation or Rental Agreement.

3) PICK-UP, RETURN AND CUSTOMER SERVICE HOURS

3.1 Vehicle pick-up and return appointments are generally available between **9:00 a.m. and 5:00 p.m.**

3.2 Customers must arrange their pick-up and return times in advance and allow sufficient time to complete the required procedures.

3.3 Airport and/or station shuttle services are subject to designated shuttle operating hours, Vehicle category, branch, and prior arrangement. The available shuttle location will be confirmed as part of the booking arrangements.

3.4 Pick-up or return outside the agreed hours is permitted only with prior approval from Japan Campers and may be subject to an additional charge.

3.5 Vehicles must be collected from and returned to the location stated in the booking confirmation or Rental Agreement unless a change has been approved in advance by Japan Campers.

4) RENTAL DURATION

4.1 Rental charges are calculated by calendar day. The date of pick-up is counted as the first rental day and the date of return is counted as the final rental day, regardless of the time of pick-up or return.

4.2 All rentals are subject to Vehicle availability.

4.3 Late pick-up, early return, or voluntary non-use of the Vehicle by the Customer does not entitle the Customer to a refund for any unused portion of the Rental Period.

5) VEHICLE PICK-UP AND RETURN

5.1 At the time of collection, the Customer must inspect the Vehicle and notify Japan Campers of any significant existing damage or other issue that has not already been recorded.

5.2 The Customer must return the Vehicle on the agreed date, at the agreed time, to the agreed location, with the required amount of fuel, with all keys, equipment, accessories, and rental items supplied with the Vehicle, and in a reasonably clean condition. Additional charges may apply if these requirements are not met.

5.3 If, due to a mechanical failure, Vehicle defect, or other problem with the Vehicle for which the Customer is not responsible, the Customer is unable to continue the rental, Japan Campers will make reasonable efforts to repair the Vehicle or provide a replacement Vehicle.

If repair or replacement is not reasonably possible, including where no suitable replacement Vehicle is available, Japan Campers may terminate the rental early and refund the rental charges applicable to the unused portion of the Rental Period.

Any such refund will normally be limited to unused rental charges unless otherwise required by applicable law.

6) CHANGE OF RETURN LOCATION

6.1 The Customer must obtain approval from Japan Campers before changing the agreed return location.

6.2 Any approved change may be subject to an additional relocation or one-way charge.

6.3 The applicable charge will depend on the Vehicle, location, timing, logistics, and other relevant circumstances and will be advised by Japan Campers.

6.4 Where Japan Campers requires a change to the return location for operational reasons, the Customer will not be charged an additional relocation fee for that change.

7) LATE RETURN

7.1 The Customer must notify Japan Campers as soon as possible if the Vehicle cannot be returned at the agreed time.

7.2 An unauthorized late return may result in additional rental charges and reasonable additional costs incurred by Japan Campers.

7.3 The Customer remains responsible for the Vehicle until it has been returned and accepted by Japan Campers.

8) RENTAL EXTENSION

8.1 Any extension of the Rental Period requires prior approval from Japan Campers and is subject to Vehicle availability.

8.2 Any additional rental charges must be paid within the time and by a payment method specified by Japan Campers.

8.3 The Customer must not keep the Vehicle beyond the agreed Rental Period without authorization. Unauthorized retention of the Vehicle may result in additional rental charges, recovery costs, and termination of the Agreement.

9) ONE-WAY RENTALS

9.1 One-way rentals are available only when specifically approved by Japan Campers and are subject to Vehicle availability, staffing, logistics, season, and the requested pick-up and return locations.

9.2 A one-way fee will apply. The applicable fee will be quoted individually and confirmed before the booking is finalized.

9.3 Once a one-way rental has been confirmed, any subsequent request to change the return location is subject to Japan Campers' approval and may result in an additional relocation charge.

10) ADDITIONAL DRIVERS

10.1 Japan Campers does not normally charge an additional driver fee.

10.2 Every person who intends to drive the Vehicle must meet all legal driving requirements and must be registered or otherwise approved by Japan Campers before driving the Vehicle.

11) DRIVER'S LICENCE, PASSPORT AND DRIVING DOCUMENTS

11.1 Each driver must hold a valid driving licence that legally permits that person to drive the rented Vehicle in Japan.

11.2 Depending on the country or jurisdiction in which the driver's licence was issued, the driver must carry either:

(a) the original valid domestic driving licence together with an original International Driving Permit issued in accordance with the **1949 Geneva Convention on Road Traffic**. The International Driving Permit must be the original physical document, remain legally valid for use in Japan throughout the applicable driving period, and comply with all other requirements of Japanese law. **An International Driving Permit that was issued more than one year before the intended driving date in Japan will not be accepted, regardless of any longer validity period printed on the permit**; or

(b) the original valid domestic driving licence together with an official Japanese translation where Japanese law permits driving on the basis of such a translation.

Digital, electronic, PDF, app-based, photographed, photocopied, or otherwise reproduced International Driving Permits are not accepted as substitutes for the legally required original document.

11.3 The primary Customer and every driver must present a valid passport at Vehicle pick-up. Every driver must also present all original documents required to legally drive in Japan. All required documents must remain valid throughout the Rental Period.

11.4 Where available, Japan Campers may assist Customers in obtaining an official Japanese translation of their driving licence. The applicable service fee will be advised when the service is requested.

11.5 It is the responsibility of each driver to ensure that they possess and carry all documentation legally required to drive in Japan.

11.6 Failure to Provide Required Driving Documents. A person who cannot present valid and legally compliant original driving documents will not be authorized to drive the Vehicle.

If no approved driver can provide the required documents, Japan Campers may refuse to release the Vehicle. The Rental Period will continue from the originally scheduled pick-up date and will not be extended or rescheduled because of missing or invalid documents. The Customer will not be entitled to a refund or credit for unused rental time resulting from such failure.

12) DRIVER AGE

12.1 Drivers under 21 years of age and drivers aged 70 years or older may be accepted subject to additional conditions.

12.2 Japan Campers may require an increased Vehicle Security Deposit or impose other reasonable rental conditions based on the driver's age. Any such requirement will be disclosed before the Vehicle is provided.

13) USE OF THE VEHICLE

13.1 The Customer must use the Vehicle safely, responsibly, and in accordance with Japanese law. The Customer must not allow the Vehicle to be: **(a)** driven recklessly, dangerously, or in a manner likely to cause damage; **(b)** driven by any person under the influence of alcohol, illegal drugs, or any substance that makes driving unsafe or unlawful; **(c)** driven by an unauthorized or legally unqualified driver; **(d)** used for any illegal purpose, race, rally, speed test, or competition; **(e)** used to tow another vehicle or trailer without written authorization from Japan Campers; **(f)** used to carry more occupants than legally permitted; **(g)** used commercially to carry passengers or goods for hire or reward; **(h)** used to carry dangerous, explosive, corrosive, or highly flammable materials other than normal items reasonably carried during leisure travel; **(i)** deliberately submerged in water or driven through water where doing so creates a material risk of damage; **(j)** driven on beaches, riverbeds, off-road tracks, or other areas prohibited under this Agreement; or **(k)** used in any other way that materially increases the risk of damage to the Vehicle.

13.2 Road Restrictions. Vehicles must be driven only on public roads that are reasonably suitable for ordinary passenger vehicles. Driving on beaches, riverbeds, off-road tracks, seriously damaged or poorly maintained roads, or any other road or area where use of the Vehicle may reasonably result in damage is prohibited.

13.3 Winter Travel to Hokkaido. Unless expressly approved in writing by Japan Campers, Vehicles must not be taken to Hokkaido during any winter restricted period designated by Japan Campers. The applicable restriction will be communicated to the Customer before the rental where relevant.

13.4 Japan Campers may impose reasonable travel restrictions where required because of severe weather, dangerous road conditions, natural disasters, Vehicle limitations, safety concerns, or operational considerations.

13.5 The Customer must not alter, modify, remove, or install equipment in the Vehicle without prior approval from Japan Campers.

13.6 Animals must not be carried in the Vehicle unless Japan Campers has approved this in advance.

13.7 The Customer must take reasonable care of the Vehicle during the Rental Period. If any warning light, abnormal noise, overheating, fluid loss, mechanical problem, or other possible malfunction becomes apparent, the Customer must stop the Vehicle as soon as it is safe to do so and contact Japan Campers.

14) MAINTENANCE, BREAKDOWNS AND REPAIRS

14.1 Japan Campers must be informed as soon as reasonably possible of any mechanical failure or other significant problem with the Vehicle.

14.2 Except in an emergency where prior approval is reasonably impossible, the Customer must not arrange repairs without approval from Japan Campers.

14.3 Japan Campers will be responsible for reasonable repair costs resulting from ordinary mechanical failure, normal wear and tear, or a Vehicle defect for which the Customer is not responsible.

14.4 The Customer is responsible for damage or repair costs caused by misuse, negligence, continued driving after a warning or malfunction became apparent, incorrect fuel, unauthorized repairs, prohibited use of the Vehicle, or any other material breach of this Agreement.

14.5 Where Japan Campers has approved reimbursement of a repair expense, the Customer must provide receipts or other reasonable evidence of payment.

15) ROADSIDE ASSISTANCE

15.1 Roadside assistance is available subject to the terms, conditions, limitations, and coverage of the applicable roadside assistance or insurance service.

15.2 The Customer must contact Japan Campers as soon as reasonably possible before arranging towing, recovery, or other roadside assistance, unless immediate action is required for safety.

15.3 Where roadside assistance is required because of a mechanical failure for which the Customer is not responsible, Japan Campers will be responsible for reasonable costs in accordance with the applicable insurance or roadside assistance arrangements.

15.4 The Customer may be responsible for roadside assistance, towing, recovery, transportation, or related costs arising from running out of fuel, lost or locked-in keys, battery discharge caused by misuse, prohibited travel, becoming stuck or stranded because of inappropriate road use, deliberate neglect, or another act or omission attributable to the Customer.

16) VEHICLE AVAILABILITY AND SUBSTITUTION

16.1 Japan Campers will make reasonable efforts to provide the Vehicle model stated in the booking confirmation.

16.2 If the booked Vehicle becomes unavailable due to breakdown, accident, delayed return by a previous Customer, maintenance requirements, safety concerns, or other circumstances beyond Japan Campers' reasonable control, Japan Campers may provide a substitute Vehicle.

16.3 Where reasonably possible, the substitute Vehicle will be of a similar or higher category. If only a materially lower category Vehicle is available, Japan Campers will reasonably determine an appropriate adjustment or refund.

16.4 The availability of a substitute or replacement Vehicle cannot be guaranteed.

17) OWNERSHIP AND POSSESSION OF THE VEHICLE

17.1 Ownership of the Vehicle remains with its legal owner at all times.

17.2 The Customer must not sell, assign, sub-let, lend, pledge, mortgage, rent, dispose of, or otherwise transfer possession or control of the Vehicle to any unauthorized person.

18) PERSONAL BELONGINGS AND TRAVEL INSURANCE

18.1 Customers are responsible for their own personal belongings. Japan Campers recommends that valuables are not left unattended in the Vehicle.

18.2 Japan Campers strongly recommends that Customers obtain appropriate travel insurance, including coverage for personal belongings, medical expenses, trip interruption, and other travel-related risks.

19) INSURANCE AND CUSTOMER DEDUCTIBLE

19.1 Insurance Coverage. Japan Campers maintains automobile insurance for its rental Vehicles. Subject to the terms, conditions, exclusions, and limitations of the applicable insurance policy, the insurance generally includes: Third-Party bodily injury liability: **Unlimited**; Third-Party property damage liability: **Unlimited**, subject to the applicable deductible; personal injury protection for occupants of the insured Vehicle; uninsured motorist coverage; Vehicle damage coverage; and roadside assistance.

Additional endorsements and insurance benefits may apply under the applicable insurance policy.

19.2 Customer Deductible. Where a covered Third-Party Accident or other insured event occurs during the Rental Period, the Customer is responsible for the applicable insurance deductible where required under this Agreement.

Standard deductibles are generally: **JPY 100,000** for Mini Vehicles and Big Classic Vehicles; **JPY 150,000** for Mid-size Vehicles and non-Classic Big Vehicles; and **JPY 200,000** for Motorhomes.

The applicable deductible will be stated in the Rental Agreement and will normally correspond to the Vehicle Security Deposit applicable to the rental.

19.3 The applicable deductible applies to each separate accident, incident, or insurance claim. A separate deductible may apply to each separate incident occurring during the same rental.

19.4 The existence of insurance does not relieve the Customer from responsibility for an applicable deductible, Own-Damage costs payable under Section 20, damage or loss excluded from insurance coverage, costs exceeding applicable coverage limits, or any other amount for which the Customer is responsible under this Agreement.

19.5 Insurance policies, coverage limits, deductibles, and endorsements may change from time to time. Coverage for a particular incident remains subject to the insurance policy applicable to the Vehicle at the time of the incident and Japanese law.

20) OWN-DAMAGE, EXCLUDED DAMAGE AND DIRECT DAMAGE COSTS

20.1 Own-Damage Incidents. Damage caused solely to the rented Vehicle without an identifiable Third-Party claim will be treated as an Own-Damage Incident. Examples may include hitting a curb, stone, tree, pole, wall, barrier, or other obstacle while driving, parking, reversing, or manoeuvring the Vehicle.

Where an object belonging to a Third Party is also damaged, the incident may instead be treated as a Third-Party Accident.

20.2 Japan Campers may handle an Own-Damage Incident directly without making a claim under its automobile insurance.

The Customer will be responsible for reasonable costs directly associated with assessing and repairing the damage, subject to a maximum charge of **JPY 300,000 per separate Own-Damage Incident**.

20.3 The JPY 300,000 maximum does not apply where the damage results from intentional conduct, serious negligence, unauthorized driving, prohibited use, or another circumstance excluded under this Agreement or the applicable insurance policy. In such cases, the Customer may be responsible for the full amount of the resulting loss, damage, recovery costs, and other reasonable direct costs.

20.4 Damage Assessment. Amounts payable for an Own-Damage Incident will be based on a reasonable professional assessment or repair quotation. The amount may include inspection, diagnosis, transportation to or from a repair facility, replacement parts, materials, labour, installation, and other reasonable direct costs required to restore the Vehicle.

Japan Campers may provide the Customer with a reasonable explanation or summary of the basis of the assessed charge.

20.5 Unreported Damage. The Customer must report damage as soon as reasonably possible after it occurs or is discovered.

If damage is first identified at return and its cost cannot reasonably be determined at that time, Japan Campers may temporarily retain the Vehicle Security Deposit until a professional assessment or repair quotation has been obtained. Retention of the deposit does not mean that the entire amount will automatically be charged. Any remaining balance will be refunded after the Customer's liability has been determined.

20.6 Tire Damage and Flat Tires. Tires are the Customer's responsibility during the Rental Period unless inspection confirms that the failure resulted from a pre-existing defect, manufacturing defect, normal wear and tear, or another condition not caused or contributed to by the Customer.

The Customer must stop the Vehicle as soon as it is safe to do so if a tire becomes flat or seriously damaged and must notify Japan Campers. The Customer must not continue driving on a flat or seriously damaged tire and will be responsible for additional damage caused by doing so.

Reasonable inspection, repair, replacement, installation, and tire-related assistance costs may be charged to the Customer.

20.7 Windshield and Glass Damage. Chips, cracks, and other damage to the windshield or Vehicle windows are normally the Customer's responsibility unless the damage is accepted as part of a covered insurance claim.

The Customer must notify Japan Campers as soon as significant glass damage is discovered and must not continue driving if the damage makes the Vehicle unsafe or unlawful to operate.

Reasonable inspection, repair, replacement, labour, materials, and related direct costs may be charged to the Customer.

20.8 Insurance and Liability Exclusions. Insurance coverage or limitation of the Customer's liability may not apply where damage, loss, or an accident results from: **(a)** driving without legally required documents; **(b)** driving by an unauthorized driver; **(c)** driving under the influence of alcohol or drugs; **(d)** intentional conduct; **(e)** failure to report a Third-Party Accident to the police where required; **(f)** prohibited use or prohibited travel; **(g)** incorrect fuel; **(h)** continued driving after a serious warning or malfunction became apparent; **(i)** use of the Vehicle after the authorized Rental Period without approval; **(j)** deliberate or negligent submersion, off-road use, or extraordinary recovery; **(k)** overloading; or **(l)** another circumstance excluded under the applicable insurance policy.

Where insurance or a liability limitation does not apply because of the Customer's conduct, the Customer may be responsible for the full amount of the resulting loss and reasonable related costs.

20.9 Non-Operation Charge. Japan Campers does not charge a separate Non-Operation Charge (NOC) for rental income lost while a Vehicle is unavailable because of a Third-Party Accident or Own-Damage Incident. This does not affect the Customer's responsibility for rental charges, repair costs, deductibles, recovery costs, or other amounts payable under this Agreement.

21) VEHICLE SECURITY DEPOSIT

21.1 A Vehicle Security Deposit is required before or at the time of Vehicle collection. The applicable amount will be stated in the booking confirmation or Rental Agreement.

21.2 Standard Vehicle Security Deposits are generally: Mini Vehicles and Big Classic Vehicles: **JPY 100,000**; Mid-size Vehicles and non-Classic Big Vehicles: **JPY 150,000**; and Motorhomes: **JPY 200,000**.

Japan Campers may require a higher Vehicle Security Deposit because of the driver's age or other conditions disclosed before the rental.

21.3 The Vehicle Security Deposit may be paid in cash or by PayPal. Japan Campers may, at its discretion, accept certain major foreign currencies as cash security. Applicable payment processing fees are the responsibility of the Customer where advised in advance.

21.4 The Vehicle Security Deposit is normally set at an amount corresponding to the applicable insurance deductible. Payment of the Vehicle Security Deposit does not mean that the Customer's total liability is necessarily limited to that amount where Own-Damage rules, insurance exclusions, or other provisions of this Agreement apply.

21.5 Japan Campers may deduct from the Vehicle Security Deposit amounts properly payable by the Customer under this Agreement, including Vehicle damage, insurance deductibles, Own-Damage costs, towing or recovery, cleaning, missing equipment, fuel, traffic offences, unpaid rental charges, or other amounts for which the Customer is responsible.

21.6 Subject to unresolved damage, accidents, traffic offences, insurance claims, or Third-Party claims, the remaining Vehicle Security Deposit will be returned after the Vehicle has been inspected.

21.7 Where an incident or claim remains unresolved, Japan Campers may retain the amount reasonably required until liability and applicable costs have been determined.

21.8 Additional Security Deposit Following an Incident. Following a Third-Party Accident or serious Own-Damage Incident, Japan Campers may require an additional Vehicle Security Deposit as a condition of allowing the Customer to continue the rental.

Unless otherwise agreed, the additional Vehicle Security Deposit will be equal to **150% of the Vehicle Security Deposit applicable immediately before the relevant incident**.

If the required additional deposit is not paid, Japan Campers may suspend or terminate the Customer's authorization to continue using the Vehicle.

A further incident may require another additional Vehicle Security Deposit.

22) ACCIDENTS AND DAMAGE

22.1 If the Customer is involved in a Third-Party Accident or the Vehicle suffers significant damage, the Customer must: **(1)** stop and ensure the safety of all persons involved; **(2)** contact the police where required or appropriate; **(3)** obtain relevant Third-Party details where possible; **(4)** obtain witness details where possible; **(5)** photograph the scene, Vehicles, registration plates, and damage where safe to do so; **(6)** not admit legal liability or attempt to determine fault at the scene; and **(7)** contact Japan Campers as soon as reasonably possible.

22.2 The Customer must cooperate with Japan Campers, its insurer, the police, and other relevant parties in connection with any accident or claim.

22.3 The Customer must provide reasonably requested documentation and information relating to the incident.

22.4 A damaged Vehicle must not be driven where doing so may be unsafe or may cause further damage. The Customer must follow instructions given by Japan Campers, roadside assistance providers, police, or other relevant authorities.

23) VEHICLE UNAVAILABILITY AND REPLACEMENT AFTER AN ACCIDENT, DAMAGE OR BREAKDOWN

23.1 Japan Campers-Related Mechanical Failure. Where the Vehicle becomes unusable because of a mechanical failure, Vehicle defect, or another matter for which the Customer is not responsible, Japan Campers will provide reasonable assistance in accordance with Section 5.3.

23.2 Customer-Related Accident or Damage. Where the Vehicle becomes unusable, unsafe, or unlawful to drive because of a Third-Party Accident, Own-Damage Incident, misuse, negligence, prohibited use, or another matter for which the Customer or an authorized driver is wholly or partially responsible, Japan Campers has no obligation to provide a replacement Vehicle.

Japan Campers may refuse to provide a replacement Vehicle even where another Vehicle is available.

23.3 Where Section 23.2 applies, the Customer is not entitled to a refund, credit, compensation, or extension for the time during which the Vehicle is unavailable or for any unused portion of the Rental Period.

23.4 If the original Vehicle is repaired and confirmed by Japan Campers to be safe and legally permitted to drive before the end of the original Rental Period, Japan Campers may allow the Customer to resume using the Vehicle. The original return date will remain unchanged.

23.5 Any replacement Vehicle provided following an incident for which the Customer is responsible is provided solely at Japan Campers' discretion and may be subject to additional charges and an additional Vehicle Security Deposit.

24) CUSTOMER LIABILITY FOR LOSS AND DAMAGE

24.1 The Customer is responsible for loss or damage caused to the Vehicle, Japan Campers, or any Third Party as a result of the Customer's or an authorized driver's intentional conduct, negligence, misuse of the Vehicle, or breach of this Agreement.

24.2 The Customer will not be responsible for loss or damage resulting from circumstances for which neither the Customer nor an authorized driver is responsible, subject to the insurance and other provisions of this Agreement.

24.3 Where the Customer is responsible under this Agreement, the Customer must pay amounts properly due, including applicable deductibles, Own-Damage charges, uninsured loss, towing or recovery costs, damage to equipment, and other reasonable direct costs.

24.4 Nothing in this Agreement excludes or limits any liability of Japan Campers that cannot lawfully be excluded or limited under Japanese law.

25) TRAFFIC OFFENCES, PARKING AND TOLLS

25.1 The Customer is responsible for all traffic offences, parking violations, toll violations, fines, penalties, and other charges arising from use of the Vehicle during the Rental Period.

25.2 If Japan Campers receives a notice relating to an offence committed during the Rental Period, Japan Campers may provide Customer or driver information to the relevant authority where permitted or required by law.

25.3 Japan Campers may require the Customer to pay the applicable fine, penalty, toll, or other charge and a reasonable administration fee for processing the matter.

25.4 The Customer authorizes Japan Campers to deduct such amounts from the Vehicle Security Deposit or otherwise charge the Customer as permitted under this Agreement.

26) MILEAGE AND MANDATORY OIL CHANGES

26.1 Unless a specific restriction is expressly stated in the booking confirmation or Rental Agreement, **Japan Campers rentals include unlimited mileage.**

26.2 For longer-distance rentals, the Customer must arrange an engine oil change when the Vehicle reaches the applicable maintenance interval, measured from the odometer reading at the beginning of the rental:

- **Mini Vehicles:** every 5,000 km;
- **Mid-size and Big Vehicles:** every 8,000 km;
- **Motorhomes:** every 10,000 km.

26.3 The Customer must monitor the Vehicle's mileage and contact Japan Campers before reaching the applicable maintenance interval. Required oil changes must be performed by a professional workshop acceptable to Japan Campers.

26.4 The Customer is responsible for the cost of a required oil change and must retain reasonable proof that the service was completed.

26.5 The Customer may be responsible for engine damage, towing, recovery, repair, or other reasonable costs caused or materially contributed to by failure to complete a required oil change.

27) CLEANING, SMOKING, FUEL AND EQUIPMENT

27.1 Smoking is prohibited inside the Vehicle.

27.2 The Vehicle must be returned in a reasonably clean condition. Japan Campers may charge a reasonable additional cleaning fee where excessive cleaning, deodorizing, stain removal, waste disposal, or other special cleaning is required.

27.3 Where the Vehicle contains a portable toilet, wastewater tank, or similar equipment, the Customer must empty and reasonably clean it before return unless otherwise agreed. An additional cleaning or disposal charge may apply if this is not done.

27.4 The Vehicle must be returned with the required fuel level stated at pick-up or in the Rental Agreement. Additional refuelling charges may apply where it is returned with insufficient fuel.

27.5 The Customer is responsible for loss of or unreasonable damage to keys, equipment, accessories, camping equipment, or other rental items supplied with the Vehicle.

28) PAYMENT

28.1 All payments are made in Japanese Yen unless otherwise agreed.

28.2 Japan Campers may accept payment by cash, bank transfer, PayPal, credit card, or other payment methods approved by Japan Campers.

28.3 Payment processing fees may apply depending on the payment method. Any applicable fee will be disclosed to the Customer before payment is made.

28.4 Bank charges, international transfer charges, currency conversion fees, and fees charged by financial institutions or payment providers are the responsibility of the Customer unless otherwise agreed.

28.5 Because of exchange-rate movements and Third-Party payment fees, an amount refunded to the Customer may differ from the amount originally paid when measured in the Customer's home currency. Japan Campers is not responsible for such currency or Third-Party fee differences.

29) PAYMENT BEFORE RENTAL

29.1 The Booking Deposit forms part of the Gross Rental Fee and is credited toward the total rental charges.

29.2 Any remaining rental balance, after deduction of the Booking Deposit and any other rental payments already made, must be paid no later than the time of Vehicle pick-up unless otherwise agreed by Japan Campers.

29.3 Provision of the Vehicle is conditional upon Japan Campers receiving all amounts required before or at the commencement of the rental, including the remaining rental balance and Vehicle Security Deposit.

29.4 Japan Campers may refuse to provide the Vehicle where required payment has not been received.

30) CANCELLATIONS AND BOOKING CHANGES

30.1 Booking Deposit. A Booking Deposit is required to confirm and secure a reservation. The Booking Deposit forms part of the Gross Rental Fee and is credited toward the total rental charges. Once paid, the Booking Deposit is **non-refundable**, regardless of the date or reason for cancellation.

30.2 Changes to an Existing Booking. Japan Campers may, at its discretion and subject to Vehicle availability, allow the Customer to change an existing reservation without forfeiting the Booking Deposit, provided that the revised booking is equivalent to or greater than the original booking in overall scope and value.

In determining whether a revised booking is equivalent or greater, Japan Campers may take into account rental duration, Vehicle category, Vehicle model, rental dates, pick-up and return locations, and other relevant booking conditions.

Any booking change requires prior approval from Japan Campers. The Customer has no automatic right to transfer the Booking Deposit to another reservation. If the revised booking results in a higher rental charge, the Customer must pay the difference.

30.3 Cancellation Charges. The Booking Deposit remains non-refundable in all cases. In addition, the following cancellation charges may apply:

- **60 days or more before the scheduled pick-up date:** no additional cancellation charge beyond the non-refundable Booking Deposit;
- **31 to 59 days before the scheduled pick-up date:** 20% of the Gross Rental Fee;
- **7 to 30 days before the scheduled pick-up date:** 50% of the Gross Rental Fee;
- **1 to 6 days before the scheduled pick-up date, on the scheduled pick-up date, or in the event of a No Show:** 100% of the Gross Rental Fee.

Any Booking Deposit already paid will be credited toward the applicable cancellation charge and will not be charged in addition to it. Where the applicable cancellation charge exceeds the amount already paid, Japan Campers may require payment of the outstanding balance.

30.4 Early Return. No refund will be provided for unused rental days where the Customer voluntarily returns the Vehicle before the agreed return date.

30.5 Changes Made to Avoid Cancellation Charges. If the Customer changes the rental dates after entering a period in which cancellation charges apply and subsequently cancels the revised booking, Japan Campers may apply the cancellation conditions that would have applied to the original booking.

31) TERMINATION OF RENTAL AND RECOVERY OF VEHICLE

31.1 Japan Campers may refuse to continue the rental, terminate this Agreement, and recover the Vehicle where reasonably necessary if: **(a)** the Customer materially breaches this Agreement; **(b)** the Vehicle was obtained through fraud or material misrepresentation; **(c)** the Vehicle appears to have been abandoned; **(d)** the Vehicle is not returned when required and no extension has been authorized; **(e)** Japan Campers reasonably believes that the Vehicle or its occupants are being placed at serious risk; **(f)** the Vehicle is being used by an unauthorized or unlicensed driver; **(g)** the Vehicle is being used in a prohibited area or for a prohibited purpose; **(h)** a required additional Vehicle Security Deposit following an incident has not been paid; or **(i)** other required payments have not been made.

31.2 Where termination or Vehicle recovery results from the Customer's breach of this Agreement, the Customer may be responsible for reasonable costs incurred in recovering the Vehicle.

31.3 Termination because of the Customer's breach does not entitle the Customer to a refund of unused rental charges.

32) CHARGES AND JOINT LIABILITY

32.1 The Customer must pay all amounts properly due under this Agreement when requested by Japan Campers.

32.2 Where more than one person is named as a Customer under the Rental Agreement, each such person may be jointly and severally responsible for obligations arising under this Agreement to the extent permitted by law.

33) CUSTOMER INFORMATION AND WARRANTIES

The Customer confirms that all material information provided to Japan Campers in connection with the booking and rental is true and accurate. The Customer must notify Japan Campers if information relevant to the legality or safety of the rental changes before or during the Rental Period.

34) GOVERNING LAW

This Agreement is governed by the laws of Japan. Any dispute arising from the rental will be handled in accordance with applicable Japanese law.

35) ENTIRE AGREEMENT

This Agreement, together with the Rental Agreement, booking confirmation, and any written amendments agreed between Japan Campers and the Customer, constitutes the entire agreement between the parties concerning the rental of the Vehicle and supersedes previous oral or written representations relating to the same subject matter.

Any exception or amendment agreed for an individual booking must be confirmed by Japan Campers in writing.

36) SEVERABILITY

If any provision of this Agreement is found to be invalid or unenforceable under applicable law, that provision will be interpreted or limited to the minimum extent necessary, and the remaining provisions will continue in effect to the extent permitted by law.