

## Chapter 2 Reservation of rental cars

2-1. Basic information on rental car services	20
2-2. How to use car navigation systems	22

# 2-1. Basic information on rental car services

Rental cars are necessary for Hokkaido driving trips. Please remember the basics of renting a car in Japan. In particular, you should make sure you clearly understand the insurance and compensation system as well as what you will be financially liable for in the event of an accident.

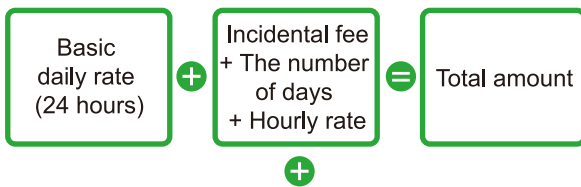
## How to make a reservation

Reservations can be made online. Some car reservation centers have staff who speak foreign languages so please confirm which ones do via their web sites. Some rental car companies also have English web sites so that travelers from other countries can make reservations via the Internet.

⇒ See "Car Rentals" on P. 50

## How to calculate the rate

Obviously rates differ from company to company and depend on which model and class you request, however rates can be basically calculated as follows; Select a type of vehicle suitable for the size and amount of your luggage.



Fees for optional extras such as not returning the car to the same location (drop-off charges) or child seats are added to the above.

## Car insurance is included!

Japanese major rental car companies always include automobile liability insurance and automobile damage insurance in the basic contract charges. In the event of a car accident or damage to another car or people, insurance companies will pay the compensation up to the limit of liability. Insurance coverage should be confirmed before making a reservation.



### What is the excess fee system?

All insurance has a set excess amount for which the customer (the rental car user) is responsible for paying. Car rental companies offer Collision Damage Waiver (CDW), a system that covers deductibles charged to customers in the event of an accident, so you are advised to opt for it! However, CDW is only applicable to the first accident should multiple accidents occur during the same rental period. The CDW status cannot be changed after picking-up the vehicle, so please opt in or out of the system when picking up the vehicle.



### Things you need to communicate to make a reservation?

- 1 Your Name
- 2 Contact phone number
- 3 Departure date/ Pick up location
- 4 Return date/ Return location
- 5 Desired car model (class/ model name)
- 6 The number of passengers
- 7 Desired option(s) (4WD, Child seat, ETC card, etc.)



### One-way charges (Drop-off charges)

Rental car users are basically asked to return their car to one of the following eight cities; Hakodate, Sapporo/Chitose, Asahikawa, Wakkanai, Obihiro, Kushiro, Kitami, Nakashibetsu/Nemuro, in Hokkaido. Returning cars to shops outside these cities will incur a one-way (drop-off) charge of 1,000 yen to 9,000 yen for passenger cars.

The following limits of liability are often standard. **Compensation up to the limit of liability of an insurance company (example)**

Bodily injury	Unlimited per person (including automobile liability insurance)
Property damage	Unlimited per accident (after the initial excess fee of 50,000 yen is paid)
Car damage	Up to the actual value per accident (after the initial excess fee of 50,000 yen is paid)
Personal injury	Compensation of up to 30 million yen per person is paid for injuries (including death and permanent disability) to (a) passenger(s) resulting from a car accident.

### What is NOC? (Non operation charge)

In the event of a car accident, compensation for any third party is automatically covered by insurance. However, if a car needs to be repaired and/or cleaned due to damage to a car, the following fee will be charged to recompense the rental car company for business lost during the time of repairing/cleaning. If the car can still be driven, the charge is roughly 20,000 yen, but if the car is so damaged it cannot move, the charge will be around 50,000 yen. Rental car users need to know this rule.



## In the event of traffic accidents

e.g.: In the event of minor accidents in which your and the other person's cars are damaged, insurance will cover any damage to property and cars (in case that the rental car is not returned by its own ability). The user will be liable for a charge of up to 150,000 yen, constituting of the amount of excess for both cars (50,000 yen each), and 50,000 yen as NOC (loss of business charge).



① Car rental booth  
(New Chitose Airport)



② Shuttle bus



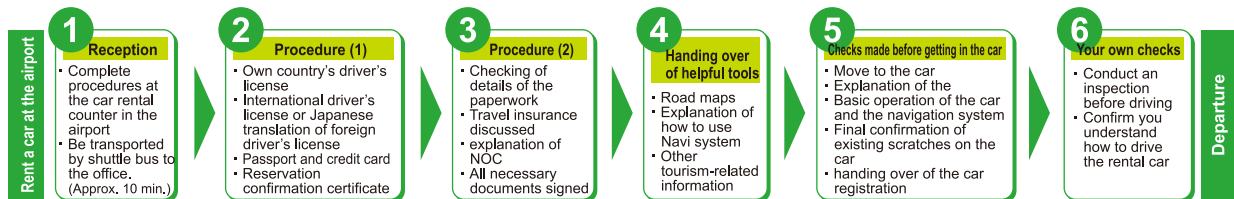
③ Rental car office building



④ Car rental booth

## System for picking up a car

Let's look at the standard process for renting a car at a rental car office at the airport and setting out on a driving trip. Many rental car office sites are a distance from the airport. As a result, customers are usually driven by shuttle bus to the office after completing procedures at the car rental counter at the airport.



### Memo

## Regarding the driver's license

Visitors from South Korea, Singapore and Hong Kong have to bring the standard international driver's license (as set out by the Geneva Convention) and tourists from Taiwan must bring their Taiwanese drivers' license with an appropriate translation. A translated version of their Taiwanese license can be issued at the translation administrative office in Taiwan by completing an application form for a Japanese translation of the driver's license.

### Memo

## Confirm how to drive a rental car

Put the bags in the car, and confirm you know how to drive the car. Users who are driving a Japanese car for the first time or themselves own left-hand-drive cars should take care to ensure they understand how to handle the car. As the positions for the wipers and wipers are the opposite to normal for drivers used to driving left-hand-drive cars, you will need to be especially careful. In addition, it is a good idea to check whether your gas tank is on the right or left hand side.



### Quick Tip Business hours of rental car companies

Make sure to ask the business hours of your rental car company. In the event of emergencies, such as traffic accidents and when you are delayed returning the car, it is handy to know the company's office hours in order to be able to telephone them. In addition, keep the telephone number noted somewhere easy to access so you can find it quickly.

## Car return procedures

Users should return the cars to the shop as originally planned and give their contract to the staff at the rental car office. Procedures are over after the user has paid any time-extension charges and the car has been checked for scratches and dents. Offices situated at airports will then take you to the airport by shuttle bus.

### Memo

## Is the tank full?

Users should fill the tank when returning the car. If the user forgets to fill the tank, a fee for gas will need to be paid based on the cost per liter as determined by the rental car company. Some car rental companies have their own refueling facilities.



### Quick Tip Allow enough time for returning a rental car at the airport

When a user returns a rental car to offices at airports, the office staff will take the user to the airport by shuttle bus. You must therefore keep in mind how much time it will take to get to the airport and return the rental car with plenty of time to spare.



### Totally lost? Help is here!

#### ●Sapporo Rental Car Association (Japanese, English)

<http://sapporo-renta.com/english/>

(How to make reservations etc.)



# 2-2. How to use car navigation systems

If you get lost, not only will you lose time but you are more likely to speed to reach your destination before sundown and this can be dangerous. Before anything else, you, should confirm your present location on a map, and use the car navigation system (GPS) in the car. Although a GPS system is included as standard equipment in rental cars, renters should make sure it's provided at the time of the reservation. These systems are very useful devices, but they are not infallible. Users should not put too much confidence in these devices and understand their limits.

The way to utilize car navigation systems differs according to the manufacturer and the model, but the basic functions of most systems are almost always the same. The standard operating method for these systems is explained below.

**Basic functions** Car navigation systems has functions other than guiding you towards your destination.

- 1. Map display, vicinity map, information to guide you to your destination
  - 2. FM/ AM radio
  - 3. Music CD player
- The function of "Information to guide you to your destination" is focused on here.

### Ways to input your destination

You can input the telephone number of the place you are planning to visit (restaurant/hotel/ tourist spot) by touching the **telephone number** button.



① Touch the telephone number button



② Input the telephone number including the area code



③ Select a route and the navigation will begin.

You can input a six- to ten-digit number created for each tourist destination through the **"Map Code"** button



① Touch the "Map Code" button



② Input the numbers of the Map Code



③ Select a route and the navigation will begin.

### How are telephone numbers organized?

Area codes are established by area (e.g.) Sapporo 011  
Area code - local telephone exchange code - four-digit number

011-222-1234  
Area code of Sapporo

### Memo

#### What is a Map Code? **MAPCODE**® 123 456 789

Map Codes are the six- to ten-digit numbers (in case of standard Map Codes) created to help people search for destinations across Japan using car navigation systems. Some car rental companies provide a list of map codes. \*Map Code is the registered brand of Denso, Inc.



#### Don't put too much confidence in car navigation systems.



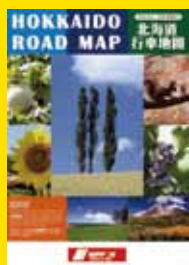
When utilizing the device, you may find that it can only take you to roughly the right location when using the telephone numbers function and it does not take you exactly to your destination. Also, if you set the wrong destination, the system may take you in a completely different direction. Users may not realize their mistake for some time and end up somewhere many kilometers away from their destination. This can mean that they end up having to check-in to a hotel in the middle of the night and other bad situations. As stated earlier, these systems are very useful, but they are not infallible. Users should not put too much confidence in these devices and understand their limits. Users must use them in conjunction with maps. It is also recommended to check your present location on the system against the names of towns you go through and route numbers you pass as you are driving.



#### Totally lost? Help is here!

##### Get maps!

■ Road maps published by rental car companies [English, traditional Chinese]



Distribution places: Rental car companies' offices and shops

### Column

### Useful function

#### 1. Indication of distance to be travelled is useful

By setting the destination, the GPS will show the distance to your destination, which allows users to calculate the time required to reach the destination. When calculated at an average speed of 30-40 km/h, it will take approx. 2 minutes to drive a distance of 1 kilometer. However, the speedometer is not always reliable because it does not take into account stops at traffic signals and the amount of traffic. It is better to calculate your traveling time on the basis that one kilometer will take 2 minutes plus a bit extra.



#### 2. Search the surrounding facilities

"Surrounding facilities" function can be useful to search for the nearest facilities along with searching for your destination. E.g. If you want to know the location of the nearest gas station, touch:

- (1) "Destination" button
- (2) "Surrounding facilities" button
- (3) "Car" button
- (4) "All gas stations" button
- (5) "Select among several proposed gas stations" button



#### 3. Listen to CD

Users can listen to CDs with the car navigation system. Many people question where the insertion slot is as it is very hard to see. (1) Push "Tilt" or "Eject" buttons (2) Insertion slots will appear behind the screen (3) Insert a CD into the player (4) Operate using the CD operation screen. Some systems allow the use of portable audio devices including iPods.

