

Please read before using the bicycle rental service (Terms of Use) **(Revised July 1, 2025)**

This rental bicycle is a bicycle or cross bike managed by Kumakawa Railway Co., Ltd. (hereinafter referred to as "our company").

These terms of use stipulate the matters that customers (hereinafter referred to as "users") must comply with when using this rental bicycle. When using it, we will rent it to you on the condition that you comply with these terms.

1. Application for use

Please apply at the counter or by telephone reservation.

When completing the rental procedure, please fill in the necessary information on the application form and present it together with proof of identity (driver's license, passport, health insurance card, student ID, etc.).

Please note that the identification will be used to confirm the names of all users.

In addition, if you do not present identification or if there is an error in the application form, we may refuse to allow you to use the bicycle.

If you have made a reservation, please contact us as soon as possible if you wish to change or cancel it. Please note that your reservation may be cancelled if the scheduled time has passed.

2. Use of Personal Information

Except when disclosure is required by law, we will not provide personal data acquired to third parties without the consent of the individual.

3. Terms of Use

- Rental and return must be done during business hours (9:00-17:00).
- Multiple bicycles cannot be rented to one person at the same time.
- Children of elementary school age or younger may not be allowed to use the bicycle.

4. Returning the bicycle

When you have finished using the bicycle (strictly observing the rental time), please return it to the place where you rented it. Please notify us if the bicycle is damaged or the key or helmet is lost. A damage fee may be charged.

5. Usage fee

(Bicycle)

- 1000 yen per bicycle, maximum 8 hours, payment in advance

*If you return the bicycle after 5pm, an additional 200 yen will be charged for each additional hour

*If you use the bicycle for 2 days at the time of rental, the rental fee will be 2,000 yen for 2 days. After that, an additional 1000 yen will be charged for each additional day.

(Cross bike)

Up to 4 hours: 2,000 yen, 4 hours or more: 4,000 yen, maximum 8 hours

*2,000 yen will be charged at the time of rental, and if you return the bicycle for more than 4 hours, an additional fee of 2,000 yen will be charged.

*If you return the bicycle after 5pm, an additional fee of 500 yen will be charged for each additional hour

*If you use the bicycle for 1 day at the time of rental, the rental fee will be 4,000 yen.

*Cross bikes cannot be used across days.

6. Usage hours

The rental hours are from 9:00 to 17:00 on the rental day, and rental over the next day is also possible. *Cross bikes cannot be rented over the next day.

If you return the bike after 17:00, an additional usage fee will be charged (200 yen/hour for bicycles, 500 yen/hour for cross bikes). In addition, if we determine that you are acting maliciously, such as returning the bike significantly past the return time without contacting us, we may take measures such as filing a damage report with the local police station.

7. Bicycle malfunction or damage

• If the bicycle malfunctions or is damaged during rental, regardless of whether it is intentional or unintentional, please contact us immediately.

• If you repair the bicycle yourself without our consent, we will not cover the repair costs.

• As a general rule, we will charge you the actual cost of repairs for malfunctions or damage caused by the customer.

• We will not be held liable for any damage caused to customers or third parties due to a malfunction of the bicycle, except in cases where the malfunction is caused by our bicycle.

8. Compensation for accidents during use

Our bicycles are covered by TS Insurance, so if you are injured in an accident, you will be compensated to the extent of the coverage. We also have bicycle damage compensation

insurance for bicycle rental companies. If you are involved in an accident or cause an accident while using the bicycle, please contact us immediately and contact an ambulance or the police. Please also check the coverage of your optional insurance if you have one.

9. Theft or loss during rental

- If the bicycle is stolen or lost during rental, please contact us immediately. If the bicycle is left unlocked or stolen or lost due to circumstances attributable to the customer, you may be required to compensate the customer for the purchase cost of an equivalent bicycle.
- No refunds will be made even if the bicycle is returned after the purchase cost has been compensated.
- If the bicycle is left in a no-parking area and moved or stored, the customer will be responsible for the full cost of returning it.

10. Loss or damage of other accessories

If the bicycle lock or helmet is lost or damaged, a fee of 3,000 yen (actual cost of replacement for road bikes) will be charged for replacement or purchase.

11. Prohibited acts

The following acts are prohibited when using a rental bicycle.

- (1) Drinking alcohol, reckless driving, and other acts violating traffic laws
- (2) Entering dangerous or inappropriate locations by riding
- (3) Parking the bicycle in a place where it is generally not permitted to leave it
- (4) Modifying the bicycle or equipment
- (5) Continuing to ride the bicycle when you notice a flat tire or other abnormality
- (6) Allowing a third party other than the applicant to use the bicycle
- (7) Abandoning the bicycle at a place other than the return location without notice

12. Refusal to rent

We may refuse to rent a bicycle if any of the following items apply to you.

- (1) When the applicant is deemed unable to comply with the prohibited acts listed in the previous paragraph
- (2) When the applicant is deemed to belong to an organization related to a criminal organization, related party, or other antisocial force
- (3) When the rental period is during bad weather such as a storm, or when such weather is predicted
- (4) When otherwise deemed inappropriate

We will rent the vehicle only after you understand the above, so please use it in accordance with the terms of use.

Personal Information Protection Policy

Kumagawa Railway Co., Ltd. (hereinafter referred to as "our company") complies with the Personal Information Protection Act and other related laws and regulations.

- We will take necessary and appropriate measures to safely manage personal information, such as preventing the loss, destruction, falsification, and leakage of personal information we handle.
- We will use the personal information we obtain only within the scope of the purposes of use specified below.
- We will continuously review and improve our management system to protect personal information.

1. Purposes of Use of Personal Information

Our company obtains and uses the personal information of users for the following purposes.

- (1) To screen users when using this service
- (2) To analyze and compile statistics on the Association's business activities and market research
- (3) To contact users while they are using this service

2. Provision of personal information to third parties

Except as described in paragraph 2 of this article, we will not provide personal data acquired to third parties without the consent of the individual.

- (1) When disclosure is requested in accordance with laws and regulations by a court, public prosecutor's office, police, bar association, or other institution with equivalent authority.
- (2) When there are other legitimate reasons specified by laws and regulations.

3. Management of personal information

We will manage personal information appropriately.

May 1, 2023
Kumakawa Railway Co., Ltd.