

## Bicycle Rental Terms of Use

This rental bicycle is managed by our shop "it's mo!". These terms of use stipulate the matters that customers must strictly adhere to when using our rental bicycles. By agreeing to these terms of use, you may use our rental bicycles. If you do not agree to the terms of use, you will not be able to use our rental bicycles. Furthermore, if you violate the terms of use, you will be immediately suspended from using the rental bicycles and will be required to pay a penalty.

### 1. Matters regarding use

#### (a) Business hours

- Rental hours : 9 : 0 0 ~ 1 9 : 0 0 (After 18:00, late night charges apply)
- Return hours : 9 : 0 0 ~ 1 9 : 0 0 (outside the store) or 24 hours  
(after returning the item at the store, place the key in the return box)

#### (b) Usage fee

The first hour	Per hours	9 : 0 0 ~ 1 8 : 0 0	1 8 : 0 0 ~ Next day 9 : 0 0
¥ 2 0 0 0	1 h / ¥ 1 0 0 0	Max ¥ 6 0 0 0	Max ¥ 4 0 0 0

Rental and return fees outside of stores : ¥ 2 0 0 0

Extension fee: per hour / ¥ 4 0 0 0

#### (c) payment method

Payment is by advance payment system. (d-payment cannot be used.)



#### (d) Available area

**Etajima City, Kure City, Hiroshima City.** However, emergency response such as flat tires and battery replacement is only available **in Etajima City.**

### 2. Safety

#### (a) Helmet wearing obligation

For the safety of our customers, wearing a helmet is mandatory when using our

bicycle rentals. Helmets are available for free rental at the store.

(b) Compliance with traffic laws

Under the Road Traffic Act, bicycles are considered light vehicles. If you receive a ticket for a violation, you will be responsible for paying the fine.

(c) Appropriate clothing for use

We do not recommend the following clothing when using a rental bicycle. We will not compensate for damage to clothing caused by being caught in the bicycle.

Skirts and wide-legged trousers (cargo pants, etc.)

Items that may be caught in the bicycle, such as long coats and scarves

Shoes that are not suitable for cycling, such as sandals and heels

3. Accidents and damage If you have an accident while using the bicycle, please immediately take measures as stipulated by law, such as reporting the accident to the police, and report the date, time, location, cause, and circumstances of the accident to our store.

Our store is also covered by the "Bicycle Rental Compensation Insurance" provided by JTB Travel Association Co., Ltd. The following events are covered by the liability insurance.

(a) Compensation for accidents caused by our negligence (brake malfunction, etc.).

(b) Compensation for bodily injury and property damage that occurs while using a rental bicycle.

(c) Repair costs, etc. due to damage or destruction of the bicycle. (Excluding damage or destruction caused intentionally.)

\*Our store does not carry insurance for injuries or death caused by the user's own negligence (carelessness, etc.).

4. Matters regarding bicycle malfunctions

If you notice any abnormalities such as a malfunction or flat tire on your bicycle, please stop using it and contact our store immediately. We will only replace your bicycle if you are in Etajima City and have a spare bicycle. (Response times are limited to business hours.)

5. Matters regarding theft or loss of bicycles, etc.

If your bicycle or rental items (helmet, lock, etc.) are stolen or lost while using the bicycle, please contact our store immediately. If the customer is negligent, you will be responsible for the full cost.

## 6. Matters regarding reservations

(a) If you cancel due to personal reasons (except for unavoidable circumstances such as weather or illness), a cancellation fee will be charged. Please transfer the fee to the account specified by our store within one week of the reservation date.

The day before: 50% of the fee On the day: 100% of the fee

(b) If you do not come to the store or pick up your bike within 30 minutes of your reservation time without prior notice, your reservation will be cancelled. In that case, a cancellation fee will still be charged.

## 7. Prohibited acts when using the bike

(a) Violating traffic laws such as drunk driving and distracted driving (eating, drinking, or using a smartphone)

(b) Parking your bike in a no-parking area

(c) Nuisances such as riding with someone else, riding side by side, or riding in the middle of the road

(d) Modifying your bike

(e) Lending or using your bike to anyone other than the person who received the bike

(f) Extending the return time without permission (extension fee is 2,000 yen per hour)

## privacy policy

Our company has established the following privacy policy regarding the handling of personal information acquired by our company, and will comply with the Act on the Protection of Personal Information, guidelines on the protection of personal information, and other relevant laws and regulations regarding the protection of personal information.

### **【1. personal information】**

"Personal information" refers to personal information as defined in the Personal Information Protection Act, and refers to information about a living individual that can identify a specific individual based on the name, date of birth, address, telephone number, contact details, and other descriptions contained in the information, as well as data related to appearance, fingerprints, voiceprints, and information that can identify a specific individual from the information alone, such as the insurer number on a health insurance card (personal identification information).

## **【2. Safety management of personal information】**

With regard to the protection of personal information, our company will implement appropriate organizational, physical, personnel and technical measures, and will take necessary and appropriate measures to prevent the leakage, loss or damage of personal information handled by our company, and to otherwise safely manage personal information.

## **【3. Purpose of Use of Personal Information】**

Except as required by law or with the consent of the individual, we will not use the personal information we acquire beyond the scope necessary to achieve the purposes of use set out below.

- ① Operation, maintenance, and management of this website
- ② Provision and introduction of services through this website
- ③ Surveys to improve the quality of this website

## **【4. Disclosure and correction of personal information】**

Except as required by law, we will not provide personal information acquired with the consent of the individual to a third party without the individual's prior consent. Furthermore, with regard to requests for disclosure, correction, addition or deletion of personal information, or notification of the purpose of use, we will do so in accordance with the law, and will respond appropriately to any opinions or inquiries.

## **【5. Change in purpose of use of personal information】**

In principle, we will not change the purposes of use specified in the previous section unless we have received the prior consent of the individual. However, this does not apply when we make changes to the purposes of use after publicly announcing them in advance, to the extent that they are reasonably deemed to be related to the purposes of use before the changes.

## **【6. Provision of personal information to third parties】**

When the Company entrusts all or part of the handling of personal information to a third party, the Company will thoroughly examine the suitability of the third party and provide necessary and appropriate supervision of the entrusted party to ensure the safe management of the entrusted personal information.

## **【7. Improvement and review of the handling of personal information】**

Our company will inspect its handling of personal information, management system and initiatives, and will continually improve and review them.

**【8. Deletion and disposal of personal information】**

When personal information is no longer necessary in light of the purpose of use, the Company will erase or discard such information. Such erasure or disposal will be carried out in a necessary and appropriate manner to prevent risks such as leakage to outside parties, and only to the extent necessary for the performance of business.

**【9. About SSL Security (Secure Socket Layer)】**

Our website is compatible with SSL, which encrypts communication between the web browser and the web server. Personal information entered by users is automatically encrypted.

**【10. Disclaimer】**

We make every effort to ensure the accuracy of the information on our website, but we assume no responsibility for any actions taken by users using the information on our website.

We assume no responsibility for any damage suffered by users as a result of their use of our website, or any damage caused by users to third parties.

**【11. Copyright and portrait rights】**

All content on our website, including text and images, is protected by copyright and portrait rights. Unauthorized use or diversion is prohibited.

**【12.link】**

You are free to set up links to our website. However, we may refuse to set up a link depending on the content of the website.