

Terms of Service (Guest)

Revised on: November 4, 2026

Carstay Co. Ltd. ("CARSTAY", "we", "us" or "our") offers the 'Carstay' service, a matching platform service that provides vacationers with the Camping Vehicle. These terms of service ("Terms") stipulate the terms and conditions that govern the Member (as defined in Article 2, Item 11) in using our service. For this reason, those who are considering becoming a Member should read these Terms carefully.

Chapter 1 General Rules

Article 1 (Purpose)

1. We will provide the Site and the Service (as defined in Article 2, Item 1 and Item 2 respectively) in accordance with these Terms. The Users (as defined in Article 2, Item 12) shall access the Site and use the Service upon agreeing that these Terms will apply to all cases where the Site and/or the Service are utilized and that the User will comply with these Terms.

Therefore, if the Users disagree with any terms of these Terms, such Users shall be prohibited to use the Site and the Service and to stop accessing or browsing the Site.

Article 2 (Definition)

In these Terms, unless the context otherwise requires, the following terms shall have the following meaning:

- (1) "Site" shall mean the 'Carstay', the matching platform service website, which is operated and provided by us.
- (2) "Service" shall mean the membership service provided by us on the Site and those stipulated in Article 5.1 and Article 5.3 hereof.
- (3) "Contract" shall mean a contract between the Member and CARSTAY, executed upon the Member applying for membership registration and our acceptance of such application.
- (4) "Camping Vehicle" shall mean automobiles to be shared between the Holder and the Guest and have been registered in the Site.
- (5) "Parking Spaces" shall mean any and all parking lots, camping lots, vacant lands and any other lands owned, used or controlled by the Host, and any facilities incidental thereto (including, but not limited to, tents, barbecue sets and the like, however, this excludes the Optional Services as defined in Article 2, Item 7).
- (6) "Hands-On Activities" shall mean activities that include experiences in various genre.
- (7) "Optional Services" shall mean various services to be provided to the Guest by the Holder or the Host separately from the Camping Vehicle, the Parking Spaces, and the Hands-On Activities.
- (8) "Holder" shall mean a person who owns or has possession of the Camping Vehicle, and who registers such Camping Vehicle and co-uses the Camping Vehicle with another Member, through the Site or the Service.
- (9) "Guest" shall mean a person who consents to these Terms, co-uses the Camping Vehicle and makes use of the Parking Spaces and/or participates in the Hands-On Activities provided by the Host, through the Site or the Service.
- (10) "Host" shall mean a person who offers to provide Parking Spaces and/or Hands-On Activities to the Guest who has made a reservation, through the Site or the Service.
- (11) "Member" shall mean the Guest, the Holder and the Host.
- (12) "Users" shall mean the Member and individuals that access the Site when considering becoming a Member.

- (13) "Joint Use Contract" shall mean an agreement to be executed between the Holder and the Guest regarding the co-use of the Camping Vehicle.
- (14) "Space Sharing Contract" shall mean an agreement to be executed between the Guest and the Host regarding the lending of the Parking Spaces and the provision of Hands-On Activities.
- (15) "Optional Services Contract" shall mean an agreement to be executed between the Holder or the Host and the Guest regarding the use of the Optional Services.
- (16) "Holder's Page" shall mean a page in the Site dedicated to the Holder where the Holder registers, posts, and manages the Camping Vehicle.
- (17) "Guest Page" shall mean a page dedicated to the Guest where the membership registration information can be confirmed or changed.
- (18) "Parking Spaces Page" shall mean a page on the Site where the content of the Parking Spaces and the Hands-On Activities are posted.
- (19) "Member's My Page" shall mean a page in the Site dedicated to the Member where the Member may confirm or change its registered information.
- (20) "Sharing Fee" shall mean the fee incurred in connection with the sharing of the Camping Vehicle to be paid to the Holder by the Guest.
- (21) "Contract Fee" shall mean the fee to be paid to the Holder by the Guest at the time of execution of the Joint Use Contract.
- (22) "Contract Renewal Fee" shall mean the fee to be paid to the Holder by the Guest when renewing the Joint Use Contract.
- (23) "Vehicle Sharing Cancellation Fee" shall mean the cancellation fee to be paid by the Guest to the Holder when the Guest, at its convenience, changes the scheduled date and time of the use of the reserved Camping Vehicle or cancels the reservation for such Camping Vehicle.
- (24) "Penalties for Vehicle Sharing" shall mean the penalties to be paid to the Holder by the Guest when the Guest uses the Camping Vehicle outside the scheduled date and time of the use of the reserved Camping Vehicle or uses the Camping Vehicle in violation of these Terms.
- (25) "Usage Fee" shall mean the fee paid by the Guest to us through the Site and the Service for the use of Parking Spaces and/or the Hands-On Activities.
- (26) "Cancellation Fee for Space Sharing" shall mean the cancellation fee to be paid to the Host by the Guest when the Guest, at its convenience, changes the scheduled date and time of reserved Parking Spaces and the Hands-On Activities or cancels the reservation of such Parking Spaces and the Hands-On Activities.
- (27) "Penalties for Sharing Spaces" shall mean the penalties and expenses to be paid to the Host by the Guest when the Guest uses the Parking Spaces and the Hands-On Activities provided the by Host outside the predetermined usage time of such Parking Spaces and Hands-On Activities or in the breach of these Terms.
- (28) "Optional Services Fee" shall mean the usage fee of the Optional Services to be paid by the Host or the Holder by the Guest.
- (29) "Cancellation Fee for Optional Services" shall mean the cancellation fee to be paid to the Host or the Holder by the Guest when the Guest, at its convenience, changes the scheduled date and time of the reserved Optional Services or cancels the reservation for such Optional Services.
- (30) "Penalties for Optional Services" shall mean the penalties and expenses to be paid to the Optional Services Provider when the Guest uses the Optional Services outside the scheduled date and time of the use of reserved Optional Services or uses it in violation of these Terms.

(31) “Input Data” shall mean any and all data, such as information, content, etc., transmitted, registered, or posted by the Users in connection with the Site or the Service.

(32) “Intellectual Property Rights” shall mean any copyright, patent right, utility model right, trademark right, design right (including the right to acquire such right or apply for registration of such right), or idea, know-how, etc.

(33) “Antisocial Forces” shall mean groups or individuals that pursue economic interests through the use of violence, threats and/or fraud, which include organizations, members, quasi-members and affiliated companies of crime syndicates, racketeer groups, groups engaging in criminal activities under the pretext of conducting social campaigns or political activities, and crime groups specialized in intellectual crimes.

Article 3 (Application of Separate Terms)

In addition to these Terms, we may separately set forth the rules and regulations on privacy policies, additional services, etc., (hereinafter referred to as “Separate Terms”) by posting them on the Site or by other means. In such a case, unless otherwise specified in the Separate Terms, the contents of such Separate Terms shall become a part of these Terms. In the event of any conflict between the contents of these Terms and the contents of the Separate Agreement, such Separate Terms shall prevail.

Article 4 (Changes)

1. We may, at any time, make changes to these Terms (including changes made pursuant to Article 3 hereof, hereinafter referred to as “Change of Terms”) in cases outlined below. In such event, we shall notify the Users of such change in an appropriate manner or post the details of such changes on the Site, seven (7) days prior to the effective date of such changed Terms.

(1) a case where the Change of Terms conforms to the general interest of the Member.

(2) a case where the Change of Terms does not run afoul of the purpose of these Terms and is reasonable in light of circumstances concerning the amendment such as the necessity of amendment or the appropriateness of the details of the amended conditions.

2. In addition to those provided in the preceding paragraph, we may carry out the Change of Terms with the consent of the Users. In such a case, we shall notify the Users of the change in an appropriate manner or post the details of such changes on the Site, seven (7) days prior to the effective date of such changed Terms. If the Users use the Site or the Service after the effective date of such changes, such Users shall be deemed to have agreed to the Change of Terms.

Article 5 (Objective of Site and Service)

1. In the Site and the Service, we provide a platform-based service called “Vehicle Sharing Service” as stipulated in Chapter 3 hereof. This is the platform service for realizing the co-use of the Camping Vehicle among the Member based on the idea of the sharing economy by jointly paying fees such as rental fees or maintenance fees that are related to the Camping Vehicle, and by executing the Joint Use Contract stipulating the co-authorizing of and collective responsibilities for the use, maintenance, and management of the Camping Vehicle.

2. In the Site and the Service, we provide a platform-based service called “Sharing Space Service” set forth in Chapter 4 hereof. This is the platform service for matching Guest and Host to provide such Guest with comfortable mobility and great experiences.

3. In the Site and the Service, we provide a platform-based service called “Optional Services” as set forth in Chapter 5 hereof. This is the platform service for matching the Guest and the Host or the Holder to provide such Guest with comfort in addition to co-use of the Camping Vehicle. The Guest pays the Optional Services Fee to the Host or the Holder when using the Optional Services through the Service.

Chapter 2 Registration as a Member

Article 6 (Requirement for Registration)

A person cannot be registered as the Member under the Service if such person falls in any one of the following, except otherwise permitted by CARSTAY:

- (1) In the event that the person is an individual and either a minor, an adult ward, a person under curatorship, or a person under the assistance and the consent of a legal representative, guardian, curator, or assistant of a minor has not been obtained;
- (2) In the event that the person does not possess a Japanese Driver's License or the necessary international driver's license to drive vehicles in Japan (hereinafter collectively referred to as "Driver's License").
- (3) In the event of any falsity, error, or omission in the whole or part of the information provided to us;
- (4) In the event that the person does not own a device or equipment to provide a picture of the vehicle and transmit the said picture on the Site (this shall apply only to the Holder);
- (5) The person has been or is currently subject to a suspension of the use of the Service;
- (6) In the event, the person failed to fulfill its obligation under these Terms or any contract between us, or we determine that there is a possibility that the person may fail to fulfill its obligations under these Terms;
- (7) In the event that we determine that the person is an Antisocial Forces or has any interaction or involvement with Antisocial Forces, such as, by way of financially or otherwise, in maintaining, operating, or cooperating with or participating in the management of the Antisocial Forces;
- (8) In the event that the person is already registered as the Member;
- (9) In the event that the person intends to register as the Member for the purpose to allow a third party to use the Service; or
- (10) In the event that we deem it inappropriate for the person to be registered as the Member.

Article 7 (Member Registration)

1. A person who intends to become a Member must personally confirm that he or she does not fall in any of the items set forth in the preceding Article, agree to comply with these Terms, fill in the application form and apply to us by a method designated by us (including the provision of data such as a copy of the Driver's License). Upon acceptance of the application by us, a person is accepted as the Member, and the Contract shall be deemed established between the person and CARSTAY with regards to the Service.
2. Where deemed otherwise necessary, we may request the person who submitted the application set forth in the preceding paragraph ("Applicant") to submit certain data and/or documents. In this event, the Applicant shall promptly submit the applicable documents in the manner specified by us.
3. The Member shall be obliged at all times to provide correct membership information and manage such information in the Member's My Page. In the event of any change in a Guest's membership information, the Guest shall immediately update such information in the Member's My Page. The updated content shall be valid from the time we approve the updated membership information and shall not have a retroactive effect.
4. We shall not be responsible for any and all damage caused by the failure of the Member to perform such obligations as set forth in the preceding paragraph.

Article 8 (Configurations)

The preparation, arrangement, purchasing, setup, maintenance and administration of the terminals and communication lines required to access the Site and use the Service shall be at the Users' own responsibility and expense.

Article 9 (ID and Password)

1. The Member uses ID and passwords ("ID/PW") when using the Site and the Service. Since the ID/PW are intended to identify the use of the Service by the Member personally, the Member shall, at its own responsibility, manage and store the ID/PW, and shall not assign, change the name and sell the ID/PW or allow the use of the ID/PW to a third party.
2. We shall deem that the Member holding its ID/PW has used the Service, in the event that we have confirmed that the ID/PW matches.
3. The Member shall notify us immediately and comply with our instructions if the ID/PW was stolen or became aware of any unauthorized use by a third party.
4. The Member shall be liable for and we shall not assume any liability for any loss or damage due to inadequate control of ID/PW by the Member or use by a third party of the Member's ID/PW.

Chapter 3 Vehicle Sharing Service

Article 10 (Joint Use Contract between the Guest and the Host)

1. If the Guest wishes to co-use the Camping Vehicle as listed on the Holder's Page in accordance with the terms and conditions for such use as posted on the Holder's Page, the Guest shall request the Holder to execute the Joint Use Contract for the Camping Vehicle in a manner specified by us. The Joint Use Contract shall be deemed to have been executed between the Holder and the Guest when the Holder accepts such request from the Guest. In such a case, the Holder and Guest will become joint users of the Camping Vehicle. If the Holder does not accept such request from the Guest within a period specified by us, such request shall retroactively be invalid. The parties to the Joint Use Contract shall be between the Holder and the Guest; CARSTAY shall not be a party to the Joint Use Contract.
2. The Holder and the Guest shall include the matters outlined below in the Joint Use Contract set forth in the preceding paragraph.
 - (1) Valid period of the Joint Use Contract (at least 12 (twelve) months or more);
 - (2) The Contract Fee and the Contract Renewal Fee (as stipulated in Article 10.4 hereof);
 - (3) The Vehicle Sharing Vehicle Sharing Cancellation Fee (within the scope of the maximum amount of money as separately specified by us);
 - (4) Specific Camping Vehicle for sharing;
 - (5) Allowing and prohibition of pets and smoking;
 - (6) Availability of car seat and automation navigation system;
 - (7) Matters related to gasoline and electricity;
 - (8) Matters related to the sharing of responsibility in the event of damage;
 - (9) Matters related to an identity verification method when lending the Camping Vehicle;
 - (10) How to deal with troubles caused by accidents;
 - (11) the Camping Vehicle; and
 - (12) Other necessary matters for the Joint Use Contract.
3. The valid period of the Joint Use Contract set forth in the preceding paragraph shall be less than twelve (12) months and it is prohibited, in the Joint Use Contract, to set the Sharing Fee and the Vehicle Sharing Cancellation Fee to the amount exceeding the maximum amount specified by us.
4. The Guest shall respectively pay the Holder JPY100 (one hundred yen) as the Contract Fee when executing the Joint Use Contract with the Holder (including the time when the Guest re-executes the Joint Use Contract with

the Holder after expiration of the initial Joint Use Contract) and JPY100 (one hundred yen) as the Contract Renewal Fee when the Joint Use Contract is renewed.

Article 11 (Reservation for the Sharing of the Camping Vehicle)

1. When the Guest becomes a joint user of the Camping Vehicle pursuant to the preceding Article, the Guest shall follow the procedures specified by us, confirm matters listed in each item in the preceding Article, and apply for the reservation of the Camping Vehicle for individual use. If the Holder accepts such an application from the Guest, the Holder and the Guest, as joint users, shall communicate with each other in a timely manner to use such Camping Vehicle.

- (1) The Sharing Fee (within the range of the maximum amount of money as separately specified by us)
- (2) The installation location of Carstay's parking cones (if any)
- (3) The delivery location and delivery date and time of the Camping Vehicle
- (4) Drop-off point and drop-off date and time of the Camping Vehicle

2. The Guest shall make a reservation for Camping Vehicle as provided for and in the preceding paragraph with the acknowledgement that the Camping Vehicle may become unavailable after making the reservation due to unavoidable circumstances such as natural disasters or under the circumstances of the Holder such as vehicle inspection or breakdown of the Camping Vehicle.

3. If the reserved Camping Vehicle becomes unavailable, the Guest shall discuss with the Holder and mutually decide an alternative solution. Further, the Guest shall immediately notify us of the unavailability of such Camping Vehicle.

Article 12 (General Rule for the Use of the Camping Vehicle Under the Joint Use Contract)

1. The Guest and the Holder shall properly manage the Camping Vehicle pursuant to the Road Traffic Act and other laws and regulations. Further, the Guest and the Holder shall check the Camping Vehicle during the valid period as specified in the Joint Use Contract, not only before the use of such Camping Vehicle. If there is any failure of the Camping Vehicle, the Guest and the Holder shall cease to use such Camping Vehicle and immediately notify thereof to the other party to ensure that sharing of the Camping Vehicle is properly performed.

2. The Guest shall not allow a third party as a driver (hereinafter referred to as "Driver") of the Camping Vehicle unless the Guest has obtained prior consent from the Holder regarding the use of the Camping Vehicle.

3. If the Guest wishes that the Driver to drive the Camping Vehicle, the Guest shall provide us with items such as the Driver's License of the Driver separately specified by us in advance. Even when the Guest allows the Driver to drive the Camping Vehicle with the prior consent of the Holder, the Guest must inform the Driver of compliance rules in accordance with these Terms, applicable laws and regulations such as the Road Traffic Act, and other compliance rules to be followed as the Driver of the Camping Vehicle, and shall ensure that the Driver complies with them. The Guest and the Driver shall jointly and severally be liable for any damage incurred by the Holder, us, or any third party caused by the Driver's acts.

4. If the Guest violates any laws and regulations such as parking violation while using the Camping Vehicle pursuant to the Joint Use Contract, or if any traffic accident occurs, the Guest shall immediately notify thereof to Holder and us and take actions required by laws and regulations. If the Driver is ordered to pay fines or penalties, the Driver shall immediately pay such fines or penalties and notify thereof to the Holder and us.

5. If the Holder allows a third party (including another Member) to drive the Camping Vehicle during the reserved date and time pursuant to the Joint Use Contract, the Holder shall be held responsible for such drive by a third party or another Member, and we assume no responsibility whatsoever.

Article 13 (Change and Cancellation of Reservation of Sharing)

1. If the Guest changes the scheduled date and time for the reserved Camping Vehicle as agreed with the Holder (hereinafter referred to as "Reservation Change"), such change shall be made in accordance with the method specified by us.
2. The Guest shall acknowledge in advance that the Guest shall pay the Holder the balance of the Sharing Fee if the Sharing Fee to be paid by the Guest becomes below the Sharing Fee already paid prior to the Reservation Change. Also, the Guest shall acknowledge in advance that the Holder will not refund the balance of the Sharing Fee to the Guest if the Sharing Fee to be paid by the Guest becomes above the Sharing Fee already paid prior to the Reservation Change.
3. If the Guest cancels the reservation for Camping Vehicle made with the Holder, the Vehicle Sharing Cancellation Fee will be charged to the Guest.
4. If the Guest does not use the reserved Camping Vehicle on the scheduled date and time as agreed with the Holder without notifying to the Holder, the reservation of such Camping Vehicle shall be deemed canceled by such Guest, and the Vehicle Sharing Cancellation Fee will be charged to such Guest in accordance with the Joint Use Contract.
5. If the Guest uses the Camping Vehicle outside the scheduled date and time or in breach of these Terms, the Guest shall pay all expenses incurred by the Holder in addition to the Penalties for Vehicle Sharing, the penalty amounted to three (3) times of the rate of the applicable hourly Sharing Fee multiplied by the number of usage hour.
6. If the Holder, at its convenience, cancels the share of the Camping Vehicle reserved by the Guest, or if the co-use of the Camping Vehicle is not feasible due to the reasons attributable to the Holder such as the Holder's insufficient management, the Holder shall immediately notify thereof to the Guest or us.
7. When the Holder agrees to share the Camping Vehicle with the Guest, the Holder, prior to twelve (12) hours of the scheduled date and time, may cancel the reservation in accordance with the procedure prescribed by us, if the Holder anticipates that it will be unable to provide the reserved Camping Vehicle to the Guest for reasons not attributable to the Holder such as weather. In such a case, the Holder shall immediately notify thereof to the Guest or us.

Article 14 (Actions Taken on the Schedule Date and Time)

1. The Holder shall visually check the original copy of the Driver's License of the Guest and the Driver and shall verify with the photo of the Driver's License and the image of a headshot which will be separately sent to the Holder by us when sharing the Camping Vehicle. In addition, the Holder shall ensure that name, address, and nationality written on such Driver's License matches with the name, address, and nationality of the Guest and the Driver disclosed through the Site or the Service. Further, the Holder shall confirm the validity period and conditions of such Driver's License of the Guest and the Driver and make sure that the Guest and the Driver have the authority to legally drive the Camping Vehicle. In such a case, the Guest and the Driver shall, upon the request from the Holder, issue a copy of the Driver's License to the Holder or shall take a photocopy of the Driver's License.
2. If the identity of the Guest or the Driver is confirmed in the manner as prescribed in the preceding paragraph, the Camping Vehicle may be shared with the Guest and the Driver after the Guest and the Driver receive an explanation regarding compliance rules to be followed by such Guest and the Driver or an explanation regarding the Camping Vehicle from the Holder.

Article 15 (Actions Taken After the Schedule Date and Time)

1. The Guest shall return the Camping Vehicle to the Holder on the date and time and at the place specified by the Holder.
2. The Guest shall evaluate the Camping Vehicle shared by the Holder in a manner specified by us after the Camping Vehicle is returned as prescribed in the preceding paragraph, and the Holder shall evaluate the Guest.
3. The Guest shall immediately inform the Holder if the Guest leaves its belongings in the Camping Vehicle. However, the Guest acknowledges in advance that the Holder shall have the right to remove any belongings or garbage left in the Camping Vehicle in the event that the Guest fails to remove its belongings or garbage from the Camping Vehicle after passing usage date and time even after being informed to do so from the Holder.
4. Notwithstanding the provisions in the preceding paragraph, we shall, at our own discretion, be entitled to cooperate with the Holder or to act on behalf of the Holder to deal with neglected Guest's belongings or garbage on a voluntary basis.

Article 16 (Insurance)

1. If the Guest or the Driver becomes liable for damages arising from the Joint Use Contract or the rental-car operator's Terms and Conditions, benefits may be payable under the casualty insurance contract (hereinafter, the "Insurance Contract") concluded between Carstay and the insurance company. In accordance with the Insurance Contract, such benefits are limited to (i) the amounts set out in each of the following items and (ii) the amounts separately specified on this Site. However, no benefits will be paid if the claim falls under any exclusion of the Insurance Contract (including the provisions of the policy).
 - (1) Interpersonal compensation for one (1) person-- Unlimited (including automobile liability insurance)
 - (2) Objective compensation for one (1) object -- Unlimited(Deductible—0 (zero) JPY)
 - (3) Vehicle compensation for 1 (one) accident—Up to the predetermined insurance amount (200,000 (two hundred thousand) JPY). However, benefits will not be paid in the event of a single-vehicle accident.
 - (4) Personal Injury Protection for 1 (one) person—Up to 30 (thirty) million yen.
2. If the Guest or the Driver is likely to receive benefits pursuant to the preceding paragraph, we shall perform insurance claim procedures to a casualty insurance company upon request from the Guest.
3. The Guest shall pay for all damages not covered by benefits and damages in excess of the amount of benefits to be paid pursuant to Article 16.1 hereof. However, the Guest and the Driver shall, pursuant to Article 12.3, jointly and severally pay for damages caused by acts of the Driver.
4. If CARSTAY pays for the damage to be borne by the Guest set forth in the preceding paragraph, the Guest shall immediately reimburse us the amount of money paid by us. In the case referred to in the proviso of the preceding paragraph, the Guest and the Driver shall jointly and severally bear liability for the payment of such damage.
5. Notwithstanding the provision of Article 51.1 hereof, if the Guest has already paid us a deductible compensation charge, we shall be liable for the payment of damage of which amount is equivalent to the amount of indemnity of the insurance amount as stipulated in Article 16.1 hereof. However, if the Guest does not pay us a deductible compensation charge then the Guest shall be liable for the payment of such damage. In such a case, the Guest and the Driver shall jointly and severally be liable for the payment of damage caused by the acts of the Driver.
6. Apart from the Contract Fee to be paid to the Holder under the Joint Use Contract, the Guest shall pay us the amount of money which is equivalent to the insurance premium as provided for and in Article 16.1 hereof.
7. Notwithstanding the provisions of Paragraph 2, Carstay may choose not to initiate insurance claim procedures with the insurance company in the following cases:

- (1) If the Guest or the Driver violates the Joint Use Contract, Rental Contract, or Usage Agreement.
- (2) If the act that caused the liability for damages was committed with intent or gross negligence.

Article 17 (Carstay Miles)

1. CARSTAY shall award the Guest loyalty program points called “Carstay Miles” (hereinafter referred to as “Miles”) in accordance with the conditions separately prescribed by CARSTAY and displayed on the Site (meaning the actions eligible for award, the number of Miles to be awarded, the timing of award and other conditions; hereinafter referred to as the “Award Conditions”). CARSTAY may also award Miles not based on the Award Conditions through campaigns or otherwise, within the limits permitted by the Act against Unjustifiable Premiums and Misleading Representations of Japan and other laws and regulations.

2. Miles are awarded by CARSTAY to the Guest free of charge, and the Guest may not acquire Miles by paying money or any other consideration.

3. Miles shall be used as follows:

(1) The Guest may apply the Miles held by the Guest to the payments listed below at an exchange rate of ten (10) yen per Mile (which shall be the same regardless of the payment to which the Miles are applied), and within the scope of the unit of use, maximum amount of use and other conditions of use separately prescribed by CARSTAY and displayed on the Site. The unit of use, maximum amount of use and other conditions of use may differ depending on the payment to which the Miles are applied.

(a) the following fees under the Service (limited to fees relating to Camping Vehicles or Rental Camping Vehicles that have been registered, on a vehicle-by-vehicle basis and in the manner prescribed by CARSTAY, as accepting the application of Miles):

- (i) the Sharing Fee;
- (ii) the usage fee for Rental Camping Vehicles; and
- (iii) the Option Fee; and

(b) the purchase price of the camping vehicle “SAny.VAN” sold by CARSTAY (the method and conditions of such application shall be governed by the sales terms separately prescribed by CARSTAY).

(2) Miles may be applied only in the manner and at the time prescribed by CARSTAY.

(3) No refund of Miles shall be made for any reason whatsoever. In addition, Miles cannot be exchanged for cash or anything else of value. Provided, however, that this provision shall not apply where a refund is required by law.

(4) The Guest may not assign, lend, share, sell or pledge Miles to any other Member or third party (including another account of the Guest).

4. The validity period of Miles shall be as follows:

(1) Miles shall be valid until the expiry of the period separately prescribed by CARSTAY and displayed on the Site (hereinafter referred to as the “Validity Period”), counted from the day following the date on which the Guest last earned Miles. If the Guest earns new Miles within the Validity Period, the expiration date of all Miles held by the Guest shall be reset, with the day following the date of such earning as the starting date. The expiration date shall not be reset by the use of Miles, nor shall it be reset where applied Miles are returned due to cancellation or for any other reason.

(2) All Miles whose expiration date has passed shall become null and void. CARSTAY will endeavor to notify the Guest prior to expiration; however, the absence of such notice shall not prevent the expiration from taking effect.

(3) In the event that the Guest withdraws from membership, or the membership lapses or expires for any reason, all Miles held by the Guest and the Rank set forth in Paragraph 6 shall become null and void and may not be used.

5. Cancellation of Miles shall be as follows:

(1) If a reservation or other transaction that gave rise to the award of Miles is cancelled, rescinded or becomes invalid, or if the fees for such transaction are refunded, CARSTAY may cancel the Miles awarded for such transaction. If the Miles held by the Guest are insufficient at the time of such cancellation, the shortfall shall be deducted from Miles subsequently earned by the Guest.

(2) If a reservation to which the Guest has applied Miles is cancelled, whether and how the applied Miles are returned shall be as separately prescribed by CARSTAY and displayed on the Site.

(3) If the Guest acquires or uses Miles by fraudulent means, violates these Terms in connection with the acquisition or use of Miles, or if Miles have been awarded by mistake, CARSTAY may, without prior notice, cancel all or part of the Miles or suspend the use of Miles. In such case, CARSTAY shall promptly notify the Guest thereof after such cancellation or suspension.

6. Ranks shall be as follows:

(1) CARSTAY shall establish ranks according to the cumulative number of Miles earned by the Guest (hereinafter referred to as the “Rank”) and may grant benefits according to the Rank (hereinafter referred to as the “Rank Benefits”). The classification of Ranks, the criteria for determination and the details of the benefits shall, in addition to the provisions of this Paragraph, be separately prescribed by CARSTAY and displayed on the Site.

(2) The cumulative number of Miles earned shall not be reduced by the use of Miles or by the expiration of Miles under Paragraph 4; provided, however, that Miles cancelled pursuant to Paragraph 5 shall be deducted from the cumulative number of Miles earned. Miles awarded by CARSTAY through campaigns or otherwise that are separately designated by CARSTAY and displayed on the Site (including the Carstay Miles launch bonus) shall not be included in the cumulative number of Miles earned.

7. If the Guest applies Miles to the Sharing Fee or the Option Fee, the Sharing Fee and the Option Fee used as the basis for settlement between CARSTAY and the Holder shall be the amounts after the application of Miles, and the Sharing Fee used as the basis for calculating the Cancellation Fee for Vehicle Sharing and the Penalty for Vehicle Sharing under Article 13, and the Option Fee used as the basis for calculating the cancellation fee for Options, shall be the amounts before the application of Miles.

8. CARSTAY may change the Award Conditions, unit of use, maximum amount of use, Validity Period, Rank and any other conditions relating to Miles. In such case, CARSTAY shall display the details of such change on the Site no later than seven (7) days prior to the effective date of the change; provided, however, that this shall not apply to changes favorable to the Guest. Any change unfavorable to the Guest and any change to the exchange rate shall be made in accordance with the requirements and procedures set forth in Article 4. If CARSTAY terminates the Miles program, it shall follow the provisions of Article 44, and any Miles not used by the termination date shall become null and void as of the termination date.

Chapter 4 Sharing Space Service

Article 18 (Contracts between Guest and Host)

A contract regarding the sharing of the Parking Spaces and/or the provision of the Hands-On Activities as posted on the Parking Spaces Page by the Host will be concluded between the Guest and the Host when the Guest

applied for the use of the Parking Spaces and the Hands-On Activities in the manner prescribed by us and registered the settlement method.

If the Guest co-uses the Parking Spaces or is provided with the Hands-On Activities from the Host in the use of this Service, the contract for the provision of such Partaking Spaces and/or the Hands-On Activities shall be between the Guest and the Host, and we will not be a party to such contract.

Article 19 (Use of Vehicles)

1. The Parking Spaces reserved by the Guest through the Service set forth in this Article may be used only for vehicles owned or used by the Guest or such vehicles which have been notified in advance to us.
2. The Guest may not use the Parking Spaces for its vehicles unless the Guest has taken out a personal and property automobile third-party liability insurance (voluntary insurance, including the insurance, stipulated in Article 16 hereof).
3. The following vehicles cannot be parked in the Parking Spaces:
 - (1) Unregistered vehicles, vehicles for which the validity period of the vehicle inspection certificate has expired, and vehicles that violate any laws and regulations;
 - (2) Vehicles that it is difficult to read the number by an automatic identification device, such as the number plate is removed or covered or the like;
 - (3) Vehicles where it is difficult to identify the vehicle, such as a vehicle that is under provisional registration;
 - (4) Vehicles that may cause damage to other vehicles or the Parking Spaces;
 - (5) Vehicles loaded with hazardous substances, hazardous pollutants, or other substances that could cause damage to the body, life, or property of a third party; or
 - (6) Other vehicles that we determine to prohibit the use of the parking.
4. Notwithstanding the provisions of the preceding paragraph, the types of vehicles that can be parked for each Parking Spaces may vary, and we or the Host may determine the vehicles that are not allowed to be parked in the Parking Spaces. The Guest shall confirm the description of the Parking Spaces listed on the Parking Spaces Page and shall not reserve any Parking Spaces where there is a possibility that parking the Guest`s vehicle may not be possible. Even in the event, the Guest's vehicle cannot be parked in the Parking Spaces resulting from the violation of this Article; the Guest has the obligation to pay the Host the Usage Fee.

Article 20 (Usage Time of the Parking Spaces)

1. The usage time and days of the Parking Spaces shall be the usage time and days indicated in the respective post on the Parking Spaces Pages.
2. The Guest shall be free to park or take out its vehicle during the usage time indicated in the respective post on the Parking Spaces Page. Provided, however, that even if the vehicle is not parked during the reserved usage time, it shall be deemed that the Guest is using the Parking Spaces during the reserved usage time.
3. The Guest shall not park its vehicle other than during the reserved usage time or if the Guest is in breach of these Terms. If the Guest uses the Parking Spaces in excess of the reserved usage time, the Host may, after notifying the police, lock the vehicle by means of a chain or similar means, or move the such vehicle to other locations.

Article 21 (Method of Using the Parking Spaces)

1. The Guest and the Driver must park its vehicle on the dedicated parking lot which will be indicated by our designated parking cones at the Parking Spaces in accordance with the information that will be disclosed to the Guest after the reservation of the Parking Spaces is finalized. To avoid any damage to our designated parking

cones, the Guest must remove the parking cone to a safe location while the vehicle is parked at the designated Parking Spaces.

2. Notwithstanding the preceding paragraph, if the Parking Spaces is blocked with fences, ropes, chains, color cones, etc., and prevent unauthorized parking, the Guest shall use the Parking Spaces in accordance with the precaution and restriction applicable to such Parking Spaces.

Article 22 (Confirmation of Usage)

The Guest shall take photographs of each item listed below and shall transmit the said photographed images to the Site according to the methods designated by us, before the end of the reserved usage time of the Parking Spaces. The Guest shall ensure the photographed images do not infringe on privacy rights, portrait rights, or any other rights of any third party.

- (1) Pictures we can see the whole of the reserved Parking Spaces and the vehicle used; and
- (2) Picture we can see the number plate of the vehicle used.

Article 23 (End of Usage of the Parking Spaces)

The Guest shall place our designated parking cone back on the Parking Spaces when exiting the Parking Spaces.

Article 24 (Warranty Regarding the use of the Reserved Parking Spaces)

1. The Guest acknowledges and agrees that the reserved Parking Spaces may become unavailable due to (but not limited to) unauthorized usage by any person, natural disasters, inspections of facilities or other reasons and shall make a reservation for the Parking Spaces.

2. In the event that the Parking Spaces reserved by the Guest are unavailable or our designated parking cone is not installed; the following measures shall be taken.

- (1) The Guest will promptly inform CARSTAY that the reserved Parking Spaces is unavailable or that our designated parking cone is not installed.
- (2) We will communicate with the Guest either by electronic mail or phone call and the Guest will take all steps previously described over the phone.
- (3) In the event that the reserved Parking Spaces are deemed unavailable for the reasons stated in paragraph 1, we shall make the best effort to arrange an alternative parking lot (including, but not limited to, an alternative parking lot within the same area of the reserved Parking Spaces by such Guest). If the Parking Spaces is available but our designated parking cone is not installed, we will investigate and check the parking lot and will communicate with the Guest accordingly.

3. The Guest acknowledges and agrees that if we provided a substitute parking space for the Parking Spaces reserved by the Guest that become unavailable, no refund of the Usage Fee shall be made to the Guest. In the event, a substitute parking space cannot be arranged, or there are no parking spaces registered in the Service, we shall reimburse the Guest the Usage Fee.

4. Other than the warranty set forth in the preceding paragraph, CARSTAY shall not be liable for any damage or loss due to the failure of the Guest to use the reserved Parking Spaces.

Article 25 (Hands-On Activities)

1. The time and duration of the reserved Hands-On Activities shall be the time and duration indicated in the respective post on the Parking Spaces Page.

2. The Guest acknowledges and agrees that the reserved Hands-On Activities may become impossible to be provided due to the Host's inconvenience, such as the poor physical condition of the Host, or due to reasons not attributable to the Host, such as weather etc., when making a reservation for the Hands-On Activities.

3. In the event that the Host cancels the reservation for the Hands-On Activities for reasons not attributable to the Host, such as weather etc., we shall inform the Guest of that effect by email or notice on the Site and shall refund the Usage Fee.
4. Except as set forth in the preceding paragraph, in the event that the Hands-On Activities reserved by the Guest cannot be provided, the following measures shall be taken.
 - (1) Guest will promptly inform us of the unavailability of the Hands-On Activities;
 - (2) We will send a 'guide mail' to such Guest and the Guest will complete the procedures described in such mail;
 - (3) The Host will arrange an alternative provider of the Hands-On Activities.
5. In the event that an alternative provider of the Hands-On Activities cannot be arranged, we will reimburse the Usage Fee for the reserved Hands-On Activities.
6. Other than the warranty set forth in the preceding paragraph, CARSTAY shall not be liable for any damage or loss due to the failure of the Guest to participate in the reserved Hands-On Activities.

Article 26 (Changes and Cancellation)

1. If the Guest changes or cancels the scheduled date, time duration of the reserved Parking Spaces and/or Hands-On Activities ("Cancellation"), the Cancellation Fee for Spare Sharing may be charged in accordance with the following:
 - (1) There is no Cancellation Fee for Spare Sharing if Cancellation is made by 5:00 pm two (2) days before the scheduled date.
 - (2) The amount is equivalent to the full amount of the Usage Fee if Cancellation is made after 5:00 pm two (2) days before the scheduled date.
2. If the Guest does not use the reserved Parking Spaces and/or the Hands-On Activities without making any communication with the Host, the Guest shall be deemed to have canceled the reservation and the Cancellation Fee for Spare Sharing will accrue in full to the amount of the Usage Fee.
3. If the Guest uses the Parking Spaces outside the scheduled date and time or in breach of these Terms, the Guest shall pay all expenses incurred by the Holder due to reports on such or the use of a tow truck to move a vehicle from the Parking Spaces in addition to the Penalties for Sharing Spaces, a penalty amounted to three (3) times of the rate of the applicable hourly Usage Fee multiplied by the number of hours the vehicle parked in excess.

Article 27 (Action after Usage)

1. The Guest shall evaluate the Host that provided the Parking Spaces and/or the Hands-On Activities in the manner specified by us after the scheduled time of such Parking Spaces and/or Hands-On Activities.

The Guest shall remove all property (including but not limited to its vehicle) or any garbage from the Parking Spaces at the end of the usage time. Guest acknowledges and agrees that the Host shall have the right to remove any belongings or garbage left on the Parking Spaces in the event that Guest does not remove its property or garbage after the usage time. In this event, after the elapsed of one (1) month from the date of the formal demand by the Host requesting the Guest to remove its property or garbage, and notification to the Guest or an advance announcement by a notice board on the Parking Spaces; the Host shall have the right to allow a third-party dispose of such property or garbage.
2. Notwithstanding the provisions of the preceding paragraph, we shall, at our discretion, be entitled to cooperate with the Host or act on behalf of the Host to deal with neglected Guest`s property and garbage on a voluntary basis.

Article 28 (Miles (Sharing Space Service))

1. CARSTAY may award Miles to the Guest in connection with the use of the Parking Spaces or the Hands-On Activities in accordance with the Award Conditions set forth in Article 17.
2. The provisions of Article 17 shall apply to the Miles awarded pursuant to the preceding paragraph.

Chapter 5 Optional Services

Article 29 (Optional Services Contract)

The Optional Services Contract shall be deemed to have been executed between the Guest and the Host or the Holder (hereinafter collectively referred to as “the Optional Services Provider” in this chapter) at the time when the Guest applies, in the manner specified by us, to use the Optional Services posted on the Service and the registration of payment methods is completed. In such case, the parties to the Optional Services Contract shall be the Optional Services Provider and the Guest, and CARSTAY shall not be a party to the Optional Services Contract.

Article 30 (Actions Taken on the Scheduled Date and Time)

1. The Optional Services Provider shall, based on the Optional Services Contract with the Guest, prepare to provide the applicable Optional Services by the scheduled date and time if the Guest has made a reservation to use such Optional Services.
2. If a Driver’s License is required for the use of the Optional Services, the Optional Services Provider shall verify the identity of the Guest and the Driver in accordance with Article 16.2 hereof.
3. If the identity verification in the preceding paragraph is completed, the Optional Services Provider shall provide the Optional Services to the Guest after giving explanations regarding compliance rules and the Optional Services.

Article 31 (Actions Taken After the Scheduled Date and Time)

1. If, in connection with the use of the Optional Services, the Guest rents any items from the Optional Services Provider, the Guest shall return such items to the Optional Services Provider at the date, time, and place specified by the Optional Services Provider.
2. If, in connection with the use of the Optional Services, the Guest’s lost property or other follow-up response to the Guest becomes necessary, the Optional Services Provider and the Guest shall promptly contact each other and take appropriate action.

Article 32 (Warranty Regarding the Use of Optional Services)

1. When applying to use the Optional Services, the Guest acknowledges and agrees that the reserved Optional Services may become unavailable due to circumstances of the Optional Services Provider.
2. The Optional Services are provided by the Optional Services Provider, and CARSTAY makes no warranties as to the fitness for a particular purpose, expected value, merchantability, accuracy, usefulness, or completeness of the Optional Services.
3. Except in cases attributable to CARSTAY’s willful misconduct or gross negligence, CARSTAY shall not be liable for any damage or loss arising from the Guest’s inability to use the Optional Services as reserved or the non-conformance of the Optional Services to the Guest’s particular purpose.

Article 33 (Changes and Cancellation)

1. If the Guest changes the scheduled date and time for the reserved Optional Services or cancels the reservation with the Optional Services Provider (collectively, "Cancellation, etc."), an Optional Services Cancellation Fee will be charged in accordance with Articles 13 and 26.
2. If the Guest does not use the reserved Optional Services at the scheduled date and time without any prior notice to the Optional Services Provider, the Guest shall be deemed to have canceled the reservation, and a cancellation fee equivalent to the full amount of the Optional Services Fee will be charged.

Chapter 6 Matters Regarding Payment

Article 34 (Rights to Receive)

1. The Host and the Holder shall grant CARSTAY or any person designated by us in advance the right to receive the payment of any fee and/or the Cancellation Fee to be paid to the Guest based on the Service on behalf of the Host and the Holder (hereinafter referred to as "Rights to Receive")
2. The Host and the Holder shall agree in advance that they will comply with the terms of services separately provided by a person designated by us as set forth in the preceding paragraph.
3. The Host and the Holder acknowledge and agree that CARSTAY will refund the Service Fee in a case where the Host or the Holder is not able to provide the Service due to its circumstance but has an obligation to refund money. In the event that the Host or Holder is not able to provide the Service due to certain circumstances, the Host and Holder acknowledge that CARSTAY will refund the Service Fee to the Guest.

Article 35 (Payment by Guest)

1. Vehicle Sharing Service

The Guest shall pay the Contract Fee, the Contract Renewal Fee, the Sharing Fee (if Miles have been applied pursuant to Article 17, the amount after such application), the Cancellation Fee for Vehicle Sharing, the Penalty for Vehicle Sharing, the System Usage Fee, and the amount of money which is equivalent to the insurance premium set forth in Article 16.1 (all fees are inclusive of consumption tax) to CARSTAY.

2. Space Sharing Service

The Guest shall pay the Usage Fee, the Cancellation Fee of Space Sharing, and the Penalty for Vehicle Sharing (all fees are inclusive of compensation tax) involved under the Joint Use Contract with the Host to CARSTAY

3. Optional Services

The Guest shall pay the Optional Services Fee and the Cancellation Fee for Optional Services involved under the Optional Services Contract (all fees are inclusive of compensation tax) to CARSTAY

4. Payment method.

The credit card that is registered in the Site shall be used as a payment and settlement method for the payment and settlement of all fees prescribed in the three (3) preceding paragraphs or such payment and settlement shall be made in a manner separately specified by us.

Chapter 7 General Provisions

Article 36 (Personal Information)

CARSTAY shall appropriately manage personal information in accordance with the privacy policy separately set forth by us.

Article 37 (Input Data)

If we determine that the Input Data transmitted to the Service by the Member falls under any of the following items, we may suspend, delete, or modify all or part of the relevant Input Data without notifying the Member in advance.

- (1) violations of any laws and regulations;
 - (2) false, incorrect, or misleading to a third party;
 - (3) The Usage Fee is deviated from the market price;
 - (4) includes excessively violent or cruel expressions;
 - (5) includes computer viruses and other harmful programs;
 - (6) includes expressions which defame the reputation of CARSTAY, the Service, other Users or any other third parties;
 - (7) infringes the Intellectual Property Rights, right of portrait, right of privacy or any other right or interest of CARSTAY, the Service, other Users or any other third parties;
 - (8) advertises or publicizes services that compete with the Service;
 - (9) relating to entertainment and sex businesses such as 'girl's bars';
 - (10) includes the advertising of illegal acts such as chain mail, unlimited chain courses, etc.;
 - (11) includes obscene expressions;
 - (12) includes data intended to meet a third party who is not acquainted with it, regardless of sex or identity, or to commit indecent acts, etc.;
 - (13) includes an expression that promotes discrimination;
 - (14) includes expressions which encourage suicide or self-injurious behavior;
 - (15) includes expressions that facilitate the improper use of drugs;
 - (16) religious acts, religious organizations, political activities, or advertising political organizations;
 - (17) includes antisocial expressions;
 - (18) requests for the spread of information to third parties, such as junk mail, spam mail, chain mail, etc.;
 - (19) includes expressions that cause discomfort to others; or
 - (20) other items that we deemed inappropriate.
2. We shall not be responsible for; (i) any loss, leakage of the Input Data provided by the Member or (ii) damage due to the use of the Input Data other than for the purpose intended in the Site or the Service.
 3. We shall not be responsible for the restoration or compensation for damages due to malicious acts of any third party of the Input Data.
 4. We may store copies of the Input Data for the purpose of the provision and the promotion of the Service, and the recovery or restoration of our facilities.

Article 38 (Provision of Information)

1. When CARSTAY deems it necessary, we may request the Member to submit information on any matter related to the use of the Service (including the details of the Joint Use Contract between joint users, the matter related to the management of the Camping Vehicle and other matters related to the status of the sharing of the Camping Vehicle) and related document thereto (including documents as a base for the setting of the Sharing Fee)
2. If we make the request set forth in the preceding paragraph to the Member, the Member shall provide us with the information and submit the document as requested by us within the period separately determined by us and

in a manner specified by us. In such a case, the Member shall bear all costs related to the provision of such information and the submission of such documents.

Article 39 (Prohibition of Transfer and Pledge)

The Member shall not, without the consent of CARSTAY, assign, pledge or otherwise create any third-party rights or positions in these Terms, such as the right to access the Site and/or receive the Service.

Article 40 (Elimination of Antisocial Forces)

1. Both CARSTAY and the Member hereby express and covenant to the other party that they, or their representatives, managers, or persons with substantial management rights, do not fall under the Antisocial Forces and agree that they will not fall under the same in the future.

2. CARSTAY and the Member hereby pledge to each other that they will not perform any of the following acts.

- (1) to make a demand using violent means;
- (2) to make unreasonable demands that exceed legal liability;
- (3) to conduct threatening words or actions or use violence in connection with transactions;
- (4) to disseminate rumors, using fraudulent means or force to damage the reputation of CARSTAY or the Users, or interfere with the business of CARSTAY or the Users;
- (5) to cause a third party who is an Antisocial Forces to commit any of the acts set forth in the preceding items;
- (6) to fund Antisocial Forces for whatever purpose;
- (7) to conduct transactions with a third party knowing that the third party is involved in Antisocial Forces;
- (8) to conduct criminal acts or acts that violate public order and morals or the act of accessory to such acts; or
- (9) any other act equivalent to any of the preceding items.

3. In the event either CARSTAY or the Member falls under Article 40.1 hereof or commits or threatens to commit any act under any one of the items in the preceding paragraph, it shall immediately notify the other party thereof.

4. CARSTAY and the Member shall cooperate with each other in investigating whether or not there are any Antisocial Forces relationships and comply with any requests from the other party as long as they are objective and reasonable.

5. In the event that the other party breaches any of the preceding items, CARSTAY and the Member may immediately terminate any and all agreements concluded between us and the Member without any notice.

6. CARSTAY and the Member shall not be liable to compensate for any damage incurred by the other party due to the termination of the agreement pursuant to the provisions of the preceding paragraph.

Article 41 (Intellectual Property Rights of the Site and the Service)

1. The Users acknowledge and agree that the Intellectual Property Rights of all or part of the systems and software created to provide the Service shall exclusively belong to CARSTAY and it is protected by Japanese and international copyright laws, treaties on copyrights, and adjacent rights and other laws of Intellectual Property Rights ("Relevant Laws"). Therefore, Member shall not reproduce, modify, distribute or lend the system and software or use such system and software beyond what is permitted by these Terms. In addition, the Users shall not use any trademarks (including service marks) owned by us without our prior consent.

2. The Users represents and warrants to CARSTAY that it has the lawful right to transmit or post such Input Data by entering, registering or otherwise and that the Input Data does not infringe any Intellectual Property Rights, title, portrait, reputation, privacy or any other right of any third party.

3. The copyright of the Input Data shall belong to the Users who made such transmission or posting, and we shall not acquire any copyright to such Input Data. Provided, however, that we shall have the exclusive right to use, reproduce, modify, automatically transmit to the public and make transmittable (including to be done by a third party licensed by CARSTAY) the Input Data, free of charge, for an indefinite period and not limited to a region, to the extent necessary for the provision, maintenance, improvement of the Service or development of new services.

4. Pursuant to the preceding paragraph, the Users agrees that it will not exercise its moral right against us and any person who succeeds or is granted the right to use from us

Article 42 (Prohibited Acts)

The Users shall not engage in any of the following:

- (1) Acts that infringe these Terms;
- (2) Acts that violate, may encourage to violate or may possibly violate the Japanese Road Traffic Act and the provisions of other laws and regulations (including laws and orders as well as ordinances and regulations);
- (3) Acts that violate, may encourage to violate or may possibly violate public order, morals, or common sense;
- (4) Acts that we judged those infringe, encourage to infringe or may possibly infringe any property, honor, social reputation, privacy, portrait rights, publicity, and any other rights of CARSTAY, another Users or a third party;
- (5) Acts of disclosing or requesting for disclosure of information that should belong to the confidentiality of CARSTAY, another Users or a third party;
- (6) Falsify or remove any information that belongs to CARSTAY, another Users or a third party;
- (7) Acts that induce CARSTAY, other Users or third parties to access other websites;
- (8) Transmitting unauthorized programs to CARSTAY, another Users or a third party including the Guest, or attempting unauthorized access to other computer systems or networks;
- (9) Decompiling, disassembling, reverse engineering or the like of the software system created by CARSTAY without authorization;
- (10) Interfering with the Site or the Service or network systems associated with the Site or the Service;
- (11) Any unauthorized secondary use or reproduction of the Site which is used, diverted, resold, reproduced, transmitted, translated or modified from the Site and the Service, in whole or in part;
- (12) Any act to exploit the Site and the Service, in whole or in part, for commercial purposes, any unlimited chain course, any multi-commercial act, or any act similar thereto;
- (13) Acts where the Member, whether directly or indirectly, communicates with another Member based on the information posted in the Member's My Page, and makes a transaction with such another Member without the use of the Site or the Service;
- (14) The Holder unreasonably refuses the use of the Camping Vehicle by the Guest who has executed the Joint Use Contract with the Holder;
- (15) Acts where the Holder requests the Guest for the payment of the Contract Fee, the Contract Renewal Fee, the Vehicle Sharing Cancellation Fee and the Sharing Fee which are higher than those set forth in this Terms;
- (16) Acts where the Holder requests the Driver for money, any property, or the provision of services;
- (17) Acts where the Guest uses the Service for business purposes (including acts where the Guest lends third parties the Camping Vehicle and other vehicles) or for other purposes that CARSTAY deems inappropriate;
- (18) Acts where the Guest causes trouble to any third party including the Holder, such as making noise, throwing garbage, or draining water in the Camping Vehicle, or causes or is likely to cause damage to any

third party including the Holder;

(19) Acts where the Guest destroys the natural environment;

(20) Acts where the Guest changes the status quo such as disassembling, furnishing, remodeling or processing of the Camping Vehicle or items loaded into the Camping Vehicle;

(21) Acts where the Guest destroys, stains, breaks, or losses the Camping Vehicle or items loaded into the Camping Vehicle;

(22) Acts where the Guest directly or indirectly deals with the Host on the information posted on the Parking Spaces Pages, without the use of the Site or the Service;

(23) Acts that cause inconvenience, or damage or likely to cause damage to the Parking Spaces, the Host or any third party, such as parking an idling vehicle, generates noise, abandoning garbage, drinking, washing cars, using a public power or water supply without permission, camps on the place not permitted, drain, use generators, etc.;

(24) Acts where the Guest uses the Parking Spaces that the Guest has not reserved;

(25) Acts where the usage of the Optional Services by the Guest violates the usage method as specified in each Optional Service;

(26) Any and all authorized activities (including but not limited to sales activities, advertising, fundraising activities, and signature campaigns) other than parking and lodging in the Parking Spaces;

(27) Acts that interfere with the operation or use of the Site and the Service;

(28) Other acts that CARSTAY deems inappropriate;

(29) Acts where the Guest transmits, posts or makes linkage to images or documents containing or suggesting obscenity or child abuse, otherwise post an image, language or expressions which people feel uncomfortable with;

(30) Acts of an election campaign or the like, or acts that inviolate the Public Offices Election Law or other similar act thereto;

(31) Acts of writing bank account numbers at a place where multiple Users can view them;

(32) Acts that impersonate other Users in using the Service; or

(33) Any other acts that we deemed inappropriate.

Article 43 (Discontinuation)

1. CARSTAY may temporarily suspend the provision of the Site and the Service without prior notice to the Users, in the event of any of the following items occurring: Further, in addition to those prescribed in these Terms, if it is determined that maintenance of the Site and the Service is to be scheduled, we will notify thereof on the Site. We shall not be liable for any damage incurred to the Users or any third party caused by such discontinuation.

(1) In the event that we determine that the provision of the Service needs to be interrupted due to system maintenance, system failure response, or other technical reasons;

(2) In the event that a change or an extension of a function is made to the Site or the Service; or

(3) Any other circumstances that we determine necessary to suspend or terminate.

2. In the event of the preceding paragraph, we have the right to appoint a subcontractor to conduct the maintenance and other measures.

In such cases, we shall assume all responsibilities for the selection and supervision of the subcontractor, except where such subcontractor is appointed by the Users.

Article 44 (Change or Termination of the Site and the Service)

1. CARSTAY reserves the right to change (including version upgrades) or terminate the Site or the Service, in whole or in part, at any time. In the event any damage is caused to the Users or any other third party as a result of such change or termination, we shall not be liable for such damage other than what is provided in these Terms.
2. In the event of any change or termination of the Site or the Service, in whole or in part, we shall notify the Users by displaying on the Site, at least three (3) months prior to such change or termination. Provided, however, that in the event that we change or terminate the Site or the Service due to unavoidable circumstances such as unforeseeable circumstances, laws and regulations, or natural disasters, and the advance three (3) month notice is impossible, we shall promptly notify the Users of such fact after the event.
3. In the event of any change or termination of the Site or the Service, in whole or in part, we shall not refund any Usage Fee paid for the period after the date of such change or termination.

Article 45 (Suspension of the Site and the Service due to Force Majeure)

CARSTAY may suspend the Site and the Service or take any other necessary measures without giving notice to the Users, in the event of any of the following items occur. The Users acknowledges and agrees that CARSTAY shall not be liable for any damage incurred by the Users or any other third party arising from such suspension other than provided in these Terms.

- (1) Over-access or other unexpected factors that cause the system to be concentrated;
- (2) In the event that needs to ensure the security of the Users is necessary;
- (3) Where the provision of all or part of the service provided by a third party is temporarily suspended or interrupted;
- (4) Where the telecommunications carrier's services are not being provided;
- (5) The provision of the Service is difficult due to natural disasters, fires, power outages, or other force majeure;
- (6) When the provision of the Service is made difficult due to wars, conflicts, riots, insurrections, labor disputes, contagious disease etc.;
- (7) If the Service becomes inoperable due to any law or regulation or any action based thereon; or
- (8) Any other circumstances that we determine necessary.

Article 46 (Withdrawal of Membership)

1. The Member may withdraw its membership from the Service at any time in the manner as may be designated by us and then the contractual relationship between CARSTAY and the Member shall terminate, except where the Member's contractual relationship survives with another Member and there is an outstanding or unpaid transaction.
2. In the event that the Member withdraws its membership from the Service and the Member has a debt owed to us, the Member shall forfeit the benefit of time and shall promptly make all payments due to us.
3. Even after the Member withdraws its membership from the Service, the Member shall not be relieved of any and all obligations and liabilities (including, but not limited to, damages) against us or third parties with respect to these Terms and any contract.
4. The handling of information provided by the Member after withdrawal shall be governed by the provisions of Article 49 hereof.
5. If the Member wishes to continue using the Service after withdrawal, the Member must register to the Service as a new Member. The Member acknowledges and agrees that all data before its withdrawal will not be handed

over after the reregistration to the Service.

Article 47 (Cancellation of Membership)

1. In the event that we determine that the Users fall under any of the following items, we may cancel the membership of such Users, suspend the use of the Service, or deny access to the Site without prior notice.

- (1) In the event of a violation or a high probability of violation of laws or regulations (including laws and orders as well as ordinances and regulations) or these Terms;
- (2) Where the Users commits or is likely to commit a wrongful act;
- (3) Where the Users provide false information when registered for the Service;
- (4) Where the Users lack the qualification of membership set forth in Article 6;
- (5) Where the Users causes any trouble regardless of whether in good faith, bad faith or negligence, to us, another Users or any third party;
- (6) Where the Users cause inconvenience regardless of whether in good faith, bad faith or negligent, to us, other Users, or a third party; or
- (7) Any other circumstances interfering operation of the Site.
- (8) Where the Users failed to fulfill its obligations under these Terms.
- (9) Where the location of the Users is unknown or cannot be communicated.
- (10) In the event of attachment or disposition for failure to pay, declaration of bankruptcy, adjudication for commencement of curatorship, or adjudication for commencement of guardianship, brought against the Users.
- (11) Where a petition for bankruptcy, civil rehabilitation, corporate reorganization, or special liquidation, is filed against the Member.
- (12) Where the Member is subjected to a disposition to suspend transactions with a clearinghouse or to a disposition for seizure or delinquency.

2. In the event that the membership is canceled pursuant to the provisions of the preceding paragraph, the contractual relationship between CARSTAY and the Member shall terminate, and we shall not be liable for any damage incurred to the Member resulting therefrom.

Article 48 (Settlement upon Termination of Terms)

1. Upon termination, we shall not return any money already received from the Member.
2. If there is any remaining debt owed to us by the Member at the time of termination, the Member shall forfeit the benefit of time and shall promptly pay in accordance with our request. In such cases, these Terms shall be applicable to the calculation of the remaining debts and credits. If it is not stipulated in these Terms, payment shall be made in accordance with our instructions.

Article 49 (Data at Termination)

In the event of termination of the Contract between us and the Member, we shall be entitled to delete all or part of the information and content related to the Member. The Member acknowledges that we shall not respond to any request for the provision of the Guest`s information after the termination of these Terms.

Article 50 (Indemnification)

1. We do not warrant that (i) the Site and the Service will meet the particular purpose of the Users, have the expected functions, product values, accuracy, and usefulness; (ii) the Site and the Service have the expected functions or performances of the Users regardless of environments of provision or use of the Site or the Service;

(iii) the use of the Site or the Service conforms to laws, regulations, or internal rules of industry associations applicable to the Users; and (iv) there will be no failure of the Site and the Service.

2. Other than provided in these Terms, we do not warrant that the information or data obtained by the Users through the Service is accurate, reliable and useful.

3. Other than provided in these Terms, we shall not be liable for any damages incurred by the Users arising out of any delay, suspension, change, discontinuation, termination or registration of the Service or loss or leakage of any information or data.

4. We shall not guarantee that the content associated with the Site and the Service contains no hazardous material. Furthermore, even in the event of problems occurring with the Site and the Service, it is not guaranteed that we will repair or remove the viruses or other harmful elements. We also shall not be liable for any direct or indirect damages or losses caused by the repair or viruses or other harmful elements.

5. We shall not guarantee that the Site or the Service supports all the information terminals, and the Users shall acknowledge in advance that the Site or the Service may fail due to the upgrading of the operating system of the information terminals. We shall not guarantee that such failure will be remedied by modification of our programs in the event of such failure.

6. To be able to access the Site and use the Service, the Users shall, at its own expense and responsibility, prepare, purchase, transfer, or conclude any contracts for any equipment or communication services.

We shall not be directly or indirectly liable for any damage caused by the Users' communication environment unless there is a willful intention or gross negligence on our part.

7. Although the Site may be linked to sites managed and operated by third parties, such links are provided only as part of the provision of information to the Users and the contents of the linked sites are not the responsibility of CARSTAY.

The Users acknowledge that in accessing the linked site, it shall comply with and adhere to the usage rules of such site.

8. We shall not make any warranty with any advice, support, etc. which may be given to the Member.

9. In the event that Guest suffers damage by another Member or any other third party as a result of the use of the Service, we shall not be liable for any damage whatsoever, except as set forth in these Terms.

10. Notwithstanding the provisions of the preceding paragraphs, if damage occurs to the automobile owned by the Holder, which was used under a shared use contract, for reasons other than accidents, and if we are able to receive an insurance payout under the insurance contract that we separately concluded with the insurance company, we shall pay the amount equivalent to the insurance payout to the Holder only if all conditions separately set by us are met.

Article 51 (Damages)

1. Except as a result of our willful misconduct or gross negligence, we will not be liable for any damage, including, but not limited to, damage to the Camping Vehicle, items relate to the Optional Services, and items loaded in the Camping Vehicle, hardware, other software, failure, etc. (that occurs directly or indirectly) incurred by the Users as a result of the Site or the Service under the Terms, nor will we be liable for any ordinary, special, extended or consequential damages, including loss of the Users' profits and any damages based on a claim from a third party.

The total amount of any liability that we may owe to the Users for any reason under these Terms shall be the amount of money actually paid or has been paid by the Users pursuant to these Terms in the fiscal year when the first damage has occurred, or the amount of money actually paid or have been paid by the Users pursuant to the Service for a period of six (6) months prior to the occurrence of the first damage, whichever is lower.

2. Notwithstanding the provisions in the preceding paragraph, in the event that benefits are paid to the Guest or the Driver pursuant to Article 16.1 hereof, CARSTAY shall be liable for the damage arising from events that cause such benefits, to the extent that is covered by such benefits.

3. In the event that we suffer any direct or indirect damage due to the Users' infringing these Terms, the Users shall be obliged to compensate for such damage, whether or not these Terms have been terminated.

Article 52 (Late Payment)

In the event that the Users fail to full fill its payment obligation under these Terms by the due date designated by us, the unpaid amount shall be subject to a late payment charge at a rate of 14.6% per annum and shall be calculated on a prorated daily basis.

Article 53 (Disputes between the Users)

The Guest shall at its own responsibility and expense, settle any damage caused by any third party including another Member, in the use of the Service

Article 54 (Assignment of the Site and the Service)

In the event that CARSTAY transfers its business relating to the Site and the Service, we shall be able to also transfer its Service Operation, its status, rights and all obligations under these Terms, in addition to the Users' information and other data to the transferee, and the Users hereby agrees thereto in advance.

Article 55 (Survival)

The provision of Articles 7.4, Article 9, Article 12.3 and Article 12.4, Article 13, Article 15.2 to Article 15.4, Article 16, Article 17.3 (3) and (4), Article 17.4 (3), Article 17.5, Article 20.3, Article 24.4 Article 25.6, Article 26, Article 27.2 and Article 27.3, Article 32.3, Article 33.2, Article 34 to Article 39, Article 40.2 and Article 40.6, Article 41, Article 43 to Article 45, Article 46.2 to Article 46.5, Article 47.2, Article 48 to Article 57, and any other provisions that by their nature should naturally exist shall survive the termination of these Terms.

Article 56 (Severability)

1. If any provision of these Terms or portion thereof is found to be invalid or unenforceable under the Japanese Consumer Contract Act or any other laws or regulations ("Invalid Portion"), the remainder of these Terms shall continue in full force and effect. CARSTAY and the Member shall endeavor to provide legitimacy to the Invalid Portion, correct Invalid Portion to the extent necessary to make the Invalid Portion enforceable and bring the same legal and economic effects initially intended or contemplated by the original provisions.

2. Even if any provision of these Terms or portion thereof is determined to be invalid or unenforceable in relation to certain Users, the validity of thereof shall not be effected in Terms in relation to the Users.

Article 57 (Governing Law and Jurisdiction)

These Terms and the relationship between the Users and CARSTAY shall be governed by the laws of Japan. In the event of any dispute arising in connection with the use of the Site and the Service, Tokyo Summary Court or Tokyo District Court shall be the agreed exclusive jurisdictional court of first, depending on the amount of the suit.

Article 58 (Language)

These terms are made in Japanese and translated into English. The Japanese text is the original and the English text is for reference purposes. If there is any conflict or inconsistency between these two texts, the Japanese text shall prevail.

Supplementary Provisions

1. The amendments to these Terms shall take effect at 10:00 a.m. Japan Standard Time on November 4, 2026 (hereinafter referred to as the “Effective Time”).
2. Miles shall be awarded on or after the Effective Time. Miles to be awarded on the basis of reservations or other transactions made before the Effective Time (including the Carstay Miles launch bonus) shall also be awarded on or after the Effective Time.