

KOJ BASE Cancellation Policy

Campervan Rental

1 Purpose and Scope

KOJ BASE (hereinafter referred to as the “Operator”) has a limited fleet of campervans. Once a reservation is confirmed, the Operator cannot accept reservations from other customers for the same period and undertakes vehicle maintenance, cleaning, preparation of equipment, and preparations for vehicle handover. Accordingly, if a customer cancels a reservation for reasons attributable to the customer, the Operator shall charge a cancellation fee in accordance with the conditions set out below.

By obtaining the customer’s agreement to this Cancellation Policy when the customer applies for a reservation, this Policy becomes part of the terms of the agreement relating to the reservation.

2 Reservation Applications and Confirmation

For the purposes of this Cancellation Policy, a reservation is “confirmed” when the Operator has reviewed and accepted the reservation application and the required payment has been completed by the deadline specified by the Operator.

No cancellation fee shall be charged before the Operator accepts a reservation or if the reservation is not confirmed because payment has not been completed by the payment deadline.

Confirmation of a reservation is distinct from formation of the Rental Agreement. The Rental Agreement shall be formed on the rental commencement date when identity verification, inspection of the original driving licence and other required documents, explanation of important matters, the safety briefing, the pre-rental inspection, verification of the vehicle, payment of charges, and all other procedures prescribed by the Operator have been completed and the Operator has delivered the vehicle.

3 Cancellation Fees for Standard Reservations

The following cancellation fees apply to rentals of fewer than 7 consecutive days.

Date Cancellation Notice Is Received	Cancellation Fee
15 or more days before the departure date	No charge
14 to 8 days before the departure date	20% of Total Reserved Charges
7 to 4 days before the departure date	30% of Total Reserved Charges
3 to 2 days before the departure date	50% of Total Reserved Charges
The day before the departure date	80% of Total Reserved Charges
On the departure date	100% of Total Reserved Charges
Cancellation without notice	100% of Total Reserved Charges

4 Cancellation Fees for Long Term and High Season Reservations

The following cancellation fees apply to rentals of 7 or more consecutive days, or to reservations that include Golden Week, the Obon holiday period, the year-end and New Year holiday period, or any other period designated in advance by the Operator as high season.

Date Cancellation Notice Is Received	Cancellation Fee
31 or more days before the departure date	No charge

Date Cancellation Notice Is Received	Cancellation Fee
30 to 15 days before the departure date	20% of Total Reserved Charges
14 to 8 days before the departure date	30% of Total Reserved Charges
7 to 4 days before the departure date	50% of Total Reserved Charges
3 to 2 days before the departure date	80% of Total Reserved Charges
The day before the departure date	90% of Total Reserved Charges
On the departure date or cancellation without notice	100% of Total Reserved Charges

Periods treated as high season shall be published in advance on the Operator's website.

5 Total Reserved Charges

"Total Reserved Charges", which form the basis for calculating cancellation fees, means the total of the vehicle rental charges fixed at the time the reservation is confirmed and the charges for paid options requested when the reservation was made.

The following are excluded from Total Reserved Charges:

- Security deposits and other sums held on the basis that they will be returned.
- Extension charges, Non-Operation Charges (NOC), repair costs, cleaning costs, fuel costs, and other costs arising after the rental commences.
- Charges for paid options arranged by the Operator through third parties, where cancellation of the reservation does not result in an obligation for the Operator to pay the relevant third party.

Where a security deposit is held, the Operator may deduct the cancellation fee from the deposit to be returned and refund the remaining balance.

6 Changes to Reservations

Customers wishing to change the departure date, return date, rental period, or other reservation details shall notify the Operator in advance and obtain its approval. Changes may not be approved due to vehicle availability or other circumstances.

This Cancellation Policy may apply to changes that are substantively equivalent to cancellation of the original reservation, including a change to the rental start date or a substantial reduction in the rental period.

7 Weather and Natural Disasters

The standard cancellation fees shall apply to cancellations due to ordinary rain, temperature conditions, changes to travel plans, or other reasons attributable to the customer.

However, if the Operator determines that a typhoon, earthquake, torrential rain, or other serious natural disaster or similar event makes rental or safe operation of the vehicle substantially difficult, the Operator shall address waiver of cancellation fees, changes to dates, refunds, or other arrangements on a case-by-case basis. In principle, the following circumstances shall be treated as falling within this provision:

- An emergency warning or warning for violent winds, windstorms and rainstorms, heavy rain, or heavy snow has been issued for the departure location, return location, or principal area in which the vehicle is scheduled to be driven.
- Road closures or traffic restrictions affect a principal route.
- A typhoon is reliably expected to approach or make landfall in Kagoshima Prefecture on a scheduled rental date.

8 Cancellation or Suspension of Flights Trains Ferries and Other Transport

If a customer is unable to come to the Operator's premises due to the cancellation or suspension of flights, trains, ferries, or other public transport services, the customer shall provide documentation confirming the cancellation or suspension. Changes to dates or the treatment of cancellation fees shall be discussed on a case-by-case basis.

Cancellation fees are not automatically waived solely because a transport service is cancelled or suspended.

9 Inability to Verify Driving Eligibility or Required Documents

Regardless of whether a customer is Japanese or a foreign national, the Operator cannot rent out the vehicle if, for reasons attributable to the customer, the customer is unable to prepare and present the valid driving licence, International Driving Permit, foreign driving licence, passport, Japanese translation, or other documents required by the Operator to establish eligibility to drive the relevant vehicle, or if the customer does not meet the rental conditions prescribed by the Operator.

If these circumstances become apparent on the rental commencement date and the vehicle cannot be rented out, the reservation shall, in principle, be treated as a same-day cancellation for reasons attributable to the customer.

This shall not apply, however, if the Operator had reviewed the documents in advance and advised that there were no issues, but the vehicle cannot be rented out due to an error in the Operator's review.

Holders of foreign driving licences should pay particular attention to the following points. If anything is unclear, please contact the Operator before making a reservation.

Item to Verify	Requirements
Use of an International Driving Permit	Only permits in the format prescribed by the Geneva Convention are accepted. The permit must be within one year of its date of issue, and use must be within one year of the date of landing in Japan.
Use of a foreign driving licence with a Japanese translation	Only driving licences issued in Switzerland, Germany, France, Belgium, Monaco, or Taiwan are accepted. The Japanese translation must have been prepared by the administrative authority of the issuing country, its embassy or consulate in Japan, JAF, the Taiwan–Japan Relations Association, the German Automobile Club (ADAC), ZIPLUS Co., Ltd. (for Taiwanese driving licences only), or the Japan Automobile Drivers Support Association. Use must be within one year of the date of landing in Japan.
Persons registered as residents in Japan	If a person re-enters Japan less than three months after leaving Japan, that landing date does not constitute the starting date of the period during which the person is permitted to drive (Article 107-2 of the Road Traffic Act). In such cases, the person may not drive in Japan even if they hold an International Driving Permit. When making a reservation, please advise whether you are registered as a resident in Japan and provide your most recent departure and entry dates.

10 Other Grounds for Refusal of Rental

The same treatment as in Section 9 above shall apply if a customer is considered to be under the influence of alcohol, fails to meet the conditions of the driving licence (such as the requirement to wear corrective lenses), has a suspended driving licence, or falls within any other ground for refusal of rental specified in the Rental Terms and Conditions.

11 Inability to Provide the Vehicle for Reasons Attributable to the Operator

If the reserved vehicle cannot be provided due to an accident, breakdown, a serious safety defect, or any other circumstance attributable to the Operator, all charges already paid for the relevant rental shall be refunded. If a suitable replacement vehicle is available, the Operator may offer it with the customer's consent.

In such cases, the Operator's liability to the customer for damages shall be limited to an amount equivalent to the rental charges for the relevant rental, except where the loss is caused by the Operator's wilful misconduct or gross negligence.

12 Cancellation Notices and Time of Receipt

Cancellation notices may be submitted 24 hours a day by email or through the designated form on the Operator's website. Telephone notices should be made during business hours, from 9:30 to 18:00.

The date and time used to calculate the cancellation fee shall be the date and time at which the Operator receives the cancellation notice.

13 Refunds

The Operator shall refund the balance of charges already paid after deducting the applicable cancellation fee and the following costs:

- Any non-refundable payment processing fees paid to the payment service provider shall be borne by the customer.
- Bank transfer fees for refunds made by bank transfer shall be borne by the customer.

If payment was made by credit card or a similar payment method, the refund shall, in principle, be made using the original payment method. The time at which the refund is reflected will depend on processing by the payment service provider, card issuer, or other relevant party.

14 Basis for Calculation of Cancellation Fees

The cancellation fees set out in this Cancellation Policy have been established taking into account the loss of rental opportunities resulting from the inability to accept other customers' reservations after confirmation, the costs of vehicle maintenance, cleaning, equipment preparation and vehicle handover preparation, and the costs of reservation management and payment processing. Customers wishing to receive an outline of the basis for calculation should contact the Operator using the details in Section 15 below.

15 Applicable Laws and Contact Details

This Cancellation Policy shall be applied in accordance with the Consumer Contract Act and other applicable laws and regulations. If all or any part of the cancellation fees or other provisions is invalidated or restricted by law, those provisions shall apply only to the extent permitted by law.

Matters not provided for in this Cancellation Policy shall be governed by the Operator's Terms and Conditions for the Rental of Privately Owned Motor Vehicles.

Operator	福田 孝裕 / TAKAHIRO FUKUDA (trading as KOJ BASE)
Address	1-10-10 Kokubu Shinmachi, Kirishima City, Kagoshima 899-4351, Japan
Telephone	090-7151-8181 (Hours: 9:30–18:00)
Email	koj.base@gmail.com

Date of Adoption 25 September 2026