

Road Services Terms of Use

Chapter 1 General Provisions

(Scope of application)

Article 1

- 1) This Agreement applies to all road services (hereinafter JAF Road Services or Road Services) carried out by Japan Automobile Federation (JAF) (hereinafter JAF). Matters that are not stipulated in this Agreement shall follow Japanese law or ordinary practices.
- 2) JAF Road Services shall be used in agreement to these Terms of Use. When using Road Services, the user is deemed to agree to these Terms of Use.

(Amendments to this Agreement)

Article 2

- 1) Without contradiction to the purpose of these uses of Road Services and where it is necessary, under circumstances within reasonable range, JAF may revise these Terms of Use.
- 2) When there is an intention by JAF to revise these Terms of Use, users will be notified of the contents of the revised Agreement and the effective date in advance, through postings on the JAF website and members' bulletin.
- 3) When using the JAF Road Service after the effective date of this revised Agreement, the user shall be deemed to have accepted the amendment of this Agreement.

Chapter 2 Description of Road Services

(Road Service system and area of service)

Article 3

- 1) JAF Road Services will be carried out by JAF or a garage entrusted by JAF (hereinafter Contracted Garage).
- 2) JAF Road Services are offered in all areas of Japan with the exception of some remote islands. Please enquire separately for JAF Road Services in remote islands.

(Eligible vehicles)

Article 4

Vehicles eligible for JAF Road Services shall be as specified in Appendix 1 "Vehicles eligible for road services".

(Description of Road Services and range of work)

Article 5

- 1) Road Services are relief services provided when obstacles prevent a car from being

driven. JAF Road Services consist of the following:

(1) On-site emergency work

- i. Unlocking the door when key is locked inside or lost
- ii. Refueling when fuel runs out
- iii. Spare tire replacement or emergency repair of punctured tire
- iv. Inspection and emergency measures for flat battery or battery malfunction
- v. Pulling out a stuck vehicle (when it cannot escape a snowy road surface, sandy beach, or other stuck situation without help)
- vi. Relief of wheel in the ditch or fallen vehicle
- vii. Other work that can be completed on site within 30 minutes

(2) Towing and transport

When the vehicle is unable to run on its own due to breakdown or accident and restoration is deemed difficult with on-site emergency relief, upon consultation with the user, the vehicle will be towed or transported to the nearest car dealer or a location designated by the user.

(3) Advisory service by phone or email regarding method of vehicle operation and the like.

A service that provides necessary advice by telephone or email regarding the operation of vehicles (including functional operation), trouble handling vehicles, inquiries, or consultation.

- 2) When providing road services prescribed in (1) and (2) in the preceding paragraph on expressways, in order to secure work safety, two vehicles will be dispatched as a general rule and one will be used to warn vehicles coming from behind.

Chapter 3 Use of Road Services

(Use of JAF Road Services by members)

Article 6

- 1) As long as they are in vehicles that correspond to the eligible vehicles in Appendix 1 “Vehicles eligible for road services”, individual and family members of JAF may use JAF Road Services as a JAF member regardless of whether they are driving the vehicle or riding as a passenger and regardless of whether or not the car is registered in their name – their own car, a company car, or a rented car.

However, members may not use JAF Road Services when they are traveling as passengers in a bus, taxi, or other business vehicle, when the target vehicle is a product belonging to a business or for a product, or when the vehicle is entrusted due

to parking or storing for the purpose of business or being land-transported.

- 2) Corporate members using vehicles with the vehicle identification number or vehicle number (hereinafter Vehicle Number) submitted to JAF may use JAF Road Services as JAF members. (For corporate members who are rental car members, this includes use of the registered car by the renter of the car who has permission to use a rental car membership card in accordance with the provisions of Article 6 of the “Rental Car Membership Agreement”. The same shall apply hereafter.)
- 3) Members planning to use JAF Road Services as JAF members must present their JAF membership card or JAF digital membership card (hereinafter Membership Card) at the relief site where Road Services are being provided. Users who do not present their Membership Card will be treated as non-members.

(Use of JAF Road Services by the general public)

Article 7

The general public may use JAF Road Services as long as there is no interference with the use of JAF Road Services by members.

(Requesting JAF Road Services)

Article 8

- 1) Users requesting JAF Road Services shall provide information regarding failure of the car and other information necessary in order to provide Road Services.
 - (1) User’s name, address (company address for corporate members), and contact
 - (2) If the user is a JAF member, membership number
 - (3) Information regarding vehicle (manufacturer, car name, vehicle number)
 - (4) Telephone number, email address, or other information so that the person requesting relief can be contacted
 - (5) Details of the relief request
 - (6) Information regarding relief location
 - (7) Other information necessary for the use of Road ServicesRequests can be made by telephone or from a dedicated smartphone app provided by JAF, or from the JAF website.
- 2) After the request is made, if it becomes unnecessary to use the Road Service, cancellations can be made by telephone or the smartphone app the website before JAF arrives.

(Precautions and requests regarding use of JAF Road Services)

Article 9

When using JAF Road Services, users are asked to cooperate and understand the following points, for smooth service.

- (1) Implementing safety measures

In the case of a breakdown or accident on the road, please use a stop sign or warning reflectors as safety measures to prevent secondary accidents.

Particularly, it is extremely dangerous to stop on the expressway. Please wait outside the guardrail until a road service patrol vehicle arrives.

(2) Road Services on expressways

Because of the danger of working on expressways, it may take time to take proper measures necessary to ensure work safety.

(3) Contacting related parties

When Road Services are provided in locations managed by a third party or when Road Services are provided on a vehicle owned by a third party, be sure to contact the relevant person (manager of the facility or owner of the vehicle) to obtain consent.

(4) Puncture repair

Puncture repair of a tubed tire or front tire of a two-wheeled vehicle may not be possible on site. If applicable, please provide this information when requesting Road Service.

(5) Road Service use at home or in parking lots

When Road Service is needed at a home or parking lot, the type of work vehicle dispatched for relief may be limited.

(6) Response during concentrated relief requests

When there is a sudden increase in requests for relief due to heavy rain, heavy snow, disaster, and so on, telephones may not connect easily and it may take time for road service patrol vehicles to arrive on site, or depending on road conditions, may not be able to arrive.

(Matters to be observed by users)

Article 10

When using JAF Road Services, users should observe the following matters:

(1) Follow staff instructions and cautions.

(2) In addition to being in attendance during Road Service work, cooperate when necessary, for smooth and appropriate Road Services.

(3) If the owner of the car is absent when unlocking the door, present a driver's license, vehicle inspection certificate, and any other documentation to confirm the identification of the person present, as requested by staff.

Chapter 4 Implementing Road Services

(Implementing Road Services)

Article 11

- 1) JAF will comprehensively check the vehicle's faulty condition, location of fault, and other vehicle conditions based on the user's relief request and strive to provide optimum services according to the situation by judgment of the staff.
- 2) Pursuant to Article 6, Paragraph 1 proviso, if the circumstances dictate that a member cannot use Road Services or when it is deemed that the situation falls under "when Road Services cannot be used" stipulated in each item under Article 14, JAF may refuse Road Services at relief locations.
- 3) In the process of providing Road Services, if it is inevitable and predicted that there is a possibility of damage to the body of the car for example, the user may be requested to sign a document exempting JAF for damage liability.

(Confirmation at completion of Road Service)

Article 12

When the user confirms that Road Service has been completed, the user shall sign a document of completion provided by JAF.

(Fees, etc. for Road Services)

Article 13

- 1) JAF Road Services for members shall be free of charge to a certain extent and services in excess charged as stipulated in Appendix 2 "Road Service Charges".
- 2) When those who have not joined as members use JAF Road Services, all serviced will be charged fees as stipulated in Appendix 2 "Road Service Charges".
- 3) Notwithstanding the provisions of the preceding two paragraphs, when parts exchanges, oil and grease, fuel costs, and other expenses are incurred when using JAF Road Services, the costs corresponding to the actual expenses shall be borne separately from the usage fee.

In addition, if additional fees such as parking, round-trip boarding fees for a car ferry, and the like become necessary before the Road Service vehicle arrives, these costs shall be borne separately.

Article 14

- 1) When any of the following apply, Road Services cannot be provided, whether they are members or have not yet joined as members.
 - (1) When there is a risk of violating Japanese laws and ordinances.
 - i. Illegally modified vehicles or those without official license plates (including temporary license plates or manufacturer license plates).
 - ii. Expired inspection certificate, unless, however, an unavoidable circumstance such as hindering traffic if left unattended, within the

allotted period of compulsory automobile liability insurance.

- iii. The user of the car is in violation of the Japanese laws and ordinances, such as unlicensed driving or drunk driving, or there is a risk of violation.
- iv. An accident that needs to be reported to the police is not reported to the police.
- v. When the consent of the manager of property or facility is not obtained in order to work where Road Services are provided.

(2) When providing Road Services causes risk of new trouble or danger

- i. When unlocking the door lock because of locking the key in the car or loss of the key, or if there is a key but the vehicle needs to be towed or transferred to where the key is, when the owner of the car or the user cannot be verified (including cases where membership and automobile inspection certificate are not presented without justifiable reasons or documents necessary for identity verification are not presented).
- ii. In the case of towing or transport of vehicles, the destination is not specified or the necessary contact has not been made to the manager of the land or facility on the receiving end.
- iii. If there is risk of damaging the load because of implementation of Road Services.
- iv. When the load consists of dangerous goods and there is a possibility of danger when providing Road Services.
- v. Otherwise, if it is deemed that there is a possibility of causing any danger by implanting work.

(3) When it is difficult to handle JAF equipment, technology, or qualifications.

- i. When work involving disassembly and maintenance of critical security parts is required.
- ii. Vehicles with structures difficult to transport.

(4) When natural or geographical conditions are restricted, or the work environment is dangerous, and it is difficult to provide Road Services

- i. In areas where entry is prohibited, places where vehicles cannot pass, or places where danger is expected upon entry.
- ii. Areas where vehicle operation is difficult due to unplowed snow, floods, etc.
- iii. Regions where work is considered dangerous depending on weather conditions and the surrounding environment.
- iv. Areas such as remote islands where it is difficult to dispatch relief

vehicles.

- (5) When it is difficult to implement smooth and appropriate Road Services
- i. When it is determined that the user belongs to an anti-social power that poses a threat to social order and security
 - ii. When the user cannot comply with the user's compliance matter prescribed in Article 9
 - iii. When the user obstructs smooth implementation of Road Services due to rough behavior at the time of request or provision.
 - iv. When there is delinquency of usage fee.
 - v. In spite of repeated advice, when the user does not take measures such as maintenance of the vehicle, replacement of parts, and so on, or take preventive measures to avoid seeable problems, and make similar repeated requests.
- 2) In the case of (2) above, JAF shall propose, if applicable, a method by which the person making the request can solve the problem and in the case of (3) guide the user to an alternative business other than JAF who can provide the work.

Chapter 5 Handling of personal information

(Handling of personal information)

Article 15

Personal information acquired through the use of JAF Road Services will be handled appropriately, in accordance with the JAF Privacy Policy (<https://english.jaf.or.jp/common/privacy/privacypolicy>) and Policy for Protection of Personal Information (<https://english.jaf.or.jp/common/privacy>).

Chapter 6 General clauses

(Responsibilities during road service)

Article 16

- 1.) Regarding damage to vehicles and accidents resulting in personal injury caused by JAF road services, unless there is intentional or gross negligence on the part of JAF, if the JAF member is a consumer (as defined in Article 2, Paragraph 1 of the Consumer Contract Act, the same which shall apply hereinafter) JAF will compensate up to an amount equivalent to one year's membership fee for the individual or family member for damages to JAF members caused by JAF for reasons attributable to JAF. However, this upper limit shall not apply in the event of serious damage to the member's life, body, or property.
- 2.) With regards to the preceding paragraph, if the member is not a consumer (corporate member), JAF shall not be held responsible unless there is intentional or gross negligence on the part of JAF.

(Disclaimer by force majeure)

Article 17

In the event that there is a sudden increase in requests for relief due to heavy rain, heavy snow, disaster, or other force majeure, telephones may not easily connect and Road Service vehicles may take time to arrive or depending on road conditions, may not be able to arrive on scene. In such cases, JAF will not be liable for damages suffered by members or third parties unless there is intentional or gross negligence on the part of JAF as mentioned in the preceding paragraph.

(Effectiveness of this Agreement)

Article 18

- 1) If, in the case that some provisions of this Agreement are deemed invalid under Japanese laws and regulations, the provisions other than those shall remain in effect.
- 2) If, in the case that some provisions of this Agreement are invalidated or canceled for certain users, their validity will not be affected in relation to other users.

(Exclusive jurisdiction)

Article 19

In the event of a dispute with respect to this Agreement, district court having jurisdiction over JAF regional headquarters and branch offices where the dispute arose shall be the exclusive jurisdiction as the court of the first hearing.

(Supplementary provisions)

Article 1

These regulations will come into effect as of May 1, 2018.

Appendix 1 Vehicles eligible for road services (attached)

Appendix 2 Road Service Charges (attached)

Vehicles eligible for road services

1. Types of vehicles eligible for road services

- (1) Vehicles that JAF provides road services for are automobiles with vehicle weight¹ as stated on their vehicle inspection certificate of 3,000 kg or less with a maximum load capacity² of no more than 2,000 kg.
- (2) Vehicles that fall under (1) above with a total weight³ exceeding 3,000 kg are not eligible for JAF road services below due to limited JAF equipment capacity.
 - A. Puncture repair
 - B. Relief of wheel in the ditch, falling, or stuck vehicle
 - C. Towing and transporting

















Even if the total weight of the vehicle exceeds 3,000 kg, if the weight can be reduced to 3,000 kg or less by unloading cargo, the above services (A, B, and C) may be used.

1: Vehicle weight: Weight of the automobile itself + weight at full tank + weight of specified amount of oil and cooling water.

2: Maximum load capacity: Maximum weight of cargo that can be loaded on the vehicle.

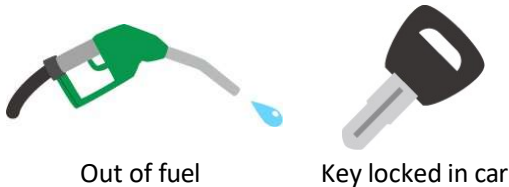
3: Total weight of vehicle: Vehicle weight + load weight. The “total vehicle weight” stated on the vehicle inspection certificate is the vehicle weight + (passenger capacity x 55kgs) + maximum load capacity and is not the same as the total weight of the actual vehicle as stated here.

Examples of vehicles eligible for road services






Private passenger cars			
			
Passenger car	Light passenger car	Minicar	
Business passenger cars			
			
Company owned taxi	Privately owned taxi	Wheelchair accessible taxi	
2-wheeled vehicles (including those with side cars)			
			
Large motorcycle	Medium-sized motorcycle	Small motorcycle	Moped
Freight vehicles (private or business use)			
			
Truck (2t or less)	Van type (2t or less)	Light truck	Light van
Special purpose vehicles (private or business use)			
			
Camper	Light truck (refrigerated)		

Appendix 1 (Terms of Use)

- (3) Large buses (including minibuses) and trucks (including large trailers) with weight exceeding 3,000 kg or load capacity exceeding 2,000 kg are still eligible for road services limited to refueling and unlocking the door.







Examples of vehicles eligible for refueling and door unlocking services only

Passenger cars (private or business use)		
		
Coach	School bus	Minibus
Freight vehicles (private or business use)		
		
Large truck	Large trailer	

2. Types of vehicles not eligible for road services

Both large- and small-sized special purpose motor vehicles (see drawings below) are not eligible for road services, regardless of weight or maximum load capacity.

Large- and small-sized special purpose motor vehicles include auto-trailers, camping trailers, boat trailers, motorcycle trailers and all other trailers.

Large- and small-sized special purpose motor vehicles			
			
Shovel loaders	Tractors	Bulldozers	Crane trucks

Road Service Charges

Appendix 2 (Terms of Use)

As of 1st December, 2023

	Type of charges	Members	The general public	
			8AM–8PM	8PM–8AM
Ordinary Roads	Basic charges	Free	8,380 yen	10,480 yen
	Work charges	Below are some typical examples of basic charges. For details, please refer to the road service page on our website: https://english.jaf.or.jp/about-road-service/estimate-costs		
	Towing/transport	Free up to first 15 km and 730 yen per km in excess of 15 km	730 yen per km	
	Parts/oil/fuel	At cost	At cost	
Expressways	Basic charges	Free	A charges	Cases other than B charges such as acceleration/deceleration lane, bus stop etc. on the main line.
				16,770 yen
			B charges	Service areas and parking areas (excluding acceleration/deceleration lanes), when work is completed at the same place.
				10,480 yen
	Work charges	Below are some typical examples of basic charges. For details, please refer to the road service page on our website: https://english.jaf.or.jp/about-road-service/estimate-costs		
	Towing/transport	Free up to first 15 km and 730 yen per km in excess of 15 km	730 yen per km	
	Parts/oil/fuel	At cost	At cost	
	Road service patrol vehicle toll charge	Free (*)	At cost	
	Traffic flow surveillance patrol vehicle toll charge	Free (*)	At cost	
Advisory services on car operation		Free	—	

- Shown prices include taxes (10%).

- The lower of the cost for time of (daytime vs night time charges) will apply to basic charges that correspond to either arrival or application. For reservations, the rate at the time of arrival will apply.

* The toll fee from the location of the stalled damaged vehicle to the next interchange is free of charge.

Where expressways continue to be used past the next interchange, toll fees will be charged for members and non-members alike.

Typical examples of road service charges on ordinary roads

	Type of charges	Members	The general public	
			8AM–8PM	8PM–8AM
1	Flat battery (Work to connect cable to start the engine. No charging service.)	Free	13,130 yen	15,230 yen
2	Exchange with customer-owned battery (Separate parts fee apply for JAF-supplied battery.)	Free	13,130 yen	15,230 yen
3	Exchange with spare tire (Replacement of punctured tire, only when there is no exchange between front and rear tires.)	Free	11,230 yen	13,330 yen
4	Keys locked in car (unlocking)	Free	13,130 yen	15,230 yen
5	Pulling up vehicle (wheel in ditch) (When one wheel has fallen into a ditch nearly parallel to the road.)	Free	12,180 yen	14,280 yen
6	15 km towing (When lifting two wheels with a tow truck because of an accident or breakdown and towing 15 km.)	Free	24,080 yen	26,180 yen
7	Out of fuel (10 liters refueling)	Fuel cost only	8,380 yen + fuel cost	10,480 + fuel cost

* Typical examples of road service charges include the basic charges, work charges, and towing fee in case of towing.

* When regular charges do not apply to the nature of the work, the hourly rate shall be calculated in man-hours (6 min. work time = 0.1).