

◆Terms of Use & FAQ◆

Article 1 (Purpose & Scope)

This service offers 24/7 unmanned bicycle rentals to support convenient travel and tourism around Fujiyoshida City.

Article 2 (Definitions)

- Service: Bicycle rental, return, and payment provided by the operator.
- Operator: Van LLC (3-7-5 Higashi-Kamiyoshida, Fujiyoshida).
- User: A person who agrees to these terms and completes ID verification.
- Rental Bike: A bicycle managed by lock code.

Article 3 (Eligibility)

- Only users who completed ID verification may use the service.
- Groups solely of minors under 18 are not permitted.

Article 4 (Usage Method)

- Scan the QR code, enter your info and upload ID to receive a lock code.
- Confirm reservation time and plan, then complete payment.

Article 5 (Fees & Duration)

- Base plan: 1,500 yen for 3 hours.
- Additional fees apply for overtime. Max 3,000 yen within 24 hours.

Article 6 (Prohibited Actions)

- Unauthorized removal or modification of bikes.
- Riding under the influence of alcohol or drugs.
- Lending or reselling bikes.
- Using others' IDs or evading ID checks.

Article 7 (Trouble & Accidents)

- Contact operator and police immediately if theft or accident occurs.
- Users may be charged for damages caused by their fault.

Article 8 (Return)

- Return the bike to the original location. No drop-off elsewhere.
- Complete the return process via the email link sent at payment.

Article 9 (Termination of Contract)

- Operator may cancel your use for rule violations, false info, repeated delays, or other inappropriate behavior.

Accepted ID Documents:

For non-Japanese nationals: Residence Card, Special Permanent Resident Certificate, Passport (photo & address), or Health Insurance Card.

◆FAQ◆

Q1. Do I need a reservation?

A. No. You can rent on the spot via QR code.

Q2. What payment methods are accepted?

A. Credit cards (Visa, Mastercard, JCB, Amex), Apple Pay, Google Pay. Others (like PayPay) are under preparation.

Q3. Where do I return the bike?

A. Please return it where you rented it. Drop-off at other locations is not allowed.

Q4. How do I receive the lock code?

A. It will be emailed automatically after payment.

Q5. Are helmets available?

A. Yes, one per bike. Wearing one is strongly recommended under the law.