

[TOYOTA Rent a Car SAPPORO](#)

Renting a car at New Chitose Airport

Rental locations

Rental location and map

Renting a car at New
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Station and JR Shin-
Sapporo Station**FAQ**What do I need to rent a
car?Can I extend the rental
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Renting a car at New Chitose Airport



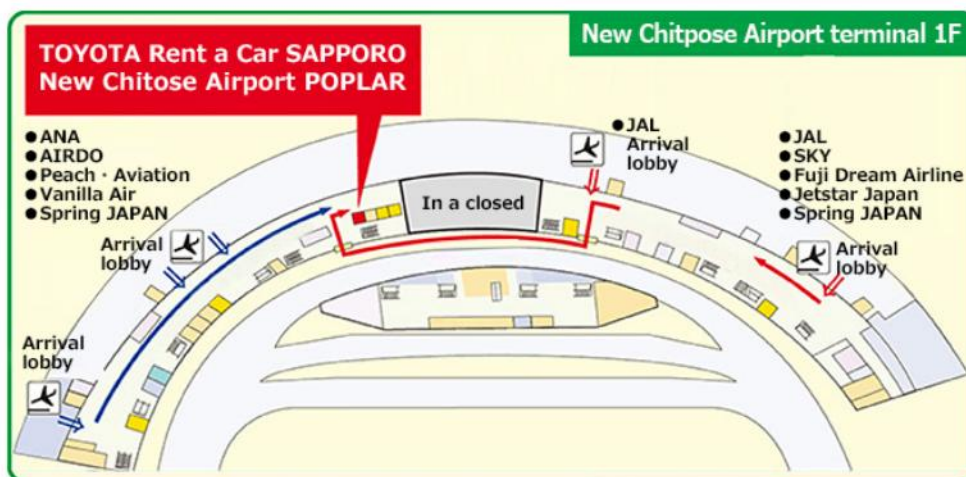
Renting a car at New Chitose Airport

Our courtesy bus service is available from New Chitose Airport to the office where you will rent a car. When you arrive at the airport, you are asked to visit the New Chitose Airport POPLAR Office reception counter as indicated below.

[➤ Click here to see details](#)

The location of Car rental Reception desk in Domestic terminal

When you arrive at New Chitose Airport, please visit TOYOTA Rent a Car POPLAR counter.

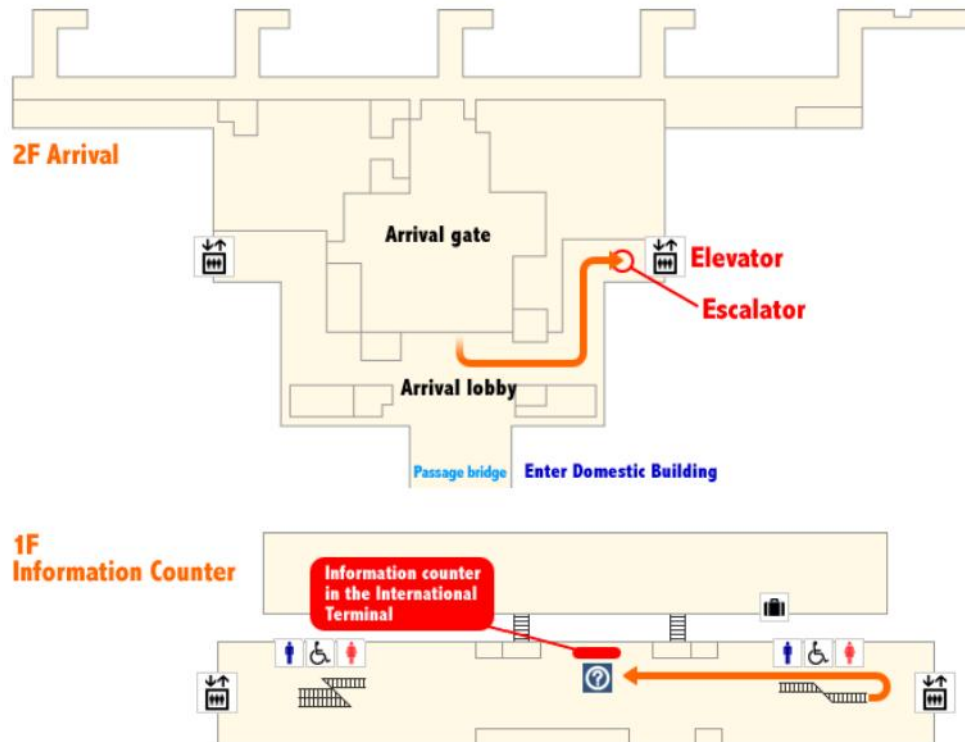


From the arrival lobby of **ANA** **AIR DO** **peach** **Vanilla Air** **SPRING JAPAN AVIATION** **turn left,**
 and from the arrival lobby of **JAL** **SKYMARK AIRLINES** **FDA** **Jetstar** **turn right.**

The location of Car rental Information counter in International terminal

Our courtesy bus service is available from New Chitose Airport to the office where you will rent a car.
 When you arrive at the airport, you are asked to visit the New Chitose Airport POPLAR Office reception counter as indicated below.

Information counter of New Chitose Airport



Please proceed to the information counter and tell your name.
 Our courtesy bus brings you to the office where your car is arranged.

Processes of renting a car

1. Get to New Chitose Airport

Pick up your luggage, leave the arrival lobby and head to our reception counter.
 From the arrival lobbies of ANA, AIRDO and Peach Aviation, turn left; from the arrival lobbies of JAL and Skymark Airlines, turn right.



2. Check in at the airport reception counter.

Give your reservation time and name to the staff at the counter. Receive your reception number and proceed to the courtesy bus stop.

*Two TOYOTA Rent a Car counters stand side by side at the airport. Please come to New Chitose Airport POPLAR Office counter.



3. Take the courtesy bus to the New Chitose Airport POPLAR Office.

The Office is located approximately nine minutes from the airport. The courtesy bus service to the airport is also available after you return a car.



*For a bus that accommodates wheelchairs, please let us know when you make a reservation.

4. Renting a car – Get going!

After you have made a contract at the office, it is time to depart!

To ensure safety, please set the car navigation system before you depart.



Reception counter at New Chitose Airport

TOYOTA Rent a Car SAPPORO New Chitose Airport POPLAR

This is the nearest rent-a-car office from New Chitose Airport. Courtesy bus services between the airport and the office are available.

[* Click here to see details](#)

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TOYOTA Rent a Car SAPPORO Co., Ltd.

[Head office] Address : 1, North 5, East 2, Chuo-ku, Sapporo, Hokkaido, Japan

~Reservation and Inquiry~

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For safe driving[Traffic rules and signs](#)[Insurance](#)[FAQ](#)**FAQ**

What does your insurance cover? ?

What should I do in case of an accident or ...s

What kind of system is Non Operation Charge (NOC)?

What is the Deductible Compensation System?

[➤ Read more](#)

The widest insurance /
compensation system of
TOYOTA Rent a Car



Insurance/Compensation System Introduction

Insurance/Compensation Included in the Rental Car's Basic Rate

In the event of an accident during use, compensation within the scope of the compensation amount limit is given.

Bodily injury	Unlimited per person (including automobile liability insurance)
Property damage	Unlimited per accident [cost of JPY 50,000 covered by customer (deductible)]
Car damage	Up to the actual value per accident [cost of JPY 50,000 covered by customer (deductible); JPY 100,000 for buses and large size trucks]
Physical disability	Up to JPY 30,000,000 per person Compensation will be paid for injuries to passengers (including death and residual disability) regardless of the degree of the driver's responsibility. (Up to JPY 30,000,000; the amount of damage will be calculated by the insurance company based on the insurance clause.)

*The deductibles mentioned above and amounts exceeding the compensation amount are paid by the customer.

*Insurance does not cover any accidents specified by the disclaimers in the insurance agreement. Insurance may also not cover accidents for which an accident report has not been issued by a police officer.

Note!

Instances Not Covered by Insurance/Compensation System

*The accident is not reported to the police (there is no accident report) *Accidents occurring when someone other than the applicant at the time of departure is driving *Accidents occurring while driving without a driver's license *Accidents occurring while driving under the influence of alcohol *Accidents occurring while driving during an extended period of rental without permission *Violation of other items listed in the rental agreement, etc. Example: Theft of the vehicle while the key is in it

Costs not included in basic insurance/compensation, which are covered by the customer.

A Insurance charge incurred (deductible)

Property damage	Cost covered by customer (deductible)	JPY 50,000
Car damage	Cost covered by customer (deductible)	JPY 50,000 ^{*1}

*1: JPY 100,000 for buses and large trucks.

B Non Operation Charge (NOC)

In the event of a car accident, car theft, car breakdown or stains/damage to the car, if the car needs to be repaired and/or cleaned, the fees below will be charged as compensation for business interruption for that period.

Able to be driven	Driven back to the scheduled shop	JPY 20,000
Unable to be driven	Not driven back to the scheduled shop	JPY 50,000

*If the car is able to be driven but is not returned to the shop (left on the road, etc.), JPY 50,000 is charged.

C Expenses for flat tires

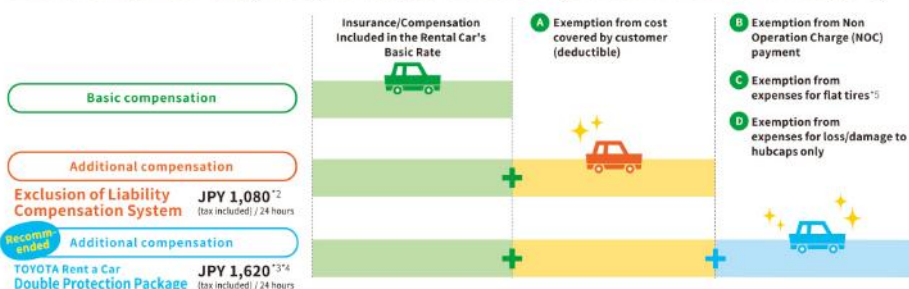
D Expenses for loss/damage to hubcaps only

If you join the **Exclusion of Liability Compensation System**
No need to pay **A**

If you join the **Double Protection Package**
No need to pay **A B C D**

TOYOTA Rent a Car Double Protection Package

The TOYOTA Rent a Car Double Protection Package exempts the customer from payments of the deductibles and the Non Operation Charge (NOC), and also provides basic compensation in the case of an emergency.



^{*2}: JPY 2,160 (tax included) for vehicles classified as 1 or 2 / 24 hours ^{*3}: JPY 2,700 (tax included) for vehicles classified as 1 or 2 / 24 hours

^{*4}: JPY 540 (tax included) / 24 hours when you make a reservation through a travel agency and the Exclusion of Liability Compensation System is included in the rental car charge.

^{*5}: Please check "Points of concern" on the other side.

Road Service (Included in the Rental Car's Basic Rate)



Vehicle Carrying Service

Maximum compensation of JPY 150,000 per accident (approx. 180 km)



Flat Tire and Spare Tire Exchange

If the tire of a vehicle not equipped with a spare tire pops, the vehicle will be carried to the nearest repair shop (there may be instances when the puncture repair kit is used).

-Repair costs to damaged tires, the cost of new tires and costs of labor, and the cost of the repair kit found in the vehicle are paid by the customer.



Restarting the Battery When it Dies

Restarting of a dead battery by connecting it by cable to an engine and starting the engine



Raising Cars Partially Fallen into Ditches, etc.

Raising height up to 1 m



Opening Doors When the Key is Locked Inside

Service offered only when confirmation can be made with the rental car's contract that it is the person named in the contract.

-The following instances do not apply. Unlocking vehicles equipped with security devices (immobilizers, etc.). Unlocking of trunks. Other instances where it is difficult for the arriving assistance to unlock the vehicle due to the car model, year, type of key, etc.



Refueling When Out of Gas

Limited to 1 time per rental. A maximum refill of 10 liters of gasoline or diesel. "Out of gas" refers to a state where the engine does not turn on due to a lack of fuel.

*The road services above are provided by affiliated insurance companies.

*Emergency repairs/light labor on site is free, but other work done is charged.

*Amounts exceeding the compensation amount, and accidents described by disclaimers in the insurance agreement or damage from accidents or use in violation of the rental agreement are paid by the customer.

*Conditions of rental shops and insurance companies may differ.

If the road services above become necessary,
please contact the insurance company mentioned by the staff at the time of departure.

Customers Covered by the Double Protection Package

Flat Tires, Loss/Damage to Hubcaps Only

Repair/exchange costs are free of charge.¹ Service is offered in the event of tire trouble.

¹ Repair costs to damaged tires, costs of labor and the cost of new tires if a tire exchange is necessary, the cost for lost hubcaps, and the cost of wheels if damaged are free of charge.

[Points of concern]

- If replacing a tire with a spare tire, please use the road service offered by a designated insurance company or do it yourself.
- In instances where the vehicle has popped a tire and is not equipped with a spare tire, please request road service offered by a designated insurance company, and do not use the puncture repair kit found in the vehicle. The vehicle will be carried to the nearest repair shop via the road service (free of charge if within the specified conditions of the nonlife insurance company's road service).
- Should use of the puncture repair kit found in the vehicle be necessary as an emergency measure, the cost of the puncture repair kit found in the vehicle is paid by the customer.
- When replacing tires with new ones, please contact the pick-up shop beforehand. As a principle, damaged tires are to be replaced by the equivalent type. (Any exceeding costs are paid by the customer.)

Procedure regarding a flat tire

Pay the costs of repair to tires or purchase of tires

Get the receipt

Present the receipt at the shop when returning the rental car

Receive refund

In the occurrence of an accident leaving the car unable to be driven

The rental contract will be canceled as stated within the rental agreement. If you would like to continue using a rental car, a new contract is required. That cost is not covered by the Double Protection Package.

Occurrence of accidents, damage, etc.

1 Accidents

Please be sure to report the accident to the police.

Help those injured
☎ 119

Report the accident to the police
☎ 110

Contact the pick-up location or the TOYOTA Rent a Car Reservation Center

2 Damage, etc.

Call the contact number mentioned by the staff at the time of departure.

TOYOTA Rent a Car
Reservation Center
English Information

0800-7000-815

(Toll-free within Japan)

03-5954-8020(+81-3-5954-8020)

From 8:00 to 20:00 local time (7 days a week)

*Some phones/phone lines may not connect.

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International driving license

A valid international driving license is required for drivers for driving in Japan. To drive in Japan, you must have either of the following licenses:

An international driving license (issued by a signatory to the 1949 Geneva Convention)

Foreign driving license (issued in Switzerland, Germany, France, Taiwan, Belgium, Slovenia or Monaco)

About international driving licenses

Driving with an international driving license

Drivers are required to present both their passport and an international driving license.



*When foreign nationals registered on Japan's Basic Resident Register (or Alien Registration) System drive in Japan with an international driving license, the following two conditions must be satisfied:

- 1) Their international driving license shall be valid for one year from the date of re-entry, after spending at least three consecutive months overseas (not necessarily in the country or region where the permit was issued).
- *In case they have returned to Japan less than three months after leaving Japan (i.e., less than three consecutive months, not a total of three months), the date of their return shall not be considered as the date of re-entry (from which the validity of an international driving license and a foreign driving license are calculated).
- 2) They shall have a valid international driving license, which expires one year from the date of issuance.

Both an international driving license issued by a signatory to the 1949 Geneva Convention (including two administrative regions) and a passport must be presented.

The latest list of signatories to the Geneva Convention (link to the official website of the Metropolitan Police Department)

*An international driving license issued in Japan cannot be used to drive in Japan.

An international driving license is valid for one year from the date of issuance (the date of issuance to be confirmed), and the period of validity for driving a car in Japan is one year from the date of entry into Japan (the date of entry to be confirmed with the entry stamp in the passport). Those with an international driving permit issued under different conventions – **the 1926 Paris Convention, the 1943**

Washington Convention and the 1968 Vienna Convention – are not allowed to drive in Japan.

Signatories to the 1949 Geneva Convention

Asia	The Philippines	Africa	Rwanda	Europe	Albania
	India		Senegal		Luxembourg
	Thailand		Sierra Leone		Monaco
	Bangladesh		Togo		San Marino
	Malaysia		Tunisia		Vatican
	Singapore		Uganda		Kyrgyz Republic
	Sri Lanka		Zimbabwe		The Republic of Georgia
	Cambodia		Namibia		Czech Republic
	Laos		Burkina Faso		Slovakia
	South Korea		Nigeria		The United States of America
Middle East	Turkey	Europe	United Kingdom	Americas	Canada
	Israel		Greece		Peru
	Syria		Norway		Cuba
	Cyprus		Denmark		Ecuador
	Jordan		Sweden		Argentina
	Lebanon		The Netherlands		Chile
	United Arab Emirates		France		Paraguay
Africa	South Africa		Italy		Barbados
	Central Africa		Russia		The Dominican Republic
	Egypt		Serbia		Guatemala
	Ghana		Montenegro		Haiti
	Algeria		Spain		Trinidad and Tobago
	Morocco		Finland		Venezuela
	Botswana		Portugal		Jamaica
	Democratic Republic of the Congo		Austria	Oceania	New Zealand
	Congo		Belgium		Fiji
	Benin		Poland		Australia
	Cote d'Ivoire		Ireland		Papua New Guinea
	Lesotho		Hungary	Administrative regions	Hong Kong
	Madagascar		Romania		Macau
	Malawi		Iceland		
	Mali		Bulgaria		
	Niger		Malta		

Types of vehicle that can be driven

Please check that your permit has stamp(s) in B,D box(es) according to the type(s) of vehicle that can be driven.

B: Passenger car (a maximum of 9 passengers)HV,HW,K,P,W1~3,RV,V,T1 class

C:Truck(allowable maximum load over 3.5t)T2-T8 class

D: Large passenger vehicle (10 passengers or more)W4, BUS2 class

*** To drive a car in the W4 class, the license must have a stamp in the D box.**



W4 class (10people)



Types of vehicles that can be driven

If you have a domestic driving license of Switzerland, Germany, France, Taiwan, Belgium, Slovenia or Monaco, and its Japanese translation, you are allowed to drive in Japan for one year from the date of entry into Japan. Please take the following two documents and your passport with you to the office when you pick up the car.



A Japanese translation of the domestic driving license

The Japanese translation of the domestic driving license is issued by the embassy and consulate in Japan or the Japan Automobile Federation (JAF). For JAF, please click the link below.

A driving license issued in Taiwan must be accompanied by a translation by JAF or the East Asia Relations Commission.

<http://www.jaf.or.jp/e/switch.htm>

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Information on four-language navigation system

English · Korean · Chinese · Japanese guidance

Four
language
navigation
system

Numerous
introduction!!



OPTION
FREE
OF
CHARGE!!

In addition to Japanese and English, it navigates you in Korean and Chinese, so it is comfortable to be guided in your mother tongue language even for the first time on road.



POINT 1

The map is described in English!

Choose audio guidance from English, Korean and Chinese!



POINT 2

Enter phone number or map code for destination setting.

Some parts of representation will be described in Japanese.

The four-language navigation systems Equipped in some of the following cars

Light Vehicle

- ☒ PIXIS SPACE
- ☒ PIXIS EPOCH
- ☒ PIXIS SPACE
- ☒ TANTO

Compact

- ☒ Vitz
- ☒ PASSO
- ☒ SPADE
- ☒ Porte
- ☒ ROOMY
- ☒ TANK
- ☒ Ractis
- ☒ bB
- ☒ SIENTA
- ☒ ist

Sedan

- ☒ COROLLA AXIO
- ☒ COROLLA FIELDER
- ☒ ALLION

Hybrid

- ☒ AQUA
- ☒ COROLLA Axio HV
- ☒ PRIUS1800cc
- ☒ PRIUS alpha (5 seaters)
- ☒ COROLLA FIELDER HV

Wagon/SUV

- ☒ WISH
- ☒ ISIS
- ☒ PRIUS a (7 seaters)
- ☒ SIENTA HV
- ☒ NOAH
- ☒ VOXY
- ☒ NOAH HV
- ☒ VOXY HV
- ☒ VELLFIRE
- ☒ VELLFIRE HV
- ☒ HIACE
- ☒ RAV4
- ☒ CH-R
- ☒ LAND CRUISER PRADO

※Due to the limited number, please book in advance.

※Four-language navigation systems are available in non-smoking cars only. It is not allowed to smoke in the car.

※Please fill in the request form when booking.

GPS Navigation System



Destination on our GPS can be set by entering phone number or map code.

Please prepare in advance.

It is very useful to have it.

- 1 Phone number (hotels and sightseeing facilities) of the destination
- 2 Map code of the sightseeing spot

MAPCODES of popular sightseeing facilities

DOWNLOAD and please bring **DOWNLOAD**

CHECK!

【Entering phone number】

○ 0123-23-0100

✕ +81-123-23-100

Phone number starting with Japan' s country code (+81) is not available on our GPS.

*If you have phone numbers with +81 (country code), replace +81 with 0

How to set a destination

1



①Press "メニュー(MENU)" button

2



②Touch "Destination"

3



③Select "phone number" or "map code"



④Touch "go here"



⑤Touch "他のルート" to switch to "general road" or other routes.



⑥Select a route then touch "決定(Confirm)". The distance, time required, toll fee will change depending on the route.



⑦Touch "OK"



⑧Please follow the highlighted line. The audio guidance will guide you while driving.

Please stop the car and set the parking brake on to operate the car navigation.

* Please acknowledge beforehand that the car navigation cannot be operated while driving.

Some newly established roads and facilities will not updated on our car navigations. Please confirm your route before departure and follow the actual traffic rules and conditions as you drive.

*Due to the limited number of four-language navigation, please book in advance.

*We will not be held responsible for direct or indirect damage, such as pecuniary damage including loss of profit stemming from any incorrect information in the map data or route shown.

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Driving Information

For comfortable traveling

Road signs

Regulatory signs



Road closed



Closed to cars



No parking/stopping



No parking



Stop



Slow



Speed limit



Min. speed



No driving



No crossing by car



No U-turn



No passing



Designated direction only



Designated direction only



Designated direction only



Designated direction only



Designated direction only



Designated direction only



One way



One way

Caution signs



Direction signs



Quick reference table on distances between major cities

556	426	332	315	340	249	416	473	329	330	Wakkanai
584	440	372	343	364	213	186	149	54	Abashiri	
530	395	318	289	310	159	163	160	Kitami		
556	385	367	328	315	287	121	Kushiro			
435	265	246	208	194	177	Obihiro				
371	236	159	130	150	Asahikawa					
241	95	78	39	Chitose						
241	133	39	Sapporo							
224	167	Otaru								
187	Muroran									
Hakodate										

This table shows distances in kilometers between locations when traveled via major national routes.
Please use it as a quick reference for long distance travels.

For safe driving

Driving in Hokkaido lets you enjoy the splendid natural scenery as you travel on its spacious roads. However, it may ruin the fun time if you end up in a traffic accident.

Please be careful, drive safely and enjoy the ride.

Pedestrians have priority

Pedestrians always have the priority on the road. Drive carefully and slow down or stop if necessary, especially when you see children, the elderly, or the disabled.

Drive on left side

Drive on the left side of the centerline. When you cross the opposite lane for right turns, etc., slow down and beware of oncoming traffic.

Seatbelt and child car seat

Seatbelts save lives. Make sure all passengers are buckled. Children must use child car seats. These rules are stipulated by the law.

Right-side steering wheel

Most Japanese cars have the steering wheel on the right-hand side. On the right side of the wheel is the headlight/turn signal control lever, and on the left side are the wiper switch and the gearshift lever.

Do not use cell phone while

It is dangerous to talk on the phone while driving. Park at a safe spot (Using cell phone while driving is prohibited by the law) when using a cell phone.

Lane change

It is extremely dangerous to change lanes abruptly. When you switch lanes, make sure to give the signal and confirm safety using rearview mirrors.

Passing crossroads

It is immensely dangerous to make abrupt turns without signals or from wrong lanes.

When turning to the left, stay as near as possible to the left side of the road and turn slowly along the edge of the crossroad.

When turning to the right, stay as near as possible to the centerline and turn slowly before the center point of the crossroad.

If a crossroad has a "follow directions" sign, make sure to choose and stay in the correct lane for going straight or turning to the right or left accordingly.

Japanese traffic lights

Do not judge by the movement of traffic; Make sure to check the light at all times.



Green light

You may go forward. Even if it's green, however, keep an eye on the movement of other cars and pedestrians.



Yellow light

Stop. However, if you are too close to the stop line to stop safely when the signal has turned yellow, you may keep going.



Red light

Stop.



Arrow signal

When a red light comes with a green arrow, you may go in the direction of the arrow.

*Do not follow the yellow arrow. It is for streetcars only.

Do not enter Electronic Toll Collection (ETC) lane

The ETC lanes only allow vehicles with the ETC card. Other vehicles must go through the tollgate for cash. The newly introduced ETC system uses wireless communication for toll collection.

Fill up the tank before returning

Customers must pay for the fuel. Before returning the car, fill it up at a designated gas station or one near the rent-a-car company office. Use regular gasoline only. Inappropriate fuel may damage the engine. Many people make these mistakes, so be careful.

In case of accident

Do not panic in the case of an accident.

1. Check safety

Move the car to a safe spot (roadside, vacant lot, etc.) and turn off the engine. To keep other cars safe, set up the warning triangle behind the car and use the warning flare.

2. In case of injury

If someone is injured in the accident, dial 119 (no area code) to call the ambulance. If you have trouble communicating in Japanese, ask passers-by for help.

3. Call police

Dial 110 (no area code) to call the police to explain the details of the accident and file a report. You must report an accident no matter how small it is.

4. Call rent-a-car company

You must report the accident to the rent-a-car company. You may have to pay for deductible insurance fee or Non-Operation-Charge(NOC).

Traffic offenses

Be careful enough to avoid violations and enjoy driving safely.

Serious offenses, penalties, and fines

***Drunk driving *Speeding *Illegal parking *Use of cell phone while driving**

	Traffic offense	Penalty
Drunk driving	Driving while heavily intoxicated	Imprisonment for up to 5 years or fine of up to 1 million yen
	Driving while intoxicated	Imprisonment for up to 3 years or fine of up to 500,000 yen
Speeding	30 kph or more over the limit	Imprisonment for up to 6 months or fine of up to 100,000 yen
	25-30 kph over the limit	Fine of up to 18,000 yen
	20-25kph over the limit	Fine of up to 15,000 yen
	15-20 kph over the limit	Fine of up to 12,000 yen
	Less than 15 kph over the limit	Fine of up to 9,000 yen
Illegal parking	No parking/stopping zone	Fine of up to 18,000 yen
	No parking zone	Fine of up to 15,000 yen
No Use of cell phone while driving	Use of cell phone	Fine of up to 6,000 yen
	Use of cell phone (cause danger)	Fine of up to 9,000 yen

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For safe driving

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Membership and discounts

Discounts

Hokkaido sightseeing info

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~Reservation and Inquiry~

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