

Camper Iceland

Verleihbedingungen

(nur in Englisch verfügbar)

Stand 24.11.2017

1 Customer Service

1.1 Travel Agency – Sales

The Johnson Group GmbH takes care of your booking and assists you if any questions arise. When you arrive at the rental station the Team of Ice Cars will greet you and perform a detailed instruction on your vehicle.

1.2 Ice Cars

Ice Rental – Camper Iceland (Ice Cars) is responsible for the fleet on spot. The team will give you a warm welcome and detailed instruction on the vehicle. The Garage has professional mechanics that assist you should run into trouble during the trip. In case that a vehicle gets damaged please contact Ice Cars to inform about the accident. At the same time drop off time (meeting) must be scheduled. At least 24h notice should be given: info@icecars.net or by phone +354 421 1933. Detailed information at pick up.

2 Nordic Guest House

For the first and last night we recommend our Nordic Guest House (built 2013). It uses the same reception as Camper Iceland and has been very popular for that reason. Check the details here: www.nordicguesthouse.is

3 Extras

Please book all extras in advance to insure availability and to profit from special online rates. Refer to the price list for detailed pricing. Details on each extras can be found on our homepage.

3 Additional Driver

All reservations must be under the lead driver's name. The lead driver must be present at the time of rental and must be the main credit card holder. Additional drivers can be registered for an additional fee. All drivers must be registered on the rental agreement at the time of rental for them to be insured. Unregistered drivers are fully responsible for all damages while they are driving and all insurance is not applicable.

4 Luggage Storage

Our customers can leave their baggage at our rental station. This option is free of charge and has been popular for many years. After unpacking your luggage just ask someone at the reception to take care of it for you. Please do not leave any valuable assets in the luggage. We do not take any responsibility of this service.

5 GPS Tracking

The vehicle can be equipped with a GPS security device. The GPS tracking unit is a device that uses the GPS to determine the precise location of a vehicle and to record the position. Neglect of the Icelandic traffic law can be reported to local authorities. Controlling the data is part of the check in process. The lessee will be held responsible if the vehicle was driven to fast and/or into areas prohibited by the lessor.

6 Environmental Fee

An environmental surcharge of 6 € applies to all rentals.

7 Pick Up / Drop Off / Opening Hours / Shuttle

7.1 Location

Pick up and Drop Offs are at our rental station in Keflavik approx. 5 minutes from the international Airport. Camper Iceland & Nordic Guest House, Vesturbraut 10a, 230 Keflavik.

Opening hours pick up: 09.00 – 17.00

Opening hours drop off: 09.00 – 16.00*

24/7 is possible – outside the opening hours, an after hour fee would apply.

*In case of a damage please check the emergency informations (at pick up).

7.2 Vacation Start

Camper Iceland wants to ensure that you leave as a happy customer. Very often our customers have special needs (extra covers, blankets, camping stuff, etc.) that are only available at the rental station in Keflavik. Please check your vehicle and it's equipment before leaving the rental station in case something is missing or you need anything else feel free to contact our Agents.

7.3 Transfer / Shuttle / Tours

Camper Iceland offers several types of transfer / shuttle service. You can choose between the "Airport Meeting Point" pick up or Airport VIP pick up. Check our webpage for details on our shuttle service and tours.

7.4 Opening Hours

We offer our service all days (incl. holidays) during the business hours. Pick up possible from 09:00 – 17:00. Drop off possible from 09:00 – 16:00. Outside these hours an after hour fee applies.

8 Returning the Vehicle

8.1 Normal Drop Off

In most cases the vehicle is returned at our station at the same place it was picked up. Please ask for a free map when picking up the vehicle. The drop off takes 20-60 minutes. In case of any issues it may take longer.

8.2 Damaged vehicle or issues with the vehicle

In case of damages or breakdowns the customer should inform our Tech Team (see above) at least 24h in advance to schedule a drop off. A member of the Tech Team will welcome you at our Garage. A solution to all issues should be found on spot to avoid long lasting communications through mail or phone.

8.3 Before the Drop Off

Make sure to clean the vehicle at the local gas station, empty the waste tanks at the appointed place and fill it up with gasoline /diesel. If you have stored your baggage at our station make sure to pick it up during office hours.

8.4 End Cleaning

For your convenience Camper Iceland offers an end cleaning for a surcharge. In case you forgot to empty the septic tank (toilet) Camper Iceland offers a cleaning service for a surcharge.

9 Reservations

We provide a very powerful booking system on our homepage. Our customers can check prices, generate quotes or send booking requests. All inquiries will be checked and confirmed as soon as possible. Tour Operators and Travel Agents get one step further and can see our availability in a realtime surrounding. We recommend all agents to book their clients directly into the system. The real time reservation system shows the availability. If one category is fully booked please contact info@nordictours.ch online for a possible free upgrade or rearranging bookings to make space.

10 Seasons / calculation

The season is defined by the exact date (not by the first or last rental date).

11 Modification / Changes / Additions

For changes, additions and modifications please contact us at email. A modification fee applies.

12 Cancellations

Camper Iceland should be advised of any cancellation of a booking as soon as possible. Please send us an email in case of cancellation because the online system does not offer a cancellation mode.

Camper Iceland can not be held responsible for any customer delay. Flight delays, other transportation delays, sickness or other reasons for either picking a vehicle up or dropping it off too late. We strongly recommend all customers to buy a local travel insurance.

All cancellations shall be sent in writing (f.e. e-mail). Camper Iceland will confirm the cancellation and send a cancellation invoice. Reactivating a cancelled reservation is not possible and due to that fact it will be handled as a new booking. As soon as a booking is confirmed our cancellation policy applies immediately. Travel Agents that access our system directly are allowed to cancel bookings for free within a 2 day notice (working days). Otherwise the following conditions apply:

Cancellation conditions

Until 50 days before beginning of rental 20% with a minimum of € 200 of rental price

Between 49 to 15 days before beginning of rental 50 % of rental price

Less than 15 days before beginning of rental 100 % of rental price

At rental day / day of pick up or by no show 100 % of rental price

Later changes are not permitted. Each rental amendment will be charged according to the valid price list. After conclusion of the contract the customer is not entitled to any changes with regard to begin of term of rental.

13 Availability

Camper Iceland reserves the right to substitute a comparable or superior vehicle at no cost to the customer. Such action by Camper Iceland does not constitute a breach of the vehicle conditions/contract and does not entitle the renter to any refund. If no alternative vehicle is available, Camper Iceland liability is limited to the return of all payments made.

14 Vehicle Type

The cars listed are examples only. Reservations are to be booked by car group only. If the car confirmed is not available at the time of rental, we will provide a similar or superior vehicle at no extra cost. Downgrading the customer to smaller vehicle would entitle him to a refund down to the price of the lower class.

15 Credit Card Required

No rentals can take place without the main driver having a major credit card present. The card must be valid until at least one month after the vehicle return is scheduled. Prepaid cards will not be accepted.

16 Rental Extension

Should a renter wish to extend the rental, it is recommended that such a request is made at our location as soon as possible so that every effort can be made to accommodate the request. Any extension of rental must be paid at local rates to our location before the extended rental period starts.

17 Vehicle Delivery

We undertake it's utmost to provide the vehicle at the agreed time and to ensure that it meets the requirements made upon it. However, we cannot provide any compensation if the car delivery is late according to

reservation. All rentals are on a daily basis and the renter will be compensated by late return instead.

18 Upgrades

Customer requesting upgrades will be charged the difference between the rate of the car group reserved and the rate of the car group requested.

19 Damage Theft and Accidents

In the event of a car breakdown, theft or accident the emergency number (on rental agreement and key chain) must be contacted immediately. In the event of an accident, the police must be called to the scene so that a correct and official police report can be made. If damages occur to the vehicle while it is stationary and the driver is absent (e.g. car is parked), the driver must go to the nearest police station to report the damage. The same procedure applies should the vehicle be stolen.

20 Driver's License

The driver must present a valid driver's license held for a minimum of one year at the time of rental. The Hirer and any other driver must be at least 20 years old. For vehicles above 3.5 tons the minimum age is 21 years. An International Driving Permit (IDP) / International Driving License (IDL) is also required if the national driver's license is not in the Roman script. Please bear in mind that some of our vehicles require a higher drivers permission the B (EU).

The customer is responsible for the validity and type of drivers license. The Icelandic law is similar to the EU regulations in terms of drivers licenses. Please check our homepage for more details.

21 Methods of Payment and Deposit

No rentals can take place without the main driver having a major credit card present issued in his name. Acceptable credit cards are: MasterCard, Visa, American Express, Discover JCB and Diners Club. Prepaid credit cards are not acceptable! An authorization from the credit card will be taken at the start of all rentals as a deposit even if the cost of the rental is covered by a voucher. This deposit may be used to cover the insurance excess and any extra charges such as petrol and traffic tickets.

Cash payment is not accepted at any time. It is essential to inform your clients accordingly. We will not rent cars without a credit card from the main driver or if the outstanding amount of the rental itself is outstanding.

Payment conditions:

Immediately: 20% pre-payment

30 days prior pick up date: final payment

Bookings with early bird discount: due date = 31th of January 2018

We send the invoice by email, there you find the details for the bank transfer. We do also offer payment by credit card (+ 2% fee).

In case your local Travel Agent has not paid the rental in accordance to our conditions you will be charged for the rental.

22 Driving Restrictions

(Further area restrictions are at any time and expressly reserved)

In addition to all advisory by the Icelandic Road Administration all vehicles except the 4x4 models are not allowed to be driven on roads marked F on official maps as well as Kjölur (Road 35), 939 (Öxi), 520 (Dragafell), Kaldidalur (Road 550) and all non official roads. Should these restrictions be ignored, all insurances (Third Party Liability, CDW, etc.), shall be deemed, invalid. The driver will be held fully responsible in case of accidents or collision, including the cost of repair of the damaged vehicle and the cost of towing. In the event of violation of these provisions – even if no damage occurs – we will impose a fine. This does not affect the liability of the renter to pay for damages. Should a car be spotted on a road on which it is not allowed, a fine will be imposed by us – even if no damage occurred. The fine currently amounts to 1000 €. This fine does not affect the liability of the renter to pay for damages.

23 Motor Homes & Camper Particularities

23.1 Streets and Weather

The streets in Iceland can vary from one day to the next. The Icelandic Road Administration (also available online: vegagerdin.is) gives a detailed report on the current situation. At the same time the weather in Iceland can change rapidly especially during the winter month. We therefore strongly recommend checking the status of these homepages.

23.2 Camper & Motor Home quality

Camper Iceland has its vehicles built by third party companies. We use reliable and good products to ensure customer satisfaction. Our customers have very different opinions about the manufacturer. It is very important for us to get informations about these products in order to improve the quality. Camper Iceland is known for the best service possible in the market. Help us keeping it that way.

23.3 Rain & Dust

Our vehicles are not 100% rain, dust, ash and sand proof. Motor Homes and Campers are never built to be airtight (breathing holes for electrical and gas equipment). Driving in dusty conditions could cause the vehicle to fill or leave traces of sand, dust or ash. Due to heavy wind and rainy conditions the vehicle could at some point get wet inside whether it is from condensation or effectively from rain.

We strongly recommend all customers to use the heating system and always leave a window open in the night to allow humidity to escape the vehicle.

Due to heavy dust, ash and sand (especially on gravel roads) locks can fill up with it and get clogged. We recommend just locking doors that actually allow access to the vehicle.

24 Fuel Price

All cars are rented with a full tank. If the car is not returned with a full tank Camper Iceland will charge a full tank for compensation. Prepaid fuel options are available at selected rental stations.

25 Car Breakdown and renters responsibility

In the event that the vehicle malfunctions owing to wear or other reasons for which the renter is not responsible, Camper Iceland will supply him with another vehicle as soon as possible or ensure that a repair is to be completed as soon as possible at a location specified by Camper Iceland. The above does not affect the payment of the rent or any other charges payable by the renter hereunder. Camper Iceland pays no compensation in cases such as provided herein, neither for accommodation nor other things.

Malfunctioning gas heating, refrigerator, gas stoves, ovens (incl. microwave) and other motor home or camper equipment is not considered a breakdown. Such malfunctions must be repaired at Camper Iceland's rental station (free of charge) or by a professional at your own risk and charge. Please check all equipment before leaving our rental station.

26 Instructions and Equipment

Our Agents will instruct you on our vehicles according to a checklist and as good as they can. The goal is that you are able to operate the equipment that separates a camper or motor home from a normal car (f.e. heating, water tank, kitchen etc.) and on the vehicle type rented. Our Agents give you many important information during the instruction. However we can not take or be held responsible for your actions during the trip (f.e. crossing rivers).

27 Cost of Damage and Replacement Vehicle

Damages are generally payable at the end of the rental. However, is a vehicle so badly damaged that it will have to be replaced somewhere outside our station, Camper Iceland asks for settlement of the damage before a replacement car will be provided. The renter is responsible to inform Camper Iceland about any damages that have occurred to the vehicle. Camper Iceland may debit the renter's bank or credit card for the rental charge and other costs payable by the renter, such as payments in respect of damage to the vehicle while in the possession of the renter. The time and terms of payment shall be the sole discretion of Camper Iceland. This right shall remain unaffected for 6 months following the return of the vehicle to the Camper Iceland. The cost of damage is determined by a price list available at all Camper Iceland locations. In the case of major damages not covered by insurance, e.g. water damage, the cost will be estimated at an authorized garage.

Spare parts are very expensive in Iceland due to import taxes, margins and the VAT of 24% (Subject to governmental law). Camper Iceland will charge all damages according to the price list provided or appointment by our business partners. Unfortunately we cannot accept parts

28 Car Replacement and renters responsibility

Replacing a damaged car is subject to availability. Sometimes replacing the damaged vehicle with the same type is not possible. Such action by Camper Iceland does not constitute a breach of the contract and does not entitle the renter to any refund. If no alternative vehicle is available, Camper Iceland has no liability for refund any cost inferred by the renter.

If the customer wrecks or damages a vehicle the repair could take several days. In this case the customer can rent a new vehicle at his own expense. Camper Iceland will not replace a wrecked or damaged car at its expense. A replacement vehicle will not be provided before the damage of the last provided vehicle has been settled.

29 Transport of a Damaged Car

Transporting a damaged car costs 3 €/km for the renter. There is always a minimum cost of 450 €/incident which the renter must cover.

30 Tires

Tires are always the renter's liability. If tires go flat the renter is responsible for replacing the tire with same pattern and size at the nearest tire garage. On 2WD models a minimum of 2 tires must be replaced (l/r) and on 4WD models all 4 tires must be replaced. Otherwise the drivetrain could be damaged. In any case Camper Iceland must be contacted.

31 Vehicle Condition Report (VCR)

With every rental the customer receives a Vehicle Condition Report on which all damages are marked. The customer is asked to sign the VCR and is handed a copy of the report. He has then the opportunity to check the car and ask for amendments in case of any discrepancies to the VCR. A copy of the VCR is in the car and another copy is attached to the rental agreement. This prevents that the customer gets charged for damages he is not responsible for.

32 Gas Bottles (LP)

All our vehicles will be equipped with a minimum of one full gas bottle, depending on the vehicle type. If the vehicle is not returned with a full gas bottle the renter will be charged for it. Please refer to our price list for more details.

33 Third Party Liability

Third-party liability insurance and accident insurance for owner and driver consists of the amount stipulated by Icelandic law at any given time. The renter's own risk (also termed as "deductible", i.e. the amount that the renter has to cover himself towards the damage) with regard to damage to the vehicle amounts up to the full value of the vehicle.

34 Collision Damage Waiver (CDW)

34.1 CDW BASIC

Camper Iceland includes a basic CDW in the rental rate of all vehicle types. The self risk of the included CDW is 2800 € per incident. Please refer to the CDW Details below to read about what is included and what not.

34.2 Other CDW Options

Please check the CDW options: <https://www.campericeland.is/en/rates/>

34.3 Third Party CDW / Insurances

Camper Iceland does not recognize, advise or sell any third party insurance. We strongly recommend that you fully understand the terms and conditions of any cover provided by such a third party provider before declining any of our services.

34.4 CDW Details

The CDW covers only the specific vehicle of Camper Iceland that you have rented but not other vehicles or buildings that our vehicle may have damaged during the rental period. Damages caused to other vehicles, buildings or any other thing are subject to a 250€ fee per incident but do not exclude any further cost.

The CDW does NOT cover:

Intentional damage or damage owing to gross negligence by the driver;

Damages to the interior of the vehicle, including its equipment;

Damage resulting due to neglect of the traffic law f.e the driver being under the influence of alcohol, stimulants or sedatives, or otherwise incapable of controlling the vehicle in a secure manner;

Damage owing to racing or test driving; damage owing to war, revolution, civil unrest or rioting; damage inflicted by animals; holes burned into seats, carpets or mats; damage affecting only wheels, tires, suspension, batteries, glass and plexi glass.

Windscreens (only CDW Super), radio receivers or loss by theft of parts of the vehicle and damage resulting there from;

Damage caused by driving on rough road, such as damage to the Camper (4x4 models), it's installation (chains), the vehicle's transmission, drive, steering equipment, breaks or other components in or attached to the chassis; damage to the chassis resulting from the vehicle bottoming on rough roads as a result of ridges left by road graders; stones lodged in the road surface or at the edge of the roadway. The same applies to damage from stones being thrown up and striking the underside of the vehicle during driving.

Damage resulting from driving in places where the vehicle is not permitted to be driven, such as tracks, rough trails, in snowdrifts, on ice, across UN-bridged rivers or streams, on beaches, on causeways accessible only at low tide or in other off-road areas. However, compensation will be paid for damage resulting from the driver being forced to leave the roadway, e.g. for roadside repairs.

Damage to 2WD vehicles that occur during driving on roads marked F on official maps;

Damage caused by sand, gravel, ash, pumice, or other earth material being blown onto the vehicle;

Water damage to the vehicle; also damage caused by sea spray/seawater if the vehicle is transported by sea;

If the vehicle is driven with an unsuitable or invalid drivers license.

35. Winter Rental Conditions

From October til end of April we rent the Freedom Camper, all our 4x4 Campers and the Motor Home 4, 5 and 6. Winter tires are mandatory for each rental.