

TRAVEL INFORMATION

-2016-



CAMPER ICELAND

ICE RENTAL - CAMPER ICELAND EHF

VESTURBRAUT 10A

230 KEFLAVÍK, ICELAND

+354 421 1933

INFO@CAMPERICELAND.IS

WWW.CAMPER.IS

Explore your Iceland !

I / Your travel preparation

- 3** - Routing
- 3** - Driving in Iceland
- 4** - Road- and Weather Conditions - Opening Time Highlands
- 4** - Area Restrictions 4x4 Campers
- 4** - Area Restrictions Motorhomes and Freedom Campers
- 4** - Wind
- 5** - Animals
- 5** - Camping
- 5** - Hvalfjarðargöng - Tunnel at the Whale Fjord
- 5** - Environmental Philosophy

II/ Booking

- 6** - Booking / Confirmation
- 6** - Extras
- 6** - Free kilometers
- 6** - Driving license
- 6** - Securing
- 7** - Children
- 7** - Insurance/ Agreement
- 8** - Rental Station
- 9** - Transfer / How to get to our station
- 9** - Shuttle Service
- 9** - Pick up of the vehicle
- 9** - Pick up/ Drop off outside of opening hours
- 10**- Luggage
- 10**- On the Way
- 10**- What to do in case of an emergency?
- 10**- Case of Damage Accident Breakdown
- 10**- Drop off
- 11** - In case of a damage

III/ Vehicle Informations

- 11** - Filling up Water, Gas etc.
- 11** - Electricity Power Outlets Auxiliary Heating iPod
- 12**- GPS Tracking
- 12**- Fuel Consumption
- 12**- Equipment Bed Linen Camping Kit
- 12**- Smoking

ROUTING

We recommend planning shorter tours. Longer tours are possible but can be stressful for you and your vehicle. Our experience has shown that 200km per day are ideal. Get out of the car, look around, do some hiking...enjoy the gorgeous scenery. It is important that you don't plan too much for the first day. The pick up of the vehicle takes about one hour and requires your full attention as you receive a lot of information during that time.

DRIVING IN ICELAND

Many roads in Iceland are loose gravel roads others are tarred. The surface of the gravel roads can be very loose, especially along the sides. Therefore, you must slow down whenever you go from a tarred road surface to a gravel road and show precaution when approaching an oncoming car by slowing down. The Icelandic roads are often very narrow. The same goes for many bridges; they are mostly wide enough for only one car at a time. While driving on gravel roads, speed should be kept to a minimum and driving through rivers that are not bridged is strictly forbidden with a Motorhome / Freedom Camper, but allowed for vehicles with 4x4! The most important thing to keep in mind while in Iceland is to be aware of the fact that the weather can change rapidly and the wind force can increase to a large extent. It is recommended **not to drive when the wind speed exceeds 15 meters per second and strictly forbidden to drive the vehicle when the wind speed exceeds 20 meters per second.** In cases like that find a spot where you can park the vehicle with the front facing the wind and stay in the vehicle until the weather calms down. Please be careful when you open the doors and hold on to the doors. If you don't do that, the doors could be opened by the wind which can cause damages to the vehicle and the doors. The Highland roads can only be driven with an all-terrain vehicle. Driving on the Highland roads with a Motorhome / Freedom Camper is strictly forbidden!



ROAD- AND WEATHER CONDITIONS OPENING TIME HIGHLANDS

You can find information about the current road- and weather conditions as well as the opening times of the Highland roads on the following website:

<http://www.campericeland.is/information/actual-road-condition/>

AREA RESTRICTIONS - 4X4 CAMPERS

The Highland roads can only be driven with an all-terrain vehicle and must not be left. No insurance is liable for off-road driving. Such trips are strictly forbidden and are punished by appropriate penalties as the valuable, sensitive arctic vegetation will be destroyed.

AREA RESTRICTIONS - MOTORHOMES AND FREEDOM CAMPERS

The Motorhomes and the Freedom Camper are not suitable for the Highlands. Driving on Highland roads, neither on public and private unpaved roads nor on dirt paths, is strictly forbidden with these vehicles. Driving in the Highlands and on all roads which are marked with an "F" is strictly forbidden. The following non-F-roads are included in the territorial restriction: street number 35 (Kjölur), 550 (Kaldidalur), 939 (Öxi) as well as 520 (Dragafell). Should these restrictions be ignored, all insurances (Third Party Liability, CDW, etc.), will be 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. The fine currently amounts to 1000 €. Further restrictions are reserved expressly and at any time.

WIND

Please always keep in mind that the Icelandic weather can change rapidly and strong winds can occur. During strong winds please note the following: Make sure that the car is parked in a way that the doors can still be opened. Make sure that the doors won't be ripped open by the wind as this causes damage to the doors and the vehicle. Take a break if strong winds occur.

The resistance in a camper is higher than in a normal vehicle. Therefore, it starts to totter faster. Dust and sand can be blown into the vehicle. Please note that each camper is equipped with vents. According to this, it is possible that dust (e.g. from gravel roads) gets into the vehicle. If the wind is blowing straight into the heating vent, it is certainly possible that the heating system won't work temporarily. We recommend NOT to drive when the wind speed exceeds 15 meters per second. It is strictly forbidden to drive when the wind speed exceeds 20 meters per second! In cases like that find a spot where you can park the vehicle with the front facing the wind and stay in the vehicle until the weather calms down.

ANIMALS

Be aware of sheep who are gazing at the roadside. Young lambs always

follow their mothers. Horses are enjoying a free life in Iceland as well. Please adjust your speed.

CAMPING

In Iceland, there is no general prohibition for wild camping. Listen to your instinct. Ask the farmers and never camp in areas where it's clearly forbidden (e.g. Nature Reserves / National Parks). Use camping grounds in Reykjavik and other bigger cities. Not all camping grounds have electrical connections (regarding charging camera and using hair dryers).

『 HVALFJARÐARGÖNG 』

TUNNEL AT THE WHALE FJORD

Costs! Coming from Reykjavik, you drive on the left side to the cash register (reiðufékort/ manual). The costs are approximately 1.000ISK. The same applies if you are coming from Akranes or Borgarnes. Passing through without paying will be fined (monitored by cameras).

ENVIRONMENTAL PHILOSOPHY

We kindly ask you to help us to protect the Icelandic environment! You will get a rubbish bag in which you can collect your bottles and cans during your travels. Our team is taking care of the disposal!

BOOKING / CONFIRMATION

The confirmation of the vehicle is made by category and not by car type. The lessor reserves the right to provide an equivalent or larger vehicle if the booked category is not available.

EXTRAS

On site, you can rent or buy various items. These additional items have to be paid on spot. You can either pay by credit card or cash (Euro or Icelandic Krona). A reservation is not possible. Different maps such as a big map of Iceland, an atlas of Iceland or local maps can be purchased at our office.

FREE KILOMETERS

200 km per day are included in your booking. All additional kilometers have to be paid when returning the vehicle. These additional kilometers are calculated on spot according to the valid season and the current rate. We recommend that you think about the required kilometers when you're making the booking. Our experience has shown that a trip around Iceland (without the West Fjords) is about 2000 – 2500 km and 3000 – 3500 km (including the West Fjords). If you decide that 200km/day are not enough, you can book the unlimited kilometers for 20€ per day.

DRIVING LICENSE MINIMUM/MAXIMUM AGE

A valid driver's license is required for the particular category. A license in credit card format is advantageous but not mandatory. The driver must present a valid driver's license held for a minimum of one year at the time of rental. 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 driver's permission than the B (EU). The customer is responsible for the validity and type of driver's license. The Icelandic law is similar to the EU regulations in terms of drivers licenses. Please check our homepage for more details. The minimum age for all vehicles is 20 years. The maximum age is 75 years.

SECURING

A valid credit card is required on site. An imprint of the credit card will be deposited as security. The vehicle can't be picked up without a valid credit card. Accepted credit cards: Visa, Master- and Euro Card. EC-Cards are not credit cards. Prepaid credit cards are not accepted.

CHILDREN

The minimum size for children in the cockpit is 1.50m. Child Safety Seats, Child Boosters are mandatory for children under 7 years. It is possible to rent those seats at our rental station.

INSURANCE/ AGREEMENT

The CDW (Collision, Damage Waiver) Basic insurance is included. Please note that the selfrisk is 2800€. **This insurance does not cover the following cases of damage:**

1. Intentional damage or damage caused by negligence/ grossly negligence on the part of the driver;
2. Damages to the interior of the vehicle, including its equipment;
3. Damages caused by driving under the influence of alcohol, stimulates or sedatives, or any other factor that affects driving the vehicle in a safe manner;
4. Damages owing to racing or test driving; damages owing to war, revolution, civil unrest or rioting; holes burnt into seats, carpets or mats; damages affecting only wheels, tires, suspension, batteries, glass and plexi glass;
5. Damages resulting from river crossing;
6. Damage caused by driving on unpaved roads, e.g. damages to the vehicle's transmission, drive or other parts that are in or attached to the chassis; damages to the chassis resulting from the vehicle driven on unpaved roads as a result of ridges being left by other road graders; stones lying on the road surface or on the roadside. The same applies to damages occurring when stones are thrown up, hitting the underside of the vehicle during driving;
7. Damages resulting from driving on Highland roads and so called "F-Roads" ("F" is for Fjallaleið / mountain road / Highland), e.g. Sprengisandur, Þorsmörk, Askja, Landmannalaugar, Herðubreiðarlindir, Árnarvatnsheiði, Laki-Spalte, Fjallabaksleið

nyðri, Sigalda-Landmannalaugar (Dómadalur), Emsturleið, Uxahryggir, Skagafjarðarleið, Eyjafjarðarleið, Hljóðaklettur, Kverkfjöll and Hólmatungur etc., all public and private unpaved Highland roads or dirt paths, all F-Roads, nature reserves and recreation areas, damages caused by Off-Road driving, e.g. driving on roads which are not numbered on the official road map;

8. Damages to 2WD vehicles that occur during driving on roads marked with an "F" on official maps;

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

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

11. Damages caused by storms or sandstorms;

12. Damages caused by animals;

13. Damages on the underside of the vehicle, tire damages and windshield damages (only CDW Super), radio receivers or loss by theft of parts of the vehicle and damage resulting there from;

14. Engine failures caused by water due to river crossing. You can upgrade your insurance to a self-risk of 1200€, 600€ or 0€. More information on our website: <http://www.campericeland.is/wp-content/uploads/2014/08/CDW.pdf>.

RENTAL STATION

Camper Iceland / Nordic Guesthouse
Vesturbraut 10a
230 Keflavik

Phone: +354 421 1933

Pick up of the vehicle: 9 am - 5 pm

Drop off the vehicle: 9 am - 4pm

Pick up/Drop off outside of office hours costs 150€.

TRANSFER / HOW TO GET TO OUR STATION

Please take a taxi upon your arrival to our rental station or the public bus to Keflavik city. Please note that you have to pay for these transfer costs yourself. From Reykjavik, you take the Flybus to Keflavik airport and then a taxi from the airport to our rental station. You can also take a taxi to/from Reykjavik to/from our rental station.

If you have pre-booked our shuttle service, please follow the instruction: Airport „Meeting Point“ Shuttle: the driver (Taxi driver) holds a sign with Camper Iceland and picks you up 45 Min after your plane landed at the designated Meeting Point inside the international

airport. In case the driver doesn't show up, please take a taxi from the company „Aðalstöðin / A-Stöðin“.

Airport „VIP“ Shuttle: the driver holds a sign with your name and picks you up directly at the entrance hall after your arrival in Keflavik.

SHUTTLE SERVICE

Please find further Information and prices on our website:

<http://www.campericeland.is/extras/>

PICK UP OF THE VEHICLE

Our employees will explain the features of the Motorhome/4x4/Freedom Camper in English. We also offer the instructions in German, Spanish, Italian, French and Icelandic, if an employee would be available (please pre-inform the rental station by email: **info@campericeland.is**).

During the pick up procedure you will learn how to operate the equipment. Our team shows you the use of water, gas and electricity and you will get other important information. The instruction

needs your full attention and we therefore recommend a short trip on your first day. The flight is usually exhausting. Besides that, you have to unpack all your personal belongings, put away the camping kit,

the bed linen and your first purchases. The vehicles are handed over with a full tank and they have to be returned with a full tank.

PICK UP/ DROP OFF OUTSIDE OF OPENING HOURS

The rental station is open daily.

Pick up of the vehicle: 9 am – 5 pm

Drop off of the vehicle: 9 am – 4pm

Please note that you maybe need to book an overnight in a guesthouse or hotel before or after your journey, depending on your flight time.

The Nordic Guesthouse, which is in the same building as our rental station is the perfect option. If you still want to take over or return your vehicle on the same day, we gladly offer this service for 150€ (After/Early Hour Fee) each time.

LUGGAGE

Suitcases and similar items can be stored at our rental station. We recommend to leave your luggage at our rental station, as you will have more space for other items in the camper. A small bag for the swimming pool is advisable. Please note that we are not liable for your luggage

ON THE WAY

While driving, safety belts are mandatory for all passengers. Measure the content of air, oil and other liquids while you're on the way (you'll get the instructions on site). Make sure that you never fill up the water tank with Diesel or Benzin. Headlights have to be turned on all the time. Please store your luggage carefully. Open the storages carefully. Items can move while you're driving and damage the inventory of the camper when you open the storage

WHAT TO DO IN CASE OF AN EMERGENCY?

Please note that a non-cooling fridge or a non-functional boiler are not considered as emergencies. For such problems, we are available from 9 am till 4 pm every day. For major emergencies, such as serious accidents, we have a 24h emergency phone.

CASE OF DAMAGE / ACCIDENT / BREAKDOWN

In case of a damage, Camper Iceland has to be informed (24 hours service) and the closest authorized repair shop (by

arrangement with Camper Iceland) has to be stopped at. Towing costs have to be paid by the renter.

DROP OFF

09.00 - 16.00 daily, in case of emergency, please fix an appointment with the Rental Station at your drop off date (09.00 - 12.00).

Schedule an early time for the drop off. Please note that you have to be at the airport at least 2 hours before departure. The drop off takes longer, if a damage has occurred (see below). The drop off of a vehicle normally takes about 30 minutes if no damages / defects appear. Please empty the vehicle first and pack your suitcases. The vehicle has to be empty to be checked. You have to bring the vehicle back with a full tank and an empty black water tank. If you don't empty and clean the toilet, a fee of 160€ will be charged. The vehicle has to be back at our rental station at the arranged time. If you are too late, a fee will be charged. Missing fuel, inventory or damages on the vehicle will be charged to your credit card. If you didn't book the end cleaning, your vehicle has to be clean in the inside and on the outside as well, otherwise the costs of the end cleaning (150€) will be charged.

IN CASE OF A DAMAGE

If you had a damage during your rental period, the drop off might take longer than usual. A damage report has to be filled out, which normally takes 30 – 45 minutes. Please inform us about any damage so that the drop off of the vehicle can be arranged. Information will be provided when you pick up the vehicle.

VEHICLE INFORMATION FILLING UP WATER, GAS ETC.

Iceland has a tight network of gas stations. At most gas stations, you can get gas bottles and water. At 99% of the gas stations the water is free. The refilling occurs through so called cleaning systems. This is special in Iceland. At many gas stations, you can clean your vehicle and fill up the water tank by removing the brush of the hose. The water you can get at gas stations is drinking water. Emptying of the toilet is possible at most gas stations – unless otherwise indicated (e.g. sign, etc.). Please note that emptying the waste water and the toilet is not allowed on roads and on parking spots. Several camping grounds provide a station where you can empty the toilet.

ELECTRICITY / POWER OUTLETS / AUXILIARY HEATING / IPOD

During your trip, you can charge your mobile phone, laptop etc. 220V with a special adapter plugged into the cigarette lighter. Once your vehicle is parked on a camping ground, you can plug in your vehicle and use the camper outlets. If you don't plug in your vehicle, you have no power on these outlets. The outlets are aligned for 2-pin connectors Euro Norm. The heater works mostly on gas and has nothing to do with the power supply. To start the auxiliary heating, the vehicle requires some power. Since all of our vehicles are equipped with 2 batteries (one battery for the vehicle and one battery for the living area), this isn't a problem. If you want to use an iPod, etc., we recommend to bring a Belkin or something similar and connect it to the cigarette lighter, so you can hear your music through the radio frequency.

GPS TRACKING

The vehicle may be equipped with a GPS safety device. Therefore, we can track the exact position of our vehicles. Disregard of the Icelandic traffic law

can be reported to the local police station. The data of those GPS safety devices are checked when the vehicle is returned. The renter is responsible for exceeding the speed limit or for staying in forbidden areas (e.g. Highland for Motorhomes and Freedom Camper). Please bear in mind that the Highland is guarded.

FUEL CONSUMPTION

The average consumption depends on the vehicle size, the road conditions and the way of driving. Please check our web page www.campericeland.is for further information about each vehicle category

EQUIPMENT / BED LINEN / CAMPING KIT

Your booking includes the Camping Kit.

- Bedlinen, blanket, pillow and towels for each person
- Kitchen Set (dishes, cutlery, pan, pot, cups, bowls - all necessary items for your household on wheels)
- 1 x 9kg gas bottle (Freedom Camper = portable gas cooker)

SMOKING

Strictly forbidden!

Not only for your safety but also for the pleasure of other renters.

We wish you
a good trip!

CAMPER ICELAND

- campericeland.is - 2016 -