

INFO AVIS

Contact Information

General enquiries (before the rental)	avis@avis.is · budget@budget.is
Customer Service (after the rental)	customerservice@avis.is · customerservice@budget.is
All calls through the operator	Avis +354 591 4000 · Budget +354 562 6060
Postal address	ALP hf. – Avis/Budget Iceland Holtagarðar Holtavegur 10 104 Reykjavík ICELAND

Rental Locations *cars may be returned after-hours to this station

STATION	OPENING HOURS
Keflavík International Airport Arrivals Hall	daily 04:00 - 01:00h flight number is mandatory!
Keflavík International Airport * Car Return Center	24 hours – to meet all flight departures
Reykjavík Main Office * Holtagarðar Holtavegur 10 104 Reykjavík	daily 08:00 - 18:00h
Reykjavík Domestic Airport	meet all reservations between 08:00 and 18:00 flight number is mandatory at all airport locations!
Akureyri Airport	
Akureyri, Hvannavellir 14 *	
Egilsstaðir Airport	
Höfn í Hornafirði Airport	
Ísafjörður Airport	
Sauðárkrókur, Raftahlíð 49 *	

Public Holidays

DATE	KEFLAVÍK	REYKJAVÍK	OTHER LOCATIONS
New Year's Day 01 January	from 10:00	main office 11:00-18:00 airport closed	closed
Good Friday 30 March 2018 / 19 April 2019	24h	8:00-18:00	8:00-12:00
Easter Sunday 1 April 2018 / 21 April 2019	24h	main office 8:00-18:00 airport closed	on request 08:00-12:00
Christmas Eve 24 December	until 18:00	main office 8:00-16:00 airport 8:00-14:00	08:00-12:00
Christmas Day 25 December	closed	closed	closed
Boxing Day 26 December	from 6:00	8:00-18:00	8:00-13:00
New Year's Eve 31 December	until 18:00	main office 8:00-16:00 airport 8:00-14:00	08:00-12:00

Insurances

Please note: If the customer chooses to rely on a credit card or any other insurance for cover, we strongly recommend that he fully understands the terms and conditions of any cover provided by the credit card company before declining any of the insurances provided by us.

Third Party Liability and Personal Accident Insurance

Third-party liability insurance for owner and driver consists of the amount set by Icelandic law at any given time and is always included in the rental price but not listed separately. Currently, Third Party Liability covers:

- personal injury for up to ISK 3.740.000.000
- damage to property for up to ISK 433.000.000

Personal Accident Insurance covers:

- personal injury for up to ISK 280.000.000

Collision Damage Waiver (CDW) includes Theft Protection (TP)

Included in all tour operator rates

- passenger cars (groups A, D, N, O, B, L, E, C, M and I)
non-waivable excess ISK 195.000 per incident
- luxury cars, jeeps and minibuses
non-waivable excess ISK 360.000 per incident

CDW/TP limits the renter's financial liability for damages to the vehicle, its parts and accessories, also including theft, attempted theft or vandalism, provided the vehicle is used in accordance with the terms and conditions of the rental agreement. All rentals are subject to a non-waivable excess, for which the customer is responsible in the event of damage, loss or theft to the vehicle during the rental.

Super Collision Damage Waiver (SCDW) includes Super Theft Protection (STP) and Front Windscreen Protection (WP)

- passenger cars (groups A, D, N, O, B, L, E, C, M and I) charged 2300ISK/DAY
non-waivable excess zero
excess (front widescreen) zero
- luxury cars, jeeps and minibuses charged 2900ISK/DAY
non-waivable excess zero
excess (front widescreen) zero

SCDW/STP waives the renter's financial liability for damages to the vehicle, its parts and accessories, also including theft, attempted theft or vandalism, provided the vehicle is used in accordance with the terms and conditions of the rental agreement. Front Windscreen Protection (WP) waives the renter's financial liability in case of any damage to the front windscreen, unless the damage is caused by sand or ash.

Sand & Ash Protection (SAP)

- passenger cars (groups A, D, N, O, B, L, E, C, M and I) charged 1900ISK/DAY
non-waivable excess · ISK 195.000 per incident
- luxury cars, jeeps and minibuses charged 2500ISK/DAY
non-waivable excess · ISK 360.000 per incident

SAP lowers the renter's financial liability in case of any damage to the car causing from of sand or ash. Please note that such damages are not covered by CDW/SCDW. SAP is available at the rental desk and cannot be booked in advance.

Please note that additional insurances are counter products. They cannot be sold beforehand or put on the voucher unless our mutual contract agrees upon that.

Insurances do NOT cover

- intentional damage or damage owing to gross negligence by the driver;
- damage resulting from 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, tyres, suspension, batteries, glass (except for windscreens when additional insurance is taken), 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 vehicle's transmission, drive, or other components in or attached to the chassis; damage to the chassis resulting from the vehicle bottoming on rough roads because 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 passenger vehicles that occurs 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 (except when Sand & Ash Protection is taken);
- water damage to the vehicle; also damage caused by sea spray/seawater if the vehicle is transported by sea

ALL VALUES IN ICELANDIC KRONAS (ISK) INCL. VAT		PRICE
Collision Damage Waiver (incl. TP) passenger cars (grps A, D, N, O, B, L, E, C, M and I) non-waivable excess (per incident)		Included 195.000
Collision Damage Waiver (incl. TP) luxury cars, jeeps and minibuses non-waivable excess (per incident)		Included 360.000
Super Collision Damage Waiver (incl. STP and WP) passenger cars (grps A, D, N, O, B, L, E, C, M and I) non-waivable excess (per incident) non-waivable excess (front windscreen damages)	Price per day	2.300 0 0
Super Collision Damage Waiver (incl. STP and WP) luxury cars, jeeps and minibuses non-waivable excess (per incident) non-waivable excess (front windscreen damages)	Price per day	2.900 0 0
Sand & Ash Protection (SAP) passenger cars (grps A, D, N, O, B, L, E, C, M and I) non-waivable excess (per incident)	Price per day	1.900 195.000 per incident
Sand & Ash Protection (SAP) luxury cars, jeeps and minibuses non-waivable excess (per incident)	Price per day	2.500 360.000 per incident

Services and Extras (all amounts include VAT)

- **Environmental Fee** · ISK 650 per rental (this environmental tax applies to all rentals)
- **Keflavik Airport Service Charge** · ISK 5400 per rental (this airport tax applies to all rentals starting at Keflavik International Airport)
- **One Way Rental Surcharge** · ISK 4.500 per rental for rentals from Reykjavik to Keflavik - No charge for rentals from Keflavik to Reykjavik - ISK 18.000 per rental for rentals from/to RKV/KEF to other stations. A one-way rental surcharge applies if the customer starts the rental in one location and returns the vehicle to another. Availability for one way rentals may be limited.
- **Car not returned at a rental station** · Cars are not to be dropped off at hotels and guesthouses. They must be returned to the rental location according to the agreement. If a customer fails to do so a minimum service fee of ISK 15.000 applies.
- **Additional Driver** · ISK 900 per day (max. charge 7 days / 6.300 ISK)
All rental contracts must be under the name of the lead driver who must be present at the time of rental and must be the main credit card holder. Additional drivers have to 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 null and void.
- **Child Seats**
BSS BABY SEAT ISK 4.500 / rental
CSS CHILD SEAT ISK 4.500 / rental
CBS CHILD BOOSTER SEAT ISK 2.000 / rental
- **RSN - Roadside Assistance** · ISK 500 per day (max. charge 10 days / 5.000 ISK)
RSN waives the towing / service fees in case of: the vehicle experiences a battery failure we'll provide a jump start
- keys are locked inside the vehicle or if the keys are lost - running out of fuel we will deliver fuel to your location to get you on your way. If you put the wrong type of fuel into the car, we will come and help you pump it out and clean the tank. Please note that the cost of a replacement key, additional fuel costs or the work for cleaning the tank are not included in this cover.

- **GPS Satellite Navigation System** · ISK 1.900 per day (max. charge 7 days / 15.400 ISK)
Our GPS devices feature voice instructions in 40 languages and information on all sorts of useful places such as petrol stations, car parks and hotels.
- **4G WiFi wireless modem** · ISK 1.500 per day (max. charge 7 days / 14.000 ISK)
A wireless modem that provides a mobile internet connection around Iceland. It connects up to 10 devices to the internet and data usage is unlimited.
- **After Hours Service** · some locations, we might be able to serve customers after the station has been closed, e.g. for flight arrivals at domestic airports. This service is on request only and costs: ISK 10.000 per rental.

Please note that all additional services and extras are counter products. They cannot be sold beforehand or added to the voucher unless our mutual contract agrees upon that. Prices for extras and services might change without notice.

General Terms & Conditions

Vehicle Type

The cars listed are examples only. Reservations are booked by car group only. If the car confirmed is not available at the time of rental, a similar or superior car is supplied at no extra cost.

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 and Diners Club. Prepaid credit cards cannot be accepted!

An authorization from the credit card will be taken at the start of all rentals, even if the cost of the rental is covered by a voucher. Provided that the rental is covered by a voucher, this authorization amounts roughly to the cost of one additional day plus a full tank and varies therefore according to car group and season. Payment with cash or debit cards is not accepted at any time. It is essential to inform your clients accordingly. We will not rent any car without a credit card from the main driver, and no exceptions can be made.

Driving License

The driver must present a fully valid driver's licence (i.e. not a temporary one) that has been held for a minimum of one year. An International Driving Permit is also required if the national driver's licence is not in the Roman script (for example in Cyrillic or Chinese script). A class B driving licence is valid for cars with up to 8 passengers plus the driver. Vehicles for nine passengers and more require a class D driving licence or a class B licence which has been issued before March 1988.

Fuel

All cars are rented with a full tank. If the car is not returned with a full tank an additional charge applies. Prepaid fuel options are available at selected rental stations.

Age Restrictions – Minimum Age

20 years for passenger cars (A, D, N, O, B, L, E, M and I)

23 years for jeeps (F, P, H, J, G, K and XP)

25 years for luxury cars and minibuses (C, XE, XG and XH)

Young driver fee

Younger drivers may drive by paying a young driver fee of ISK 1000 per day. This is possible in:

- groups A, D, N, O, B, L, E, M and I for drivers that are 18-19 years old
- groups F, P, H, J, G, K and XP for drivers that are 20-22 years old
- groups C, XE, XG and XH for drivers that are 20-24 years old

In any case, the young driver must present a fully valid driver's licence (i.e. not a temporary one) that has been held for a minimum of 12 months.

Driving Restrictions

Vehicles in groups A, D, N, O, B, L, E, M, I, and XE are not allowed to be driven on roads marked F on official maps as well as Kjölur (road 35, north of Gullfoss) and Kaldidalur (road 550). Should these restrictions be ignored, all insurance (Third Party Liability, CDW, TP, WP, PAI), if accepted, shall be deemed, null and void. 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. Should a car be spotted on a road on which it is not allowed, we will impose a fine that will be charged to the renter's credit card – even if no damage occurs to the car. **This fine currently amounts to ISK 100.000.** This fine does not affect the liability of the renter to pay for any damage.

Accidents, Damages and Emergencies

Damage, Theft and Accidents

In case of a major accident or any injuries, the emergency number 112 must be contacted. Even in case minor accidents, it is recommended to call the police so that a correct and official report can be filed. If damages or theft occurs to the vehicle while it is stationary, and the driver is absent, the renter must contact the nearest police station to report the incident. Please note that in order to apply the insurance excess a correct accident report is mandatory. Failing to provide an accident report may result in the insurances not being applied.

Breakdowns

In case of breakdown or if the car is not safe to drive after an accident, our breakdown number must be contacted. The line is staffed 24 hours in summer and between 06:00 and 22:00 in winter. The number can be found on the key chain and the rental contract. Please note that this number is not to be called for any questions regarding the rental contract.

Cost of Damage

In general, damages are to be paid at the end of the rental. However, should a car have to be replaced after an accident, we may ask for settlement of the damage before a replacement car will be provided. The renter is responsible to inform us about any damages that have occurred to the car. The renter's credit card may be debited for payments in respect of damage to the vehicle while in the possession of the renter. The time and terms of payment shall be at our sole discretion. This right shall remain unaffected for 6 months following the return of the vehicle. The cost of damage is determined by a price list available at all locations. In the case of major damages not covered by insurance, e.g. water damage, the cost will be estimated at an authorized garage.

Transport of a Damaged Car

For the transport of a damaged car ISK 365 per km are charged to the renter. There is always a minimum cost of ISK 65.000 which the renter must cover.

Car Replacement

Replacing a damaged car is subject to availability. Sometimes, replacing the damaged vehicle with the same type is not possible. Such action by us does not constitute a breach of the contract and does not entitle the renter to any refund. If no alternative vehicle is available, we have no liability for refund any cost inferred by the renter. A replacement vehicle will not be provided before the damage of the old car has been settled.

Car Breakdown

In the event that the vehicle malfunctions owing to wear or other reasons for which the renter is not responsible, we will supply another vehicle or ensure that a repair is to be completed as soon as possible at a location specified by us. This does not affect the payment of the rental or any other charges payable by the renter hereunder. We will not pay any compensation in cases such as provided herein, neither for accommodation nor other.

Tires

Tires are always the renter's liability. If tires go flat the renter is responsible for replacing them with tires of the same pattern and size at the nearest tire garage. If there is no tire with same pattern available the renter is required to call our breakdown number for instructions. We do not offer an emergency service for replacing flat tires.

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 responsibility to check the car and can 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.

Partner Garages and Service Stations

We have many partner garages all around Iceland which provide help in case of damages to the rental car. In case of any problem our Reservation Department provides further information.

RSN - Roadside Assistance

We offer an additional Roadside Assistance Package. For details, please refer to page 11.

Customer Service

All inquiries regarding past rentals (i.e. rentals where the customer returned the car already) are to be sent directly to **customerservice@avis.is** or **customerservice@budget.is**. Please bear in mind that the standard time for an answer is up to 10 working days for general inquiries and up to 20 working days for inquiries regarding damage.