
Travel Information 2019

Ice Rental - Camper Iceland Ehf
Reception
Vesturbraut 10a
230 Keflavik
+354 421 1933

info@johnsongroup.ch
www.camper.is



1. Preparation	4
1. Routing	4
2. Driving in Iceland	4
3. Road and Weather conditions	5
4. Opening time Highland	5
5. Area restrictions - 4x4 Campers	5
6. Area restrictions - Motorhomes and Freedom Campers (2WD)	5
7. Wind	6
8. Animals	6
9. Camping	6
10. Hvalfjarðargöng - tunnel at the Whale Fjord	7
11. Environmental philosophy	7
2. Your booking	7
1. Booking /Confirmation	7
2. Equipment: Camping Kit	7
3. Extras / Maps	7
4. Included distances, km.	7
5. Driving license	8
6. Deposit	8
7. Children	8
8. Insurance / Agreement	8
9. Pick-up / Drop-off outside opening hours	10
3. Arrival / Shuttle	10
1. Rental Station	10
2. Transfer / How to get to the rental station?	10
3. Pick-up of the vehicle	11
4. Luggage	11
4. Instruction / Vehicle details	11
1. On the way	11

2. Filling up water, gas etc	11
3. Electricity / Power outlets / auxiliary heating / iPod	12
4. GPS Tracking	12
5. Fuel consumption	12
6. Smoking	12
5. Troubleshooting / Damages	12
1. What to do in case of an emergency?	12
2. What to do in case of a damage /accident / breakdown?	13
6. Drop-off	13
1. Drop-off	13



1. Preparation

1. 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.



2. 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 4x4 vehicle. Driving on the Highland roads with a Motorhome / Freedom Camper (2WD) is strictly forbidden!



3. Road and Weather conditions

You can find information about the current road- and weather conditions on the following website:

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

4. Opening time Highland

You can find the opening times of the Highland roads on the following website:

<https://www.campericeland.is/en/information/opening-hours-of-the-icelandic-highland/>

5. Area restrictions - 4x4 Campers

The Highland roads can only be driven with a 4x4 vehicle. 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.

6. Area restrictions - Motorhomes and Freedom Campers (2WD)

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.

7. 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, no Insurance will cover accidents or damages caused by driving if 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.

8. Animals

Be aware of sheep who are grazing at the roadside. Young lambs always follow their mothers. Horses are enjoying a free life in Iceland as well. Please adjust your speed.



9. Camping

In November 2015, new conservation legislation came into effect making changes to where it is permissible to camp. For instance, it is now illegal to spend the night in tent trailers, tent campers, caravans, camper vans or similar outside organised campsites or urban areas unless the land owner has given their permission. Read more on our Webpage: <https://www.campericeland.is/en/where-can-i-camp/>

10. Hvalfjarðargöng - tunnel at the Whale Fjord

From September 2018, the tunnel is free of charge. Maximum speed in the tunnel is 70 km/h, please watch out for speed cameras, fines will apply.

11. Environmental philosophy

We kindly ask you to help us to protect the Icelandic environment! Please do not litter! Keep Iceland clean.

2. Your booking

1. 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.

2. Equipment: Camping Kit

Your booking includes the Camping Kit.

-Bedlinen, blanket, pillow and towels for each passenger or sleeping bags (depending on the booked vehicle category)

-Kitchen Set (dishes, cutlery, pan, pot, cups, bowls - all necessary items for your household on wheels)

-1 x gas bottle or 1 portable gas cooker (depending on the booked vehicle category)

3. Extras / Maps

You can rent or buy various items. Further information:

<https://www.campericeland.is/en/extras/>. Different maps such as a big map of Iceland, an atlas of Iceland or local maps can be purchased at our office.

4. Included distances, km.

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 Fords) 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 a daily fee.

5. Driving license

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 is 20 years, vehicles with a weight over 3,5t, 21 years. The maximum age is 75 years. A "under/over age" fee (<25/>75) applies. Further information: <https://www.campericeland.is/en/information/drivers-license/>

6. Deposit

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 and Mastercard. EC-Cards are not credit cards. Prepaid credit cards are not accepted.

7. Children

The minimum size for children in the front-seats is 1.50m. Child Safety Seats, Child Boosters are mandatory for children under 7 years. Please check further information on our website: <https://www.campericeland.is/en/information/child-safety-seat/>. It is possible to rent those seats at our rental station.

8. Insurance / Agreement

The CDW (Collision, Damage Waiver) Basic insurance is included. Please note that the CDW basic has full self-risk in damages. Self risk of 2800€ starts with CDW Plus. This insurance does not cover the following cases of damage:

- A. Off-road driving, such as on tracks and rough trails, beaches, etc.
- B. Driving across rivers or any kind of water course,
- C. Intentional acts or gross negligence,
- D. Use of intoxicants by the driver,
- E. Vehicle use that contravenes Icelandic law and/or the provisions of this lease.
- F. Driving on roads marked F on official maps as well as 35 (Kjölur), 550 (Kaldidalur), 939 (Öxi), 520 (Dragafell) and as well all back roads (except 4WD vehicles),
- G. Driving on closed roads including roads open at own risk. Driving in snowdrifts and ice,
- H. Driving in windy conditions (over 20m/sec)
- I. Intentional damage or damage due to gross negligence on the part of the driver,
- J. Damage resulting from the driver being under the influence of alcohol, stimulants or sedatives, or in any other way incapable of driving the vehicle in a safe manner,
- K. Damage due to race or test driving,

-
- L. Damage due to break ins, war, riots, civil disturbances, strike actions or other similar incidents
- M. Damage due to nuclear power, radiation or radioactive materials, as well as to loss or damage resulting from volcanic eruptions, earthquakes, landslides, avalanches or other natural disasters,
- N. Damage done by animals,
- O. Holes burned into seats, carpets, or mats,
- P. Damage affecting wheels, bolts, tires, suspension, batteries, glass, radios, or loss by theft of parts of the vehicle and damage resulting from this,
- Q. Any form of damages to the undercarriage of the vehicle and tires when the underside of the vehicle scrapes the road during driving, such as on ridges left by road levelers, speed bumps, stock grids, holes in the tarmac, protruding rocks or rough terrain, whether it be on off-road conditions and tracks or not.
- R. Breakdown of axles, suspension, gear box (transmission), drive, battery and other parts in or attached to the vehicle undercarriage as well as damages due to the engine's melt-down. The same applies to damage from stones being thrown up and striking the underside of the vehicle during driving.
- S. Loss or damage due to normal conduct, such as smoking, cooking and the consumption of food and drink in the vehicle, damages caused by loose cargo such as cases, food, bottles or any other belongings,
- T. Loss or damage caused by the theft, loss or damage to the vehicle's keys.
- U. Damage resulting from driving in places where vehicle traffic is banned, such as paths, tracks, banks of snow, ice, unbridged rivers or streams, beaches, places only accessible at low tide, or other trackless areas. However, compensation will be paid for damage if the driver is forced to leave the road, for example, due to road repairs.
- V. Damage caused by sand, gravel, ash, pumice, or other kinds of earth material being blown onto the vehicle or into the back of heating systems, refrigerators and other equipment.
- W. If the vehicle is transported by sea, no compensation will be paid for damage caused by sea spray/seawater.
- X. RV, Camper and Motor Home interior such as damages to: tables, doors, windows, hatches, curtains, benches, chairs, closets, toilets, heating systems, water pipes, door handles, locks, keys, cushions, pads, camping kits, extras of all types, hinges, joints, electrical devices, mattresses, beds etc. (Only insured by Plus, Premium and Super CDW)
- Y. Windscreens (front window), windows and hatches (only covered by Premium and Super CDW).

Further CDW options: <https://www.campericeland.is/en/insurance-options/>

We recommend the travel insurance of ERV, which lowers your self risk to 0 Euro: <https://www.campericeland.is/en/excess-guarantee/> This insurance has to be booked before you arrive in Iceland.

9. Pick-up / Drop-off outside 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. <https://www.nordicguesthouse.is/>
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.

3. Arrival / Shuttle

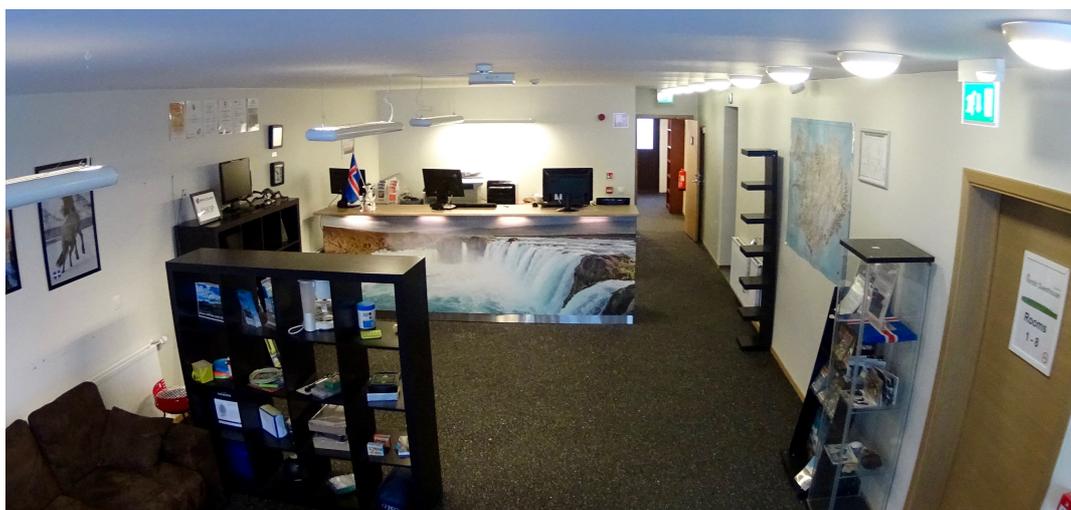
1. Rental Station

Ice Rental - Camper Iceland Ehf
Vesturbraut 10a
230 Keflavik
Phone: +354 421 1933

2. Transfer / How to get to the rental station?

Our rental station is located only 5 minutes by car from the International Airport in Keflavik. Taxi is the most efficient way to reach our rental station. The taxi-line is located outside of the arrival area.

Shuttle booked in advance is available for 30 Euro / per way. We are working with one of the best taxi companies in Keflavik. If you book in advance you will receive a voucher for the company called A-Stöðin.



3. Pick-up of the vehicle

09.00 - 17.00 daily

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@johnsongroup.ch). During the pick up procedure you will receive instructions where you can see how to use the Motorhome or 4x4 Camper. 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.

4. 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. Please note that we are not liable for your luggage.

4. Instruction / Vehicle details

1. On the way

While driving, safety belts are mandatory for all passengers. 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 interior of the camper while opening the storage.

2. Filling up water, gas etc

Iceland has a tight network of gas stations. Here you find two links for checking the gas station locations: www.n1.is/en/locations, www.olis.is/english/stations. At most gas stations, you can get gas bottles and water. At 99% of the gas stations the water is free. At many gas stations, you can clean your vehicle and fill up the water tank by removing the brush of the hose. This is special in Iceland. 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.

3. 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.

4. 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.

5. Fuel consumption

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

6. Smoking

Smoking in the vehicle is strictly forbidden. Not only for your safety but also for the pleasure of other renters.

5. Troubleshooting / Damages

1. 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 5 pm every day. For major emergencies, such as serious accidents please contact nation-wide Icelandic Emergency Service - number 112.

2. What to do in case of a damage /accident / breakdown?

In case of a damage, Camper Iceland has to be informed (+354 696 1933 - technical support line - 7 days a week from 9 am till 5 pm) and the closest authorised repair shop (by arrangement with Camper Iceland) has to be stopped at. Towing costs have to be paid by the renter.

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.

6. Drop-off

1. Drop-off

09.00 - 16.00 daily

In case of a damage please check the emergency information in the reception (during pick-up).

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. 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 fuel tank, an empty black water tank and a cleaned toilet cassette. If you don't empty and clean the toilet, a fee 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.



Góða ferð!!