

General Conditions Profile Fjords Motorhome 5 Hel

For travel from 01/10/2025

To 30/09/2026

OPENING HOURS AND RENTAL CONDITIONS

Departures/Returns: Departures are from 9:00 am to 5:00 pm and returns from 9:00 am to 4:00 pm. Outside of these hours, departures or returns are possible for an additional fee.

Keflavik rental center hours: daily from 9:00 am to 5:00 pm.

Minimum rental period 4 days.

Minimum age and driving license: Drivers must be at least 20 years old (21 years old on some models) and hold a valid driver's license for at least 12 months, which authorizes them to drive a European category B vehicle (car license) or equivalent up to 3500 kg GVW.

There is an additional charge for drivers under 25 years old or over 75 years old.

DEPOSIT

The security deposit of 3,200 € is charged as an imprint on the renter's credit card, only Visa or Mastercard credit cards are accepted by the rental company. The amount must be available on the account, it will not be debited but will be blocked and cannot be used.

There are additional options available to reduce amount of the deposit and excess.

EVEN MORE ABOUT FJORDS MODELS...

Experience. Fjords models belong to the biggest Motor Home & 4x4 Camper rental company in Iceland: an independent family business since 1987 with a passion for Iceland and an incredible knowledge base.

Fleet. Greatest variety in vehicles. 9 different vehicle types to serve your detailed needs.

Vehicles are inspected before each rental and certified by the state.

D DAY...

Departures are between 09:00 am and 5:00 pm, unless otherwise agreed and payment of the appropriate surcharge. You should allow 1 to 2 hours to complete the administrative formalities and to attend the visit of the vehicle.

...AND THE LAST DAY

The return of the vehicle is done between 09:00 am and 4:00 pm, unless otherwise agreed and payment of the appropriate surcharge.

You should allow 1 hour to complete the return documents and check the vehicle.

The vehicle must be returned clean inside and out, with a full fuel tank, an empty and clean toilet waste water tank, empty grey water tanks (if applicable) and in the same condition as when it left the depot, otherwise a fee will be charged.

GENERAL CONDITIONS

The rental contract itself, regardless of the manner in which the reservation and payment of the rental were executed, brings together the company that owns the fleet, the "lessor", and the person signing the contract, the "hirer". The exchange of the vehicle by the hirer implies the unreserved acceptance of the following general rental conditions.

Use of the vehicle: The hirer agrees to use the vehicle in a prudent and normal manner, to use it only for his personal needs, and not to sublet it, nor to transport people for a fee. The driver must take the utmost care of the vehicle's water and oil levels. The renter is not allowed to participate in any match, race, rally or other competition of any kind, as well as test-drives or training. The hirer agrees not to use the vehicle for any illegal purposes or purposes other than those specified by the manufacturer, and not to overload the rented vehicle by carrying more passengers than indicated on the vehicle's registration document. The renter agrees not to attach a trailer or similar vehicle, not to make any modifications to the vehicle.

Extras

Please book all extras in advance to insure availability and to profit from special rates.

Additional Driver

All reservations must be made in the name of the primary driver. The primary driver must be present at the time of rental and must be the primary credit card holder. Additional drivers may be registered for an additional fee. All drivers must be listed on the rental agreement at the time of rental to be insured. Unregistered drivers are fully responsible for all damages caused while driving and insurance is not applicable.

Luggage Storage

Hirers can leave their luggage at the rental station. This option is free of charge and has been popular for many years by requesting a receptionist. Hirers should not leave any valuables in the luggage. The lessor assumes no responsibility for this service.

GPS Tracking

The vehicle may be equipped with a GPS tracking device. The GPS tracking device is a device that uses GPS to determine the precise position of a vehicle and to record the position. Any violation of Icelandic traffic laws can be reported to the local authorities. The data check is part of the ongoing control process. The renter will be held responsible if the vehicle has been driven too fast and/or in areas prohibited by the lessor. The GPS tracking device is also a safety feature. In the event of a serious accident - such as a rollover - the device will call the national emergency number (112) automatically providing the current position of the vehicle.

Environmental Fee

An environmental surcharge of 14 € applies to all rentals.

Pick Up / Drop Off / Opening Hours / Shuttle

Pick-up / drop-off location: It is located about 7 km from Keflavik International Airport. Reykjavik is about 48 km from Keflavik. Address: Klettatröð 15, IS-262 Keflavík (Reykjanesbær)

The usual opening hours are from 09:00 am to 5:00 pm for the pick-up service, from 09:00 am to 4:00 pm for the drop-off service during the season.

If the hirer wishes to pick up or drop off the vehicle outside of regular business hours, fees will apply. In the event of damage, the hirer should refer to the emergency information at the front desk (upon pickup) for information on how to return the vehicle.

Stay: Hirers may have special needs (extra blankets, sheets, camping equipment, etc.) that are only available at the Keflavik rental station. At the time of pick-up, the hirer must check the vehicle and its equipment before leaving the rental station. If anything is missing, the hirer can report it to the reception.

Transfers: The hirer is advised to pre-order their taxi using the following information:
https://www.camper.is/wp-content/uploads/2025/05/TAXI_CAMPER_ICELAND_25.pdf

Returning the Vehicle

Normal drop-off: The vehicle is returned to the lessor's station at the same location where it was picked up. The reception team will provide the hirer with free brochures, maps and all the necessary material regarding the vehicle during the pick-up procedure. The hirer must request a free map when picking up the vehicle. The return of the vehicle takes 20 to 60 minutes. In case of problems, it may take longer.

Damaged vehicle or Issues with the vehicle: In case of damage or breakdown, the hirer must inform the lessor at least 24 hours in advance to schedule the return. In case of damage, the hirer must return the vehicle to the rental station on weekdays for damage assessment (between 09:00 am and 4:00 pm). In all cases, a damaged vehicle must be returned to the rental station at least 4 hours before a return flight.

A solution to all problems must be found on the spot in order to avoid prolonged communications by mail or telephone. If necessary, a garage estimate with a CAPAC certificate will be provided.

Before the Drop Off: The hirer must ensure that the vehicle is cleaned at the local gas station, the waste tanks are emptied at the designated location and the gas/diesel tanks are refilled. If the hirer has stored their luggage in the rental center, they must ensure that it is retrieved during business hours.

End Cleaning: The vehicle must be clean (inside and outside), the toilet waste water tank must be empty and clean. The lessor offers final cleaning options (vehicle/toilet) for an additional fee. In case the hirer forgot to empty the septic tank (toilet), the lessor offers a cleaning service for an additional fee.

Seasons / calculation

The season is defined by the exact date (not the first or last rental date). The reservation system counts in calendar days and not in working days.

Minimum rental period: 4 calendar days.

Modification / Changes / Additions

For changes, additions and modifications, a change fee applies. Changing the booking dates is only possible within the period the vehicle is originally booked i.e. if you arrive a day later or have to leave a day earlier. A change like that is subject to the modification fee. It is not possible to change the reservation dates for the entire rental. Please refer to the Cancellations section.

Cancellations

The lessor must be informed of any cancellation of a reservation as soon as possible. The lessor cannot be held responsible for any delay of the hirer, plane delays, other transportation delays, illness or other reasons for picking up or dropping off a vehicle too late. It is strongly recommended that hirers take out personal travel insurance. All cancellations must be sent in writing (e.g. by email). The cancellation will be confirmed and a cancellation invoice will be sent. Reactivation of a canceled reservation is not possible and will therefore be treated as a new reservation.

Once a reservation is confirmed, the following cancellation policy applies immediately:

- Up to 55 days before the start of the rental period: 20% of the rental amount, with a minimum of 200 € ;
- Between 54 and 19 days before the start of the rental period: 50% of the rental amount;
- Less than 19 days before the start of the rental: 100% of the rental price;
- On the day of rental, pick-up or in case of no-show: 100% of the rental amount

Subsequent changes are not permitted. Each change of rental will be charged according to the current price list.

Availability

The lessor reserves the right to substitute a comparable or superior vehicle at no cost to the hirer. Such action by lessor shall not constitute a breach of the terms or contract of the vehicle and shall not entitle the hirer to any refund. If no replacement vehicle is available, the lessor's liability is limited to the refund of all payments made. No additional costs (airfare, lodging, lost tours) will be refunded.

Vehicle Type

Vehicles shown are examples only. Reservations should be made by vehicle category only, not by vehicle model. If the confirmed vehicle is not available at the time of rental, a similar or superior vehicle will be provided at no additional charge. Downgrading to a smaller vehicle entitles the renter to a refund up to the lower class price.

Credit Card Required

No rental can take place without the principal driver being in possession of a credit card. The card must be valid for at least one month after the scheduled return date of the vehicle. Prepaid cards will not be accepted.

Rental Extension

If a hirer wishes to extend the rental period, it is recommended that a request be made to the lessor as soon as possible so that every effort can be made to accommodate the request. Any extension of the rental must be paid for at the local rate at the rental location prior to the start of the extended rental period. If the hirer extends the rental period without prior notice to the lessor, the full daily rate plus a 100% fee will apply.

Vehicle Delivery

The lessor undertakes to deliver the vehicle at the agreed time and to ensure that it meets the requirements imposed on it. However, the lessor cannot provide compensation if the delivery of the vehicle is late in relation to the reservation. All rentals are on a daily basis and the hirer will be compensated for a late return instead.

Upgrades

A hirer who requests an upgrade will be charged of the difference between the reserved vehicle group rate and the requested vehicle group rate.

Malfunctions / Tires / Damages / Accidents and Theft

Malfunctions: All malfunctions that occur after the vehicle has been picked up are considered to be the responsibility of the hirer. In case of malfunction of the heating system, refrigerator, water pump and other parts of the vehicle, the hirer should contact the nearest garage listed on the map of garages approved by the lessor that was given to the hirer upon pick-up. Before contacting the garage, the hirer is advised to use the video equipment provided by the lessor to check the on/off pattern of the malfunctioning feature. The full cost of the repair and driving must be paid to the mechanic at the roadside, prior to the repair. The hirer cannot guarantee that the services of recognized garages and service companies will be available after working hours (normal working hours: Monday to Friday from 10:00 am to 4:00 pm).

Tires: All tires on the vehicle at the time of delivery are legal and functional. In the event of a flat tire or road damage - the hirer is advised to repair or change the tire using the equipment provided in the vehicle. As soon as the tire is repaired or changed, the hirer must go to the nearest facility listed on the map of garages recognized by the lessor to change the tire and make it fully functional. If this is not done, the price of the new tire will be charged at the time of return of the vehicle. The lessor cannot guarantee that the services of the approved garages and service companies will be available outside of working hours (working hours: Monday to Friday from 10:00 am to 4:00 pm).

Damages: All damages must be reported immediately to the lessor, either by phone during business hours (Monday to Friday from 10:00 am to 4:00 pm), or by e-mail during weekends and holidays. All damages caused by animals, weather conditions, road conditions, objects and/or the use of the wrong fuel or other liquids are at the hirer's expense.

Accidents: In case of an accident with a third party or an involved object - the hirer is obliged to call the police (national emergency number - 112), to wait for the arrival of the police and to fill in the official accident report with the help of the police. Going to the nearest police station is also appropriate behavior. In case of damage caused by another driver, who has escaped from the scene of the accident - the same procedure applies. All accidents/damages without an accident report made with the assistance of the police will be considered invalid, which will result in the full responsibility of the hirer.

Theft: Theft of the vehicle or any equipment/device must be reported immediately to the Icelandic police (national emergency number - 112). Otherwise, the vehicle and all missing equipment/devices will be charged at full price.

Driver's License: The driver must present a valid driver's license held for at least one year at the time of rental. The hirer and main driver and any other driver must be at least 20 years old. For vehicles over 3.5 tons, the minimum age is 21. The maximum age is 75 years. Additional fees for under or over age (<25/>75) apply. An International Driving Licence (IDL) is also required if the national driver's license is not in Roman script. Some of the vehicles require a higher driving license than the B (EU) license.

Methods of Payment and Deposit

No rental can take place without the principal driver having a credit card issued in his or her name. Accepted credit cards are : MasterCard and Visa. Prepaid credit cards are not accepted! A credit card imprint will be taken at the beginning of all rentals as a deposit even if the cost of the rental is covered by a voucher. This deposit can be used to cover the insurance deductible and additional charges such as gas and parking tickets. Cash is not accepted at any time. The lessor will not rent a vehicle if the primary driver does not have a credit card or if the rental amount is unpaid.

Terms of payment:

- Reservations: 30% payment must be made immediately;
- Final payment: 35 days prior to the pick-up date.

For reservations made within 35 days prior to departure, as well as for agreements concerning promotions, the total amount of the invoice must be paid at the time of the final reservation. The sales team will send the invoice by email. The invoice will include details of bank transfer and credit card payment.

Driving Restrictions (Other area restrictions are possible at any time)

In addition to all the advice given by the Icelandic Road Administration, all vehicles, except 4x4 models, are not allowed to drive on roads marked F on official maps, as well as on Kjölur (route 35), 939 (Öxi), 520 (Dragafell), Kaldidalur (route 550) and all unofficial roads. If these restrictions are not respected, all insurances (liability, CDW, etc.) will be considered invalid. The driver will be held fully responsible in the event of an accident or collision, including the cost of repairing the damaged vehicle and the cost of towing. In case of violation of these provisions - even if no damage occurs - the lessor will impose a fine. This does not affect the hirer's responsibility to pay damages. If a vehicle is seen on a road where it is not allowed to travel, a fine will be imposed - even if no damage has occurred. The fine currently amounts to 1000 €. This fine does not affect the hirer's liability for damages.

Motor Homes & Camper Particularities

Streets and Weather: Roads in Iceland can vary from day to day. The Icelandic Road Administration provides a detailed report on the current situation (available online). However, it is recommended to be vigilant and check regularly as the weather in Iceland can change rapidly, especially during the winter months. The lessor provides a free support page: <https://support.campericeland.is/>.

Camper & Motor Home quality: The lessor has its vehicles built by third-party companies. They choose good quality and reliable products to ensure their hirers' satisfaction. The hirers have very different opinions about the manufacturer. It is very important for the lessor to get information about these products in order to improve their quality. The lessor is known for the best possible service in the market. Help them maintain it.

Rain & Dust: Vehicles are not 100% impervious to rain, dust, ash and sand. Vehicles are never built to be airtight (ventilation for electrical and gas equipment). Driving in dusty conditions can cause sand, dust, or ash to enter the vehicle or leave behind. Due to strong wind and rainy conditions, the vehicle could at some point get wet inside, either from condensation or rain. The lessor strongly recommends that all hirers use the heating system and always leave a window open at night to allow moisture to escape from the vehicle. Due to the abundance of dust, ash and sand (especially on gravel roads), locks can fill up and jam. It is recommended that you only lock the doors that actually allow access to the vehicle.

Fuel Price: All vehicles are rented with a full tank. If the vehicle is not returned with a full tank, the lessor will charge a full tank as compensation. Prepaid fuel options are available at some rental locations. The lessor provides all hirer with a fuel discount card that is valid at select gas stations.

Car Breakdown and renters responsibility: In the event the vehicle malfunctions due to wear and tear or other reasons for which the hirer is not responsible, the lessor will provide the hirer with another vehicle as soon as possible or will arrange for a repair to be made as soon as possible at a location specified by the lessor. The foregoing does not affect the payment of rent or any other charges payable by the hirer under this agreement. No compensation shall be paid by the lessor in any of the cases provided for herein, neither for the dwelling nor for other things. Malfunctions of the gas heater, refrigerator, gas stoves, ovens (including microwave) and other equipment in the vehicle are not considered malfunctions. These malfunctions must be repaired at the rental station (free of charge) or by a professional at the hirer's risk and expense. In the event of a vehicle malfunction for which the hirer is not responsible, the lessor has 24 hours on weekdays and up to 72 hours on weekends and holidays to arrange the necessary repair or assistance.

Instructions and Equipment

The reception team will provide all necessary materials, including documentation, photos, videos and voice resources, so that the hirer can familiarize himself/herself with the vehicle and test all its functions. The lessor's agents will assist the hirer at all times and provide the necessary answers and assistance. It is essential for vehicle awareness and a positive travel experience that the hirer try out all the vehicle's features on their own. A checklist will be provided so that the hirer can be sure that he/she has checked and tested all necessary vehicle features. It is strongly recommended that the hirer be equipped with portable electronic devices such as laptops, smartphones, tablets in order to be able to take advantage of the equipment provided by the host team during the entire trip. It is essential that the hirer recognize that this equipment is a front-line aid and is easily accessible using almost any multimedia device with a stable internet connection. Portable WI-FI devices providing Internet access throughout Iceland can be rented at

the rental station during the pick-up process. To make sure you have a WI-FI device, it is highly recommended to pre-book this supplement during the booking process.

Cost of Damage and Replacement

Vehicle damage is generally payable at the end of the rental. However, if a vehicle is so badly damaged that it must be replaced somewhere outside the rental station, the lessor will request payment for the damage before providing a replacement vehicle. The hirer is responsible for informing the lessor of any damage to the vehicle. The lessor may charge the hirer's credit or bank card for the rental fee and other charges to the hirer, such as payments for damage to the vehicle while in the hirer's possession. The time and manner of payment is at the sole discretion of the lessor. This right shall not be affected for 6 months after the vehicle is returned to the lessor. The cost of damage is determined by a price list available at the lessor's premises. In 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 24% VAT (subject to government law). The lessor will charge for all damages according to the price list provided or after consultation with the lessor's business partners. Unfortunately, the lessor cannot accept spare parts. The lessor reserves the right to provide the replacement vehicle within a maximum of 36 hours during working days and 72 hours during weekends and holidays.

Car Replacement and renters responsibility

Replacement of a damaged vehicle is subject to availability. Occasionally, it may not be possible to replace the damaged vehicle with one of the same type. Such action on the part of the lessor does not constitute a breach of contract and does not entitle the hirer to a refund. If no replacement vehicle is available, the lessor is not obligated to reimburse the hirer for any costs incurred. If the hirer destroys or damages a vehicle, it may take several days to repair. In this case, the hirer may rent a new vehicle at his/her own expense. The lessor will not replace a wrecked or damaged vehicle at his expense. A replacement vehicle will not be provided until the damage to the last vehicle provided has been repaid.

Transport of a Damaged Car

The transport of a damaged vehicle costs 3€/km to the lessor. There is always a minimum cost of 450€/incident that the hirer must cover.

Tires

Tires are always the responsibility of the hirer. In case of a flat tire, the hirer is obliged to replace the tire with a tire of the same model and size at the nearest garage. On two-wheel drive vehicles, at least two tires (left/right) must be replaced and on four-wheel drive models, all four tires must be replaced. Failure to do so may result in damage to the transmission. In all cases, the lessor must be contacted.

Vehicle Condition Report (VCR)

At the time of each rental, the hirer receives a vehicle condition report indicating all damages. The hirer is asked to sign the vehicle condition report and receives a copy. The hirer then has the opportunity to check the vehicle and request changes if there are any discrepancies with the report. One copy is kept in the vehicle and another copy is attached to the rental agreement. Pictures of the vehicle are taken during the pick-up procedure in the presence of the hirer. All photos are uploaded to the online player and are accessible to the hirer during the trip with the right to view. The hirer does not have the possibility to modify and/or delete the photos. The access data for the online reader are provided with the documentation during the vehicle pick-up procedure. This prevents the hirer from being charged for damage for which he is not responsible.

Gas Bottles (LP)

It is possible to book them as an additional element to the rental.

Third Party Liability

The liability and accident insurance for the owner and driver amounts to the amount stipulated by Icelandic law at any given time. The hirer's own risk (also called "excess", i.e. the amount the hirer has to cover himself for damages) with regard to damages to the vehicle amounts to the total value of the vehicle.

Collision Damage Waiver (CDW)

CDW BASIC: The lessor includes a basic CDW in the rental rate for all types of vehicles. The CDW's own risk included €3200 per incident. The hirer is invited to refer to the CDW details below to see what is included and what is not.

Other CDW Options: Available CDW options are available upon request.

Third Party CDW / Insurances: The lessor does not recognize, advise or sell any third party insurance such as auto warranties, credit card vehicle insurance, etc. It is strongly recommended that the hirer fully understand the terms and conditions of any coverage provided by a third party provider before refusing any of the lessor's services.

CDW Details: CDW insurance covers only specific parts of the rented vehicle, but not other vehicles or objects that the vehicle may have damaged during the rental period. Damage to the vehicle or object of a third party may be covered by liability insurance and is subject to a fee of €250 per incident, but does not exclude other costs.

The CDW does NOT cover:

1. Off-road driving, such as on tracks and rough trails, beaches, etc.
2. Driving across rivers or any kind of water course,
3. Intentional acts or gross negligence
4. Use of intoxicants by the driver

5. Vehicle use that contravenes Icelandic law and/or the provisions of this lease.
6. 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),
7. Driving on closed roads including roads open at own risk. Driving in snowdrifts and ice,
8. Driving in windy conditions (over 20m/sec)
9. Intentional damage or damage due to gross negligence on the part of the driver,
10. 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,
11. Damage due to race or test driving,
12. Damage due to break ins, war, riots, civil disturbances, strike actions or other similar incidents,
13. 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,
14. Damage done by animals,
15. Holes burned into seats, carpets, or mats,
16. Damage affecting wheels, bolts, tires, suspension, batteries, glass, radios, or loss by theft of parts of the vehicle and damage resulting from this,
17. 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.
18. 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.
19. 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,
20. Loss or damage caused by the theft, loss or damage to the vehicle's keys.
21. 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.
22. 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.
23. If the vehicle is transported by sea, no compensation will be paid for damage caused by sea spray/seawater.
24. 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.
25. The windshield, windows, and hatches.

Winter rental conditions

All vehicle categories are available all year round. Mandatory winter tires (01.11. - 14.04.) for all vehicle categories are subject to a surcharge.

Dispute

The provider reserves the right to change the vehicle for another appropriate to the number of occupants. This does not constitute a breach of contract and does not authorize the tenant to claim any compensation. The photos are not contractual and the choice of vehicles is made by category and not by model.

The present general conditions are subject to French law. Any dispute arising from the execution, interpretation or application of the travel contract shall be brought before the competent court in the place of the registered office of the company CampingCar online.