

Hertz Iceland

Rental qualifications and requirements

Valid from 01.05.2017

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Practical Information

Key Contacts

Sales Team

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Director Sales and Marketing
Kristján Bergmann Sigurbjörnsson kb@hertz.is

Sales – Account Manager
Hugrún Högnadóttir hugrun@hertz.is

Service Manager
Ingi Heiðar Bergþórsson ingi@hertz.is

Fleet Manager
Hendrik Berndsen hendrik@hertz.is

Financial Manager
Sigurður Berndsen siggi@hertz.is

Head office and reservation office

Hertz Iceland – Bílaleiga Flugleiða ehf

Flugvallarvegur 5

101 Reykjavík

Open Mon-Fri: 08:00 – 16:00

Phone: +354 522 4400

Reservations hertz@hertz.is

Customer Relations customer@hertz.is

Exchange rates can be found at: <http://www.cb.is/exchange-rate/>

Valid from 01.05.17

Branches information's and opening hours

Reykjavik downtown

Flugvallarvegur 5
101 Reykjavik
Open Mon-Sun 08:00-18:00
Tel: +354 522 44 20

Reykjavik Domestic Airport

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 20

Keflavik International Airport

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 30

Ísafjörður Airport

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 90

Bíldudalur

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44

Sauðárkrókur

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 00

Skagaströnd

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 00

Akureyri Airport

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 40

Húsavík

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 00

Þórshöfn

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 00

Egilsstadir Airport

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 50

Vopnafjörður

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 00

Höfn Airport

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 70

Landeyjarhöfn office

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 00

Vestmannaeyjar Airport office

Meet all reservations confirmed by Hertz Iceland
Tel: +354 522 44 00

24 hour emergency number

**Hertz Emergency number: +354 858 04 99
(Open 24/7)**

Police and Ambulance emergency number: 112

Holiday Opening Hours

24/12 - We are open from 08:00-12:00

25/12 - The office is closed

31/12 - We are open from 08:00-12:00

1/1 - The office is closed

Shuttle Service

Hertz offers shuttle service to all major hotels and guesthouses in Reykjavik, cars are not delivered to hotels. Each morning the shuttle will go on a specific route between 08:15 and 10:00. During that time we cannot pickup customers from hotels not listed. After 10:00 we offer shuttle service upon request.

Please note that the shuttle has to keep schedule so we cannot wait for customers that are not ready. If the customer misses the shuttle we can pick him up after 10:00 upon request. Please note that the shuttle will only pickup the driver and no luggage – If there is space in the shuttle we will of course take as many and much with us as possible.

This schedule runs from 1. June to 31. August. During other months shuttle will pick up customers upon request.



The route from 1. June to 31. August.

Shuttle 1

Time:	Hotel:	
08:05	Hótel Natura	Flugvallarvegur
08:15	Hilton Reykjavik Nordica	Suðurlandsbraut 2
08:25	Park Inn Ísland Hótel	Ármúli 9
08:30	Grand Hótel Reykjavík	Sigtún 38
08:35	Hótel Cabin	Borgartún 32
08:40	Björk Hótel	Brautarholt 22-24
08:45	Hótel Klettur	Mjólnisholt 12-14
09:00	Hótel Reykjavík (Best Western)	Rauðarárstígur 37
09:05	Fosshótel Lind	Rauðarárstígur 18
09:15	Gistihús 101	Laugavegur 101
09:20	Fosshótel Baron	Barónsstígur 2-4
09:30	Kex Hostel	Skúlagata 26
09:40	Arnarhvoll	Ingólfsstræti 1
09:50	Hostel Laugadalur	Sundlaugarvegur 34

Shuttle 2

Time:	Hotel:	
08:15	Radisson SAS hotel Saga	Hagatorg
08:25	Hotel Reykjavik Centrum	Aðalstræti 16
08:30	Hotel Plaza	Aðalstræti 4
08:35	Hótel Reykjavik Marina	Mýrargata 2
08:40	Radisson SAS 1919 Hotel	Pósthússtræti 2
08:45	Hotel Borg	Pósthússtræti 11
09:05	Hótel Frón	Laugavegur22a
09:15	Hótel Klöpp	Klapparstíg 26
09:20	Reykjavík Backpackers	Laugarvegi 28
09:25	Hótel Þingholt	Þingholtsstræti 3
09:35	Hótel Óðinsvé	Þórsgötu 1
09:45	101 Hótel	Hverfisgötu 10
09:50	Gistihúsið Ísafold	Bárugata 11

Methods of Payment – Guaranty

A valid creditcard in the main renter's name is required to reserve and rent the vehicle. For all rentals (also prepaid) **an inprint of a credit card is required as a guaranty.**

Acceptable credit cards are: American Express, Mastercard, Visa and Diners.

Please note: Two credit cards must be presented at the time of rental for Luxury vehicles.

At the time of rental, an authorization is obtained on the customers credit card based on the estimated rental charges. There must be sufficient credit on the card to cover all charges that may occur during the rental period such as fuel, damages, traffic and speed tickets, rental extensions etc.

Taxes

All rates are subject to Value Added Tax (VAT) at the rate of 24% and are included in all rates. Should the tax change the rates will change accordingly.

Driving License

The driver must present a valid driving licence 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 your national driving licence is not in Roman script. This is required for translation purposes and may only be used in conjunction with a national driving licence.

For vehicles 10 seats or more, the driver is responsible for having a valid driving licence for those vehicle types.

Age Restrictions



















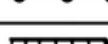



The minimum age for rentals in Iceland is 23 for 4wd jeeps, vans and mini vans. For all other vehicle types the minimum age is 20 years.

Driving Restrictions

Hertz 2wd vehicles are not allowed on roads marked "F" on official maps and on **KJÖLUR (road nr. 35)**, **KALDIDALUR (road nr. 550)** and on roads to **Landmannalaugar**.

Please note that vehicle group E (IWMN), P (IWAN) and K (HMMN) is not allowed on "F" roads but can be used on KJÖLUR (road nr. 35) and KALDIDALUR (road nr. 550) but is not recommended.

Should these restrictions be ignored all insurance, if accepted, shall be deemed null and void. The driver will be held fully responsible in case of accidents and will bear all consequences, including the cost of repairation of the damaged vehicle,towing etc.

A 	> 50 cm ³ > 45 km/h <small>(alt. max. 25 kW - 0.16 kW / kg)</small>
A1 	max. 125 cm ³ max. 11 kW 16 < max. 80 km/h < 18
B 	max. 3.5 t max. 8+1 Å  < 750 kg
BE 	 > 750 kg
C1 	> 3.5t, < 7.5t max. 8+1 Å  < 750 kg
C1E 	 > 750 kg max. 12t
C 	 < 750 kg
CE 	 > 750 kg
D1 	 < 750 kg max. 16+1 Å
D1E 	 > 750 kg max. 16+1 Å max. 12t
D 	 < 750 kg
DE 	 > 750 kg

Special attention is drawn to article 10, section b of the rental terms and conditions witch states:

The renter is unauthorized:

"Driving on roads that are marked with an F on official maps, as well as driving the Landmannalaugar, Kjölur or Kaldidalur roads, except jeeps in the category 4WD (four-wheel drive vehicles) that Hertz agrees as appropriate for being driven on such roads. A breach of this Article authorizes Hertz to collect fines from the Renter according to the pricelist of Hertz at any given time. The aforementioned provision on fines does not affect the Renter's liability regarding damage."

For further information please read the rental terms and conditions.

Vehicles

The vehicles listed in pricelists are examples. Specific models within a vehicle class may vary in availability and features, such as passenger seating, luggage capacity etc.

Our Preventive program

We at Hertz Iceland are always trying to find more ways to inform our customers about what to be aware of when driving on Icelandic roads. When picking up their cars, all customers get the brochure "How to drive in Iceland". Also all our staff is well informed about the weather and road administration websites so they can inform our customers about weather and road conditions.

Please choose the appropriate vehicle

For driver safety we want to remind you to choose the appropriate vehicle for your journey, whether it is city or highland driving. If you need assistance with choosing the right vehicle, don't hesitate to contact us.

Car Replacement

Please note that replacing a damaged vehicle is subject to availability and foreclosure of any damage cost.

Terms and Conditions

The general Terms and Conditions assigned by Hertz at each time, is a part of this Rental qualifications and requirements.

Additional Services

Additional Driver / Operator

The person named on the reservation must be the main driver, present at time of rental and payer of any rental charges. Additional drivers can be added to the agreement subject to a daily fee for each additional driver.



For further information regarding driving license requirements for additional driver please refer to the section "Driving license". For further information regarding minimum age requirements please refer to the section "Age Restrictions and Exceptions".

Cancellation fees

Reservation that is cancelled more than:

16 days prior to rental day, no cancellation fee is charged.

15-8 days prior to rental day, 30% of total reservation value is charged.

7-2 days prior to rental day, 50% of total reservation value is charged.

Less than 48 hours prior to rental day, 80% of total reservation value is charged.

Airport Service Charge

Airport Service Charge will apply to all rentals with pickup at Keflavík International airport.

Note: Airport Service Charge is a tax applied by the airport terminal and can change without prior notice.

One-Way Rentals

One way rentals are those whereby the customer picks up the rental vehicle in one location and returns the vehicle to another. One-Way rentals are subject to availability and location. Please find one-way fees enclosed.

ISK	From Reykjavik	From Ísafjörður	From Akureyri	From Egilsstaðir	From Höfn	From Keflavík	From Landeyjarhöfn	From Sauðárkrúkur	From Borgshöfn	From Skagaströnd	From Patreksfjörður	From Vestmannaeyjar	From Stykkishólmur	From Husavík	From Vopnafjörður
To Reykjavík	-	17.900	10.100	17.900	17.900	-	4.000	10.100	17.900	10.100	17.900	10.100	10.100	10.100	17.900
To Ísafjörður	17.900	-	17.900	17.900	17.900	17.900	17.900	17.900	17.900	17.900	10.100	17.900	17.900	17.900	17.900
To Akureyri	10.100	17.900	-	10.100	17.900	10.100	17.900	4.000	10.100	4.000	17.900	17.900	17.900	4.000	17.900
To Egilsstaðir	17.900	17.900	10.100	-	10.100	17.900	17.900	17.900	10.100	17.900	17.900	17.900	17.900	10.100	17.900
To Höfn	17.900	17.900	17.900	10.100	-	17.900	10.100	17.900	17.900	17.900	17.900	10.100	17.900	17.900	10.100
To Keflavík	2.000	17.900	10.100	17.900	17.900	-	4.000	10.100	17.900	10.100	17.900	10.100	10.100	10.100	10.100
To Landeyjarhöfn	4.000	17.900	17.900	17.900	10.100	4.000	-	17.900	17.900	17.900	17.900	-	17.900	17.900	17.900
To Sauðárkrúkur	10.100	17.900	4.000	17.900	17.900	10.100	17.900	-	17.900	4.000	17.900	17.900	17.900	10.100	17.900
To Borgshöfn	17.900	17.900	10.100	10.100	17.900	17.900	17.900	17.900	-	17.900	17.900	17.900	17.900	17.900	17.900
To Skagaströnd	10.100	17.900	4.000	17.900	17.900	10.100	17.900	4.000	17.900	-	17.900	17.900	17.900	17.900	17.900
To Patreksfjörður	17.900	10.100	17.900	17.900	17.900	17.900	17.900	17.900	17.900	17.900	-	17.900	17.900	17.900	17.900
To Vestmannaeyjar	10.100	17.900	17.900	17.900	10.100	10.100	-	17.900	17.900	17.900	17.900	-	17.900	17.900	17.900
To Stykkishólmur	10.100	17.900	17.900	17.900	17.900	10.100	17.900	17.900	17.900	17.900	17.900	17.900	-	17.900	17.900
To Husavík	10.100	17.900	4.000	10.100	17.900	10.100	17.900	10.100	17.900	17.900	17.900	17.900	17.900	-	10.100
To Vopnafjörður	17.900	17.900	17.900	17.900	10.100	10.100	17.900	17.900	17.900	17.900	17.900	17.900	17.900	10.100	-

Exchange rates can be found at: <http://www.cb.is/exchange-rate/>

Valid from 01.05.17

Returning the vehicle

Vehicles are to be returned to a Hertz rental location agreed upon in the rental agreement and during opening hours. If failed to do so Hertz will charge a service fee. Drop off can be done at other locations in agreement with Hertz staff and is subject to agreed cost at any given time. Return at a location not preapproved by Hertz Iceland is subject to towing cost.

Cleaning

For vehicles that are returned extremely dirty or if someone has smoked in the vehicle the renter will have to pay a cleaning fee:

Insurances

The rental fee includes the mandatory vehicle insurance, i.e. liability insurance and accident insurance for the driver and the owner (Third Party Liability).

If the Renter chooses to rely on his credit card for cover, we strongly recommend that the Renter fully understands the terms and conditions of any cover provided by the credit card company before declining any of Hertz optional services.

The Renter's own risk (also termed as "deductible", i.e., the amount that must be paid out of pocket by the Renter for covered losses before an insurance company pays a claim) with regard to damage to the vehicle amounts up to the full value of the vehicle.

Third Party Liability

Third-party liability insurance and accident insurance for owner and driver will consist of the amount stipulated by Icelandic law at any given time.

Collision Damage Waiver (CDW)

This option limits the Renters financial liability for damage to the Hertz vehicle, its parts and accessories, except theft, attempted theft or vandalism, provided the vehicle is used in accordance with the terms and conditions of the rental agreement.

If CDW is declined, Renter will be responsible for damage up to the full value of the vehicle.

CDW Non-Waivable Excess: All rentals are subject to a non-waivable excess (**N.W**), depending on the vehicle group rented, for which the Renter are responsible in the event of damage to the Hertz vehicle during the rental.

Super Collision Damage Waiver (SCDW)

The purchase of SCDW in addition to CDW reduces the non-waivable amount of the CDW. Note the purchase of SCDW does not lower the non-waivable excess for any other insurance than CDW.

Collision Damage Waiver (CDW) & Super Collision Damage Waiver (SCDW):

The amounts of N.W fees vary, depending on how high the amount of damage they apply to. In respect of N.W fees and to which damage amounts such payments apply, a reference is made to the damage pricelist of Hertz at any given time.

The payment of an N.W fee does not reduce the Renter's N.W because of damage to the vehicle in instances listed in full detail in the rental terms and conditions.

We would like to recommend that you tell your customers about the 3 main things that are never covered by any insurance:

- Damages caused by driving off road or in water/river
- Damages to tires and underbody of the vehicle.

Damages caused by sandstorm or ash blowing against the vehicle is not covered unless the SAAP insurance is accepted.

Damages to front window and headlights is not cover unless the WSP insurance is accepted.

Theft Protection (TP)

This option limits the Renters financial liability for loss or theft of the Hertz vehicle, its parts and accessories, provided the vehicle is used in accordance with the terms and conditions of the rental agreement.

If TP is declined, the Renter will be responsible for the cost of repairing or replacing the Hertz vehicle lost or damaged, following theft, attempted theft or vandalism up to the full value of the vehicle.

TP non-waivable excess (N.W).

All rentals are subject to a non-waivable excess fee (N.W), depending on the vehicle rented, for which you are responsible in case of loss or theft of the Hertz vehicle during the rental.

Windshield Protection (WSP)

This option will eliminate the Renters financial liability for damages, caused by gravel, on the front window and headlights. Please note that this insurance does not cover sand- or ash storm damages.

Sand and Ash Protection (SAAP)

This option limits the Renters financial liability for damages caused by ash, sand or other earth materials being blown against the vehicle.

SAAP non-waivable excess (N.W).

When getting the SAAP, the same non-waivable rules will apply as if those insurances are bought separately.

NEW – Insurance Packages

Available at location, pay on the spot option only, customers can by an insurance package that includes all the insurances offered by Hertz Iceland. These packages will deduct 30% off the insurance price.

Damage Car Transport

The renter will always have to cover the cost for transporting the damaged vehicle. Please note that replacing a damaged vehicle is subject to availability and foreclosure of any damage cost.

Additional Equipment

Additional equipment is subjected to availability, but can be reserved in advance.

Child Seats

Hertz offers infant seats, child seats and boosters.



If the seat/booster is damaged or not returned, the renter will be charged for the full value of the seat/booster.

Luggage Trailers

Trailers are available on request for certain car groups, please refer to the fleet manual.



Luggage Roof Box

Luggage Roof Box are available on request for certain car groups, please refer to the fleet manual.



Roof Rack / Ski rack

Roof Racks / Ski racks are available on request for certain car groups, please refer to the fleet manual.

Global Positioning System (GPS)

The Global Positioning system lets you drive with confidence and makes it easy to find your way to all points of interest. Should you miss a turn the navigation system will quickly recalculate a new route to your destination. The controls and menu are simple and clear, you'll learn it in minutes. Make the most of your trip, using a navigation system and no fumbling around with maps.



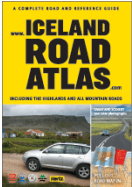
Microphone for Travel Guides

Microphone to plug into the speaker system of the vehicle is available upon request. This can be plugged into the following vehicle types: LVMN(Q), SVMN(J), FVAR(W) and OVMN(W4).



Iceland Road Atlas – Your complete guide to Iceland

Your Key to Iceland in one handy volume. Here you have Iceland's entire road system plus its geography, culture and history. Key locations and the distances between them are listed at the top and bottom of each map. Symbols indicate the various services available in the area. Each map is accompanied by interesting information on the history and natural features of the area.



4G Mifi Mobile Router

With Síminn's 4G mobile Router you have access to a high-speed Internet connection around the country. You can connect up to 10 devices to the router simultaneously. 1 GB of data included – you can top-up online through Síminn's top-up website.



GSM Mobile phone with Credit

Get Icelandic SIM Card Prepaid – it's cheaper. At our rental locations you can buy a starter package which includes a mobile phone and a ISK 1000 credit. This way you pay local calls at local cost, get cheaper international calls and access to the largest mobile network in Iceland. And the mobile phone is yours to keep.



VHF Radio

This option is especially convenient when 2 cars or more are driving in a convoy. That way you can enjoy the journey together through the VHF radio. Also suitable for guided tours.



Pricelist

Additional fees	Pr. day	Maximum fee	Minimum fee	Pr. rental	Charge	Non Waiver Excess	Pr. Km
Add. Driver	700 kr.	5.300 kr.					
Airport Service Charge				4.800 kr.			
Car returned at Hotel					12.100 kr.		
Car returned after opening hours					12.100 kr.		
Cleaning fee					19.800 kr.		
Damage vehicle transport			49.500 kr.				400 kr.

Insurances

CDW - passenger cars	2.500 kr.					252.500 kr.	
CDW - 4WD jeeps, vans, trucks	3.300 kr.					425.500 kr.	
SCDW - passenger cars	2.000 kr.					35.600 kr.	
SCDW - 4WD jeeps, vans, trucks	2.900 kr.					80.500 kr.	
TP - passenger cars	700 kr.					252.500 kr.	
TP - 4WD jeeps, vans, trucks	700 kr.					425.500 kr.	
WSP - passenger cars	1.000 kr.						
WSP - 4WD jeeps, vans, trucks	1.700 kr.						
SAAP - passenger cars	2.000 kr.					252.500 kr.	
SAAP - 4WD jeeps, vans, trucks	2.900 kr.					425.500 kr.	

Additional Options

Child Seat 9-18 kg				4.200 kr.			
Child Booster 15-36 kg				1.700 kr.			
Infant Seat				6.400 kr.			
Luggage Trailer	8.500 kr.	59.000 kr.					
Luggage roof box	4.200 kr.	28.900 kr.					
Roof Rack / Skirack	900 kr.	5.800 kr.					
Global Positioning System (GPS)	2.700 kr.	18.500 kr.					
Microphone	600 kr.	5.500 kr.					
Iceland Road Atlas					5.400 kr.		
4G Mifi Router	2.000 kr.	13.900 kr.					
Mobile phone					7.200 kr.		
VHF Radio	900 kr.	5.800 kr.					
Road Map				2.800 kr.			