

BUDGET COUNTRY CONDITIONS

ICELAND

last updated on 16 May 2024

Please read these Country Specific Conditions ("**Country Conditions**") alongside the General Conditions of Rental (the "**General Conditions**") before you sign the **Rental Agreement Form**. The Rental Agreement Form will include all of the important information about your specific rental. It is important to us that you enjoy your rental experience and that you have all the information you need. It might take you a little time now, but it could save you time later.

These Country Conditions are set out as follows:

<u>Part 1</u>	<p>Important (country specific) information about your rental.</p> <p>This includes information about costs you may be required to pay and details about your responsibilities.</p>
<u>Part 2</u>	<p>Important information about optional extras (including additional waiver and protection products) we (or our partners) offer.</p> <p>You can select these to form part of your rental, and you can add these to your original booking, or you can add them at the time of pick-up (or in some cases, they may be automatically included). All optional extras you select will be detailed as part of you Rental Agreement Form, including the price payable.</p>

PART 1 – IMPORTANT TERMS RELATING TO YOUR RENTAL AGREEMENT WITH US

1. RENTAL PROVIDER

Who we are

Unless otherwise stated on the Rental Agreement, in **Iceland**, the company that provides you with a rental vehicle is **ALP hf, Holtavegur 10, 104 Reykjavik** ("us", "we", "our").

Please note that this company may not be the same company that you made your booking with.

2. RENTAL REQUIREMENTS

Booking information

You must bring your reservation number or booking confirmation email with you. Please see the General Conditions for further information.

Driving licences

Requirement to bring a valid driving licence with you.

In **ICELAND**, all drivers must bring their valid driving licence with them.

Drivers must bring an international driving license or an official translation if:

- The driver's license was issued in a non-roman alphabet like Arabic, Chinese, Greek, Russian, Hebrew, Japanese or other similar non-roman alphabet-based languages.
- The driver's license was issued outside of Europe or North America.

and we cannot confirm with certainty the details included within the driving licence, the driver will also need to provide either an international driving licence or an official English translation, by a notary, of their driving licence. If this might apply to you, please contact us (prior to your pickup date) as we would be pleased to confirm if an international licence or official translation will be required.

Minimum licence requirements

All drivers must have held their licences for at **least 1 year** from the date of pick-up.

If a licence does not show the driver has held it for the minimum period, then they must provide evidence, such as:

- previous driving licences; or
- a letter from their driving licence authority stating that they have held it for this minimum period.

Payment cards

You must bring the payment card used to make your booking. Please see the General Conditions for further information.

Pre-authorisations and Security Deposits

Unless confirmed otherwise, the amount of the pre-authorisation taken on pick-up of the rental vehicle is calculated as follows:

(The vehicle rental price* + **EUR 300.00** (Any sum you have already paid when making a "Pay Now" booking))

** The "vehicle rental price" includes the vehicle rental cost and all optional extras you've requested, calculated at the start of the rental based on the intended length of the rental. For the avoidance of any doubt, any "Pay at Location" amount you owe in*

	<p><i>relation to the vehicle rental (including any optional extras) will be included as part of the pre-authorisation and will be charged to you at the end of the rental (using the card provided for the purposes of the pre-authorisation, unless agreed otherwise).</i></p> <p>** If you buy our "Fuel Up Front" product, we will reduce the EUR 300.00 by the amount we charge you for the "Fuel Up Front" product</p> <p>The EUR 300.00 is included as part of the pre-authorisation in case we have to charge you at the end of the rental for any of the following:</p> <ul style="list-style-type: none"> i. costs to refuel the vehicle (where relevant). ii. additional rental charges in circumstances where you fail to return the vehicle or any optional extras at the end of the agreed rental period or to the agreed return location. iii. any additional charges or fines you incur relating to your use of the vehicle (which we have been notified of prior to you returning the vehicle, which will include, for example, charges relating to traffic violations); and/or iv. costs incurred as a result of exceeding any relevant mileage restrictions. <p>Where the pre-authorisation we take does not cover the charges you incur, we will request you make a further payment for the additional amounts owed.</p> <p>In relation to certain high value vehicles, we may require you to provide us with two payment cards for the purposes of the pre-authorisation. Where this is the case, this will be confirmed when making a booking.</p> <p>If you'd like more details, please call our customer support team or ask a member of our team.</p>
Valid form of identification	<p>As well as your driving licence, you must bring:</p> <ul style="list-style-type: none"> • the payment card that was used to make your booking. For some vehicles, two payment cards in your name will be required and one of these must be a credit card, in addition to the payment card used to make your booking; and • photo ID featuring a recognisable photo taken in the last 10 years. We will accept your passport or driving licence if it contains a photo, a national identity card or any other form of government-issued identification. <p>If you do not pass our identification checks and you are a resident of ICELAND, you may also be required to provide proof of where you live – this could include a recent utility bill or bank statement. In these circumstances, your driving licence will not be accepted as proof of your address.</p>
Driver age restrictions	<p>Minimum driver age restrictions</p> <p>When you book, you'll be told if there are any minimum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call our customer support team.</p> <p>You need to be at least 20 years old to hire and drive most of our vehicles.</p> <p>Young driver surcharge</p> <p>Driver must be at least 18 years old, except for luxury, specialty vehicles and larger minibuses. All drivers must have held their license for at least one year before the start of the rental. The driver must hold a valid licence throughout the period stated in the rental agreement. In other respects, Icelandic law shall apply to the driver.</p> <p>Drivers who are 18-19 years old are subject to an additional young driver fee.</p> <p>Luxury, specialty vehicles and larger minibuses: minimum age is 20 years. For drivers that are 20-22 years old are subject to an additional young driver fee.</p>

	<p>Young Driver Surcharge is 1,000.00 ISK per day.</p> <p>Maximum driver age restrictions</p> <p>When you book, you'll be told if there are any maximum age restrictions for the vehicle you request. If you're not sure, please check your booking confirmation email – or call the reservations team.</p> <p>In most cases there is no maximum driver age restriction. If you are renting with one of our affiliates listed in 1. (Rental Provider) there may be a maximum driver age set at either 75 or 80 years of age for insurance reasons.</p>
Driving related convictions	<p>If any driver has any unspent driving convictions for:</p> <ul style="list-style-type: none"> careless, reckless, or dangerous driving, driving or attempting to drive whilst under the influence of drink or drugs, using a vehicle uninsured against third party risks or insurance offences, theft or unauthorised taking of a vehicle, license offences, accident offences, failure to provide information offences, racing offences, been disqualified – or if they have two or more unspent convictions for offences not listed above, <p>they <u>will not</u> be able to drive our vehicles.</p>
Security/credit checks	<p>Save for identity checks (carried out by reviewing your identification and payment card), no other security or credit checks are carried out in ICELAND.</p>
3. ACCEPTED PAYMENT METHODS	
Payment methods	<p>We accept:</p> <ul style="list-style-type: none"> American Express (excluding American Express Traveller's Cheque cards) Discover cards Visa credit cards Diners credit cards Mastercard credit cards <p>We don't accept Maestro cards, Visa Electron Cards, Cirrus cards, JCB cards, any pre-paid cards – even if they carry the Visa or MasterCard logo – or any other cards not listed above.</p> <p>We also do not accept cash.</p>
Late payment interest	<p>If you are late in paying us, we reserve the right to charge interest and compensation to the maximum extent permitted by law.</p>
4. DURING THE RENTAL	
Taking your vehicle outside the country	<p>You are not allowed to take your vehicle outside the country.</p>
One-way rentals	<p>If you want to pick up the vehicle and return it to a different location, an additional fee will be payable.</p> <p>If you asked for a one-way rental when you booked, the fee will be included in your total rental price.</p>

	<p>If you didn't ask for a one-way rental when you booked and you want to return the vehicle to a different location in the same country, you can expect pay an additional fee of between 6.000 ISK and 24.000 ISK</p> <p>Drop offs at a different location must be agreed with us in advance. Please contact us if you would like to understand what additional fee will apply to a one-way rental in circumstances where it didn't form part of your original rental agreement.</p> <p>If you did not request a one-way rental but return the vehicle to a different location, you will be charged a one-way fee at the 'pay at location' prices available on the day you return the vehicle.</p>
Maximum mileage	Many of our vehicles are provided with unlimited mileage. If a mileage allowance does apply, it will be confirmed during the booking process, and be stated on your rental agreement and in your booking confirmation email.
Mileage allowance	If you go over the mileage allowance, the price depends on the vehicle and location – but you can expect it to cost between 33.00 ISK and 350.00 ISK for every Kilometre you've driven over the allowance. Your excess mileage charge will be stated on your Rental Agreement Form and in your booking confirmation email.
In the event of a breakdown caused by customer fault (or where the breakdown takes place in an unpermitted country)	In these circumstances you will be charged a "call out" charge for our partners to come out and provide assistance "roadside". This charge is 12,000.00 ISK
5. FUEL AND ELECTRICITY CHARGES	
<u>Fuel charges - traditional fuel (diesel or petrol) and hybrid vehicles</u>	<p>Returning the vehicle</p> <p>At the start of the rental you will receive the vehicle with a full tank of fuel. Vehicles must be returned with a full tank of fuel. If the vehicle is not returned with a full tank of fuel, we reserve the right to charge you for the fuel as well as a service fee for doing so, unless you chose the 'Fuel up-front' option at the beginning of the rental. If you chose to buy our pre-paid fuel option, this is not refundable unless the fuel tank is full.</p> <p>Pay on Return –The price per litre will be stated on your Rental Agreement Form.</p>
6. OTHER IMPORTANT INFORMATION	
Damage/Loss/Repair Processing Fee	<p>Please see the section titled "Damage, loss, injury or theft" in the General Conditions which provides information on how and when we charge costs if the vehicle, keys, any accessories, or any vehicle documents are lost, stolen or damaged.</p> <p>You can purchase additional waiver and protection products to reduce the amount you would otherwise owe – please see details in Part 2 below.</p>
Fines and charges	We recommend you check the Internet to find out about any restricted areas before you travel. Websites such as www.road.is/en provide useful information. If the rental location

	<p>is in or near a restricted area, we will tell you about it when you pick up the vehicle. We are unable to tell you about any other restricted areas.</p> <p>If a fine or charge is sent to us because you haven't paid a charge or complied with the law, we will take payment for:</p> <ul style="list-style-type: none"> • Our administration fee of 4,500.00 ISK for each fine or charge issued to cover our costs of dealing with the fine or charge; and • the actual amount of the fine or charge imposed – if we have to pay it.
Keeping the vehicle interior clean	<p>Please note the following:</p> <ul style="list-style-type: none"> • You are not permitted to smoke in your rental vehicle. If we believe anyone has smoked in the vehicle during the rental period, a specialist cleaning charge will apply. • If the interior of the vehicle is especially muddy, dirty, stained, or smelly, and our standard cleaning procedure will not fix it, you will be charged a specialist cleaning charge of up to 77,300.00 ISK.
Dispute Resolution	<p>We are a member of the European Car Rental Conciliation Service (ECRCS). This organisation independently reviews disputes with no additional cost to you. If you make a complaint and are unhappy with our final response you may (dependent on the circumstances) refer your dispute to these conciliation services. You can contact these organisations using the following details:</p> <ul style="list-style-type: none"> • ECRCS: https://www.ecrcs.com/register-a-complaint.html
Contact Us	<ul style="list-style-type: none"> • To tell us about an issue while you're renting, contact the rental station or the customer support team: Email: budget@budget.is Call on 591 4000 within Iceland, from outside Iceland: +354 591 4000 lines are open 8am to 4pm (GMT time), Monday to Friday You will find the contact details for the rental station on your rental agreement. • To tell us about an issue after you've returned the vehicle, please contact the customer service team: Email: customerservice@budget.is

PART 2 – IMPORTANT TERMS RELATING TO OPTIONAL EXTRAS WE OFFER

If you have opted to buy any of these products (or they are otherwise included as part of your rental), they will be detailed on your Rental Agreement Form. You will be required to expressly agree to the costs of these optional extras before they form part of your rental.

You can find details on the excesses which apply, as well as the costs relating to additional waiver and protection products in respect of each car type, on our website (or please contact our customer support team).

1. OPTIONAL EXTRAS - ADDITIONAL WAIVER & PROTECTION PRODUCTS		
Product	What it is	Indicative costs
Damage Waiver	<p>In most cases, Damage Waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation).</p> <p>Damage Waiver reduces the amount you pay for each clearly separate incident of damage if the vehicle is damaged (or the amount you pay to replace any keys, accessories or vehicle documents that are lost, stolen or damaged).</p> <p>The amount you pay for each clearly separate incident of damage will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	See Insurance Terms & Service conditions
Super Damage Waiver (SCDW)	An excess reduction product which reduces your damage waiver excess to zero (or, if higher, the amount shown on your Rental Agreement Form) on cars	See Insurance Terms & Service conditions
Theft Protection waiver (TP)	<p>In most cases, Theft Protection waiver is provided with the vehicle as standard. If it is included, it will be stated on your Rental Agreement Form (and in your booking confirmation).</p> <p>Theft Protection waiver reduces the amount you pay if the vehicle is stolen during the rental period.</p> <p>The amount you pay will be the lower of a) the applicable cost payable under the Theft, Loss, and Damages Policy; or b) the excess stated on your Rental Agreement Form.</p>	See Insurance Terms & Service conditions
Windscreen protection	This protection reduces the amount you pay to zero if the windscreen is damaged while you're renting the vehicle. Having windscreen protection also means you won't pay a Damage/Loss/Repair Processing Fee. This is included in our Wind & Gravel protection	See Insurance Terms & Service conditions

Roadside Assistance Plus	This product provides roadside assistance without any additional costs being charged if you break down as a result of vehicle failure you have caused (this includes lost keys).	See Insurance Terms & Service conditions
Protection packages - Zero/Reduced Excess includes Super Damage Waiver, Super Theft Protection, Windscreen Protection	See above.	See Insurance Terms & Service conditions
Protection packages - Complete Protection includes Super Damage Waiver, Super Theft Protection, Windscreen Protection, Super Personal Accident Insurance and Roadside Assistance Plus	See above.	See Insurance Terms & Service conditions

2. OPTIONAL EXTRAS - SERVICES

Additional drivers	<p>Additional drivers must be approved and specified on the Rental Agreement Form. You must not let anyone else drive the vehicle.</p> <p>All additional drivers must meet our age, driving licence and ID requirements (additional driver surcharges may also apply).</p> <p>If we agree to additional drivers, any fees and surcharges will be stated on your Rental Agreement Form.</p> <p>You will be responsible for all costs – whether they're down to you or your additional drivers. It is your responsibility to make sure all additional drivers read the terms set out in the Rental Agreement carefully before they drive the vehicle.</p> <p>We charge a fee for every <i>Additional Driver</i> we allow to drive the vehicle. The price is 990.00 ISK per day, per driver (charged for a max 7 days to cover rental up to 28 days).</p>
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3. OPTIONAL EXTRAS – OTHER PRODUCTS

Special equipment	<p><u>Wi-Fi device</u></p> <p>Available on request at stations in Keflavík and Reykjavík. Price per day 1,800.00 ISK incl. Tax. A maximum charge of 7 days.</p> <p><u>Winter tires</u></p> <p>Provided free of charge during winter period.</p> <p>Ski racks and snow chains not available.</p> <p><u>Car seats</u></p> <p>We offer baby, infant and child seats. A baby seat is typically suitable for a child from birth to 12 months old and weighing no more than 13 kilos. An infant seat is typically suitable for a child aged 9 months to 4 years old and weighing between 9 and 18 kilos. A child seat is typically suitable for a child aged 4 to 11 years old and weighing between 15 and 36 kilos.</p> <p>The fee for renting a baby/infant seat is 7,000.00 ISK per rental incl. Tax.</p> <p>The fee for renting a child booster seat is 5,000.00 ISK per rental incl. Tax.</p> <p>If the seat is damaged, lost or stolen, you will have to pay for a replacement. This is likely to cost between 10,000.00 ISK and 15,000.00 ISK on top of the hire fee.</p>
Surcharges	<p><u>Keflavik Airport Surcharge:</u></p> <p>5,400.00 ISK per rental. Included in rates booked on Budget websites.</p> <p><u>Toll Fee:</u></p> <p>When using toll tunnels, roads and bridges as well as metered parking areas and the renter fails to pay the toll/fee as signposted, this will be either charged on the rental agreement or a separate invoice is sent to the renter after the end of the rental.</p> <p><u>Current fees incl. administration fee:</u></p> <p>4.000 ISK for Vaðlaheiði tunnel 2.000 ISK for parking at Þingvellir and Skaftafell National Parks.</p>

Thank you for choosing Budget.