

## On Arrival

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### Pickup transfer from the airport

When starting your holiday, our staff member will pick you up from the airport according to the details given in the confirmation of your holiday. **Touring Cars rental price includes a transfer to and from airports listed hereafter.** If you have not yet booked the transfer service from the airport, you can request the service by sending an email to [info@touringcars.eu](mailto:info@touringcars.eu).

Please provide the following information on your request:

- Your booking number (from your confirmation)
- Flight number and the estimated arrival time of your flight
- Number of adults and if you have any children with you, please provide the age and the height of the children

Airport transfers are free from and to these airports:

- Helsinki-Vantaa and Rovaniemi, Finland
- Stockholm-Arlanda, Sweden
- Oslo Lufthavn Gardermoen, Norway
- Rygge and Trondheim Lufthavn, Norway
- Keflavik International Airport, Reykjavik.
- Tallinn Airport, Estonia

If you are arriving to any other airport on these destination countries and would like to book the transfer service, please contact Touring Cars sales office for further information.

At the rental station, you will see an orientation video and our trained staff member will give you instructions on how to use your motorhome. **Orientation video is available in English at all Rental Stations** to assist you before and during your holiday. Please note that the pick-up process takes normally up to 2 hours.

**Transfers to and from hotels at these airport areas are also included to the price.**

Rental Stations are open 24/7 by appointment only, except for Reykjavik where service is available from 8 AM to 6 PM. When making your own way to the Rental Station without the free transfer service described above, remember to inform us your arrival time minimum of 24 hours before to avoid any delays. Arriving without notice may result delays in departures, for which Touring Cars takes no responsibility of.

### Insurance and the deposit

Touring Cars holiday price includes a collision insurance with 2 800 € deductible per accident or damage. Please note that **Interior damages are not covered by this insurance.** Deductible can be reduced to 1 200 € per damage, 600 € per damage or 0 € for the first damage with an additional charge.

Please note that we reserve full deductible amount on drivers' credit card, presented at pick up, as deposit. Ensure that credit limit is sufficient and foreign charges are enabled for your credit card.

### Authorized Drivers

A valid driver's license is required for all rentals. Driver must have held a driver's license for driving passenger cars for at least one year. The renter and each additional authorized driver must be present to sign the Rental Agreement, present **an acceptable credit card** (debit cards not accepted), show **a valid driver's license**, and must be a minimum of 18 years of age. For additional drivers, there is a fee of 49 € per driver per rental.

### Luggage Storage

We recommend you to use soft suitcases instead of hard ones because you can fit them inside the luggage compartment of the motorhome much better. You can also leave your suitcases at our rental station until your return, all at your own risk.

### Touring Cars standard accessories

All Touring Cars vehicles are fully equipped for an enjoyable holiday:

- Full kitchen ware
- First aid kit
- Instant tire repair kit
- Cleaning set
- Bicycle rack
- On-board computer (internet fee applies)
- Water hose
- Tire wedge pair
- Mosquito nets
- Blinders
- 12V / 220V outlets
- Electricity cable
- Gas bottles (paid according to use)
- Stove
- Fridge
- Shower

We recommend booking additional items in advance to ensure availability. List of these items can be found from [www.touringcars.eu/prices](http://www.touringcars.eu/prices).

## Baby Seats

Touring Cars provides baby seats by availability only, but takes no responsibility attaching them to the vehicle for the clients. Children, whose height is less than 135 cm, should use baby seat whilst vehicle is in move. Clients need to attach the seats by themselves.

Please remember to inform Touring Cars in advance the following details to ensure the correct baby/child seat size:

- Number of children under 135cm in height
- Height, age and weight of each child

Touring Cars vehicles have airbags in the front seats. Do not attach a rear-facing seat to the front seat of the motor home because of the airbags. Touring Cars do not recommend any child under 135 cm or under 12 years to travel in the front seat or without any safety device.

For further information, please visit: [www.liikenneturva.fi/en/road-safety/child-car](http://www.liikenneturva.fi/en/road-safety/child-car)

## Diesel and Gas

Touring Cars rental vehicles have a full tank of diesel on the start of your holiday. When returning the vehicle, the client needs to re-fill the diesel tank. The fuel consumption varies while en route depending on your manner to drive.

When starting your holiday, there are two full gas bottles ready for use in the car. You need to replace the opened gas bottles when returning vehicle. Replacement gas bottles are available on all Touring Cars rental stations.

For safety reasons, please remember to turn off the engine and all ignition sources including gas appliances, refrigerator, hot water heater, and stove each time you refuel.

Diesel and gas bottles are not included in the rental price.

## On the road

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### Road Side Assistance and Repair Imbursement

Touring Cars provides you a 24/7 Road Side Assistance in case any problems occur during your holiday. Please notice that you must call in the problem situation and follow all recommendations in order to be eligible for a compensation consideration.

### Breakdown

Client is responsible informing Touring Cars rental station immediately upon discovering a technical malfunction. Client is obliged to travel to the closest repair store to get the discovered problem fixed. If the vehicle is in breakdown repair **for 24 hours or more**, through no fault of the customer, Touring Cars' responsibility to customer is limited to a refund of daily rate or portion thereof. Radio, refrigerator, appliances, cruise control and generator malfunctions are not considered severe breakdowns. Your expenses for possible authorized repairs will be reimbursed towards receipts after issuing the case.

Touring Cars may reimburse client for repairs, which were not caused by the client in question, after the holiday as credit card refund or direct deposit to the bank account.

### Accidents

In case of an accident you need to inform Touring Cars immediately. If other parties are involved, make sure to have a full insurance form filled in with signatures and police report if available.

### Driving in Iceland

There are restrictions driving on roads marked with an "F". Motorhome cannot be taken on these roads. If a wind warning has been issued and/or wind speed exceeds 15m/second, no driving can be done to ensure safety. Please take this into consideration when planning your schedule. If a driver breaks this condition and causes damage to their rental vehicle, insurance coverage is not valid on the rental vehicle.

### Green Card

With Touring Cars vehicles, you are allowed to drive in all Nordic countries. Driving to countries outside the Nordic countries is permitted only in case this permission has been granted at the time of booking by Touring Cars.

### Traffic Violations

All traffic fines resulting from violation of the traffic regulations are for renters account. Traffic fines: tickets and subsequent administrative sanctions resulting from traffic violations incurred during the rental period are charged from the client. Touring Cars reserves the right to charge the renter for any fines and administrative fees (20 €).

## Camping grounds

Each Touring Cars destination country has their local website listing campgrounds available for your use during your holiday. For tips and holiday planning, please visit:

- [www.camping.fi](http://www.camping.fi)
- [www.camping.se](http://www.camping.se)
- [www.camping.no](http://www.camping.no)
- [www.camping.is](http://www.camping.is)
- [www.camping-estonia.ee](http://www.camping-estonia.ee)

## On return

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### Vehicle Return

Touring Cars rental stations are open 24/7 **by appointment only**. Please note the exception of Reykjavik office, which is open only between 08:00 to 18:00. Service outside these office hours in Reykjavik is not available. The vehicle needs to be returned at the time stated and agreed on the rental agreement. Night surcharge for services between 18:00 and 8:00 (6 PM and 8 AM) is 149 €.

**50 € per hour will be charged if the vehicle is returned later than agreed drop-off time stated on your rental agreement.** Moreover, Touring Cars has to approve any changes in returning time. Touring Cars may charge, in addition to the above mentioned fee, possible monetary losses from the client, who was late, if their actions delay next rental of the rental vehicle. In addition Touring Cars reserves the right to perform a post rental checkup if vehicle is returned late. This means that the damage check for the vehicle will be done after the clients have left.

### General Returning policy

- Fill up the diesel tank
- Opened and used gas bottles need to be replaced. Replacement gas bottles are available from Touring Cars Rental Stations.
- Empty trash cans and remove all litter out of the vehicle
- Empty and wipe the fridge
- Empty and rinse the toilet cassette
- Empty your vehicles grey water tank
- Clean the stove top
- Ensure that the overall cleanliness is OK

Please, **DO NOT** wash the exterior of the vehicle.

Only by purchasing *final cleaning package* upon pick up you can leave cleaning to us.

### One-way Rentals

It is also possible for clients to book a One-way Rental, finishing the holiday to another Touring Cars rental station. One way fee is 990€. One-way rentals include two full gas bottles. One-way rental is available only while booking, and the drop-off location cannot be changed after confirmation.

If leave your vehicles to one of Touring Cars one-way locations, our staff member will perform a post rental check up and a credit card authorization shall be signed for a full deductible amount. If no new damages are discovered, no charges will be made.

## Terms and conditions – Good to know

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### Cancellations

In a case of a cancellation of confirmed reservation, charges will be charged as follows from total value of the Holiday:

- Minimum of 200 € will be charged if a confirmed booking is cancelled.
- 44 days to 30 days prior to departure 25 %
- 29 days to 16 days prior to departure 50 %
- 15 days to 1 day prior to departure 100 %
- Departure day or no-show 100 %

### Vehicle class upgrades

In some situations, the reserved vehicle might need to be changed to a different category or model. The upgrade will be provided at no charge to you. Touring Cars reserves the right to change any specifications stated and/or supply similar or higher class vehicle for the confirmed price without any notification.

### Travel Insurance

Touring Cars recommends purchasing a travel insurance. Travel Insurance may entitle you to reimbursement in case of a cancellation. A proof of travel insurance ought to be with the client when travelling.

## Signature

By signing the rental agreement, the renter accepts the general terms available at the rental station and on [touringcars.eu](http://touringcars.eu) and acknowledges the liability for all damages, parking and traffic violations.

If you should have any questions please visit our website or contact your pick up location directly.