



# Arctic Autorent - Rental Terms and Conditions

## General terms

The renter and driver must be 18 or older and have a valid driving license.

We accept credit cards from internationally recognized credit card companies - such as American Express, Eurocard/Mastercard and Visa.

Arctic Autorent's office and parking lot is located at Svalbard Airport, Longyear. If the renter wishes to pick up or deliver the car elsewhere, there will be a delivery/collection fee.

For pick-up/drop-off out of our regular office hours, a key safe will be provided. For short notice bookings outside our regular office hours, there will be a surcharge of 300 NOK.

## Duration:

The rental agreement applies to the vehicle in the contract for the period specified. If you rent more than one vehicle, you will have a separate contract for each vehicle.

Delivery has taken place when the vehicle and the keys are back in Arctic Autorent's possession. If there is reasonable cause, Arctic Autorent may require the vehicle returned at an earlier date than agreed. If you want to extend the rental period, please contact our office to check availability.

If the car is not returned at the agreed place, there will be a surcharge of 300 NOK

If the car is not returned at the agreed time, the renter will be charged for an additional 24 hours.

If the renter fails to pick up the car at the agreed time, and does not contact Arctic Autorent to change or cancel the booking, they will be charged with one day's rent. The remaining rental period will then be cancelled.

## Cancellation

Cancellation more than 48 hours before the agreed pick up time is free.

Cancellations less than 48 hours before the agreed pick up time will be charged with 20% of the agreed price, but limited to 1000 NOK.

## Renter's responsibilities

During the rental period and until the vehicle is returned to Arctic Autorent, the renter is responsible for the vehicle and its use.

Renter agrees to pay:

- Rental price as agreed in the contract.
- Insurance and fees as agreed in the contract. It is the renter's choice if they want full insurance on the vehicle. The price is 125 NOK a day. If you want the full insurance, Arctic Autorent must be notified before the rental period starts.
- If you don't refuel the vehicle before returning it, you be charged 25 NOK per liter.
- Parking tickets, speeding tickets etc.



- Any damage that occurs on the vehicle during the rental period, including vandalism and theft, but limited to the agreed deductible. The deductible with full insurance is up to 2000 NOK. The deductible without full insurance is up to 15000 NOK.
- If the driver has breached the rental terms or the Norwegian traffic laws, you might be required to pay more than the agreed deductible.
- In case of intent, gross negligence or gross breach of rental terms or the Norwegian traffic laws, the renter will be fully financially liable for all damages.
- In addition to damage, the renter is also liable for the costs of extra cleaning if necessary. Eg. cleaning after dogs, smoking in the car, driving on fresh asphalt/road marking, clay etc.
- The price for each additional driver is 200 NOK. All drivers must present a valid driver's license to Arctic Autorent.

Before driving the vehicle, the renter should examine it and ensure that all damages are noted in the contract. In case of damage, the renter must contact Arctic Autorent immediately.

Foreign renters should know the Norwegian traffic laws, relevant driving license regulations and laws regarding alcohol/medicine and traffic.

During the rental period, the renter is responsible for maintenance when it comes to refilling engine oil, water, tire pressure etc. If you have questions about maintenance, please contact Arctic Autorent.

If any of the warning lights in the dashboard come on during the rental period, Arctic Autorent must be notified immediately.

If the vehicle goes off the road or in the ditch, Arctic Autorent must be notified immediately. Renter will be charged with the full cost of towing if necessary.

In case of loss of or late return of car key, the renter will be charged for the full cost of a new key for the vehicle.

If the renter locks the keys inside the car, there will be an extra fee of 300 NOK.

It is prohibited to:

- Transport goods or passengers for payment.
- Use the vehicle for anything illegal.
- Driving under influence of alcohol or drugs.
- Have more passengers and/or heavier payload than the vehicle is registered for.
- Let others drive the vehicle. Only drivers approved by Arctic Autorent may drive the vehicle.
- Use the vehicle for competition, speed tests etc.
- Tow or push other vehicles.
- Fill the wrong fuel. If you don't know if the vehicle uses diesel or gasoline, contact Arctic Autorent for help.
- Fail to secure goods so it might cause damage to the vehicle, people or other surroundings.
- Expose the interior to hot, sharp or dirty objects or liquids that can damage or stain.
- Keep driving if you have a flat tire. In case of flat tires, stop the vehicle and contact Arctic Autorent.
- Park close to roofs where snow and ice might fall and damage the vehicle.
- Drive off-road or in an area closed for normal traffic.
- Use the car for accommodation

**Arctic Autorent's responsibilities**

Arctic Autorent is required to inspect the vehicle for damage within 24 hours after it is returned. Any findings and/or claims must be presented to the renter within 24 hours. If the vehicle is not returned within Arctic Autorent's regular office hours, other times may apply.

Arctic Autorent has no responsibility for damage or loss of property left, stored or transported in the vehicle.

Arctic Autorent has no responsibility for installing child seats. The renter is responsible for ensuring that all extra equipment is properly installed.

**Changes**

Occasionally it may be necessary for changes to be made in your booking. Arctic Autorent may change your booking to a similar vehicle. If this happens, the renter will be notified as soon as possible.

If the renter has special requests or needs, this must be stated in the order. Eg. child seat, automatic transmission, extra luggage space, etc.

**Contact**

If you have any questions regarding our terms and conditions please email us.

Arctic Autorent's regular office hours are Monday-Friday 0800-1600.  
We are always available by phone 0800-2200.

*We hope you enjoy your stay in Longyearbyen!*