

BERGKVAM GUIDE SERVICE

Flåm Rent a Car — BGS

Car Rental — Terms & Conditions | Valid from 1 January 2026

AT A GLANCE

Driver age	23–75 years, licence held for at least 2 years, valid in Norway
Geographic limit	No driving past Bergkvam (60.78827°N, 7.09625°E) — no insurance beyond this point
Roads	Paved public roads only — off-road driving strictly prohibited
Standard excess	NOK 9,000 per damage incident
Zero Excess option	NOK 375/day — reduces excess to NOK 0 for one damage incident
Fuel policy	Full-to-Full. Shortfall charged at NOK 3 per km driven
Smoking / vaping	Strictly prohibited. Minimum cleaning fee NOK 2,000
Fines & tolls	Renter's responsibility throughout the rental period
GPS tracking	All vehicles fitted with GPS tracker – see clause 15
Cancellation	Standard: free >7 days before pickup, no refund after. One-way: free >10 days, no refund after

1. Vehicle Use & Return

The vehicle must be returned to the agreed location on time. Unless otherwise agreed, late returns will be charged at NOK 750 per hour, up to a maximum of the applicable daily rental rate.

Only BGS-approved drivers may operate the vehicle. It must be used on paved public roads only — off-road driving is strictly prohibited.

Driving past Bergkvam in the Flåm Valley is strictly prohibited (GPS: 60.78827°N, 7.09625°E). There is no insurance coverage beyond this point. Any damage or loss occurring past this point will be charged in full to the renter.

2. Driver Requirements

All drivers must meet the following requirements at the time of rental:

- Minimum age: 23 years
- Maximum age: 75 years
- Valid driving licence recognised in Norway, held for at least 2 years
- Approved by BGS prior to driving

Foreign renters are responsible for confirming their licence is valid for use in Norway. An unapproved driver operating the vehicle voids all insurance cover and makes the renter fully liable for any damage.

3. Insurance & Liability

The renter is responsible for all damage to the vehicle during the rental period, including vandalism and theft.

Standard cover: The renter's liability is limited to an excess of NOK 9,000 per damage incident.

Zero Excess option (NOK 375/day): Reduces the renter's excess to NOK 0 for one (1) damage incident per rental period, in line with standard industry practice. Any additional damage incidents will be charged at the standard excess of NOK 9,000.

Cover is void in cases of:

- Gross negligence or wilful misconduct
- Violation of these rental conditions
- Breach of the Norwegian Road Traffic Act
- **Driving under the influence of alcohol (legal limit in Norway: 0.2‰ BAC) or drugs**
- Driving in prohibited areas or off-road

Third-party liability is covered under Norwegian law for incidents on permitted public roads.

4. Vehicle Inspection

The renter must inspect the vehicle at pickup. Any existing damage must be noted and confirmed on the rental agreement before driving away. Damage not recorded at pickup will be assumed to have occurred during the rental.

BGS will inspect the vehicle upon return and notify the renter of any new damage within 48 hours.

5. Fuel

The vehicle will be supplied with a full tank unless otherwise stated in the rental contract. It must be returned with the same fuel level (Full-to-Full policy).

If the vehicle is returned with less fuel than supplied, the renter will be charged NOK 3 per kilometre driven during the rental period to cover the fuel shortfall.

A prepaid fuel option is available at time of booking. If selected, the vehicle may be returned without refuelling — no refund will be given for unused fuel.

If the vehicle is filled with the wrong type of fuel (misfuelling), the renter is fully liable for all resulting damage, including tank draining, system flushing, and any mechanical repairs. This damage is not covered by any insurance option, including Zero Excess.

6. Smoking & Pets

Smoking and vaping are strictly prohibited in all vehicles. Pets are not permitted without prior written approval from BGS.

If additional cleaning, deodorising, or repair is required due to smoking or unauthorised pets, a minimum cleaning fee of NOK 2,000 will be charged.

7. Accidents & Breakdowns

In the event of an accident, the renter must:

- Call emergency services if required
- Notify BGS immediately on +47 901 68695
- Not admit liability on behalf of BGS
- Obtain the names, contact details, and insurance information of all other parties involved

In the event of a breakdown, contact BGS on +47 901 68695 and we will arrange assistance.

8. Traffic Fines & Tolls

The renter is solely responsible for all speeding fines, parking penalties, and toll charges incurred during the rental period. BGS will forward any such charges to the renter, plus an administration fee of NOK 250 per notice.

9. Cancellation & Modification by the Renter

All cancellations and modifications must be submitted in writing to info@explore-flam.com.

Standard rentals (same pick-up and return location):

- More than 7 days before pickup: Full refund
- Within 7 days of pickup: No refund

One-way rentals (different pick-up and return location):

- More than 10 days before pickup: Full refund
- Within 10 days of pickup: No refund

10. Cancellation by BGS

BGS reserves the right to cancel a reservation if the vehicle becomes unavailable due to unforeseen circumstances such as accident or mechanical failure. In such cases, all prepaid charges will be fully refunded. No further compensation will be provided.

11. Force Majeure

BGS is not liable for failure to fulfil its obligations due to events beyond its reasonable control, including extreme weather, natural disasters, strikes, government restrictions, or road closures. In such cases, BGS will offer the renter a full refund or rebooking at the renter's choice.

12. Personal Property

BGS accepts no responsibility for loss of or damage to personal belongings left in the vehicle. Items found after return will be held for 14 days before disposal.

13. Deposit & Payment

Upon submission of your reservation request, a secure payment link will be issued to your registered email address within 24 hours.

If the total rental cost is NOK 10,000 or less, full payment is due upon receipt of the payment link.

If the total rental cost exceeds NOK 10,000, a payment of NOK 10,000 is due upon receipt of the initial payment link. The remaining balance must be paid no later than 10 days before the scheduled pick-up date, for which a second payment link will be sent.

Upon receipt of payment, you will receive a formal confirmation of your reservation within 24 hours.

Reservations where payment has not been received by the due date may be cancelled by BGS without further notice.

14. Governing Law

This agreement is governed by Norwegian law. Disputes that cannot be resolved directly with BGS may be referred to the Norwegian Consumer Council (Forbrukerrådet) or a competent Norwegian court.

15. Vehicle Tracking

All BGS rental vehicles are fitted with a GPS tracking device. The tracker is used solely for the following purposes:

- To locate the vehicle at the end of the rental period, including when the vehicle is left at an agreed drop-off point such as a parking area in Flåm or at an airport
- To verify compliance with the permitted driving area (see clause 1)

- To assist in the recovery of the vehicle in the event of theft or breakdown

Location data is processed in accordance with the Norwegian Personal Data Act and GDPR, and is not shared with third parties except where required by law or for vehicle recovery purposes. Data is retained for a maximum of 30 days after the rental period.

By entering into this rental agreement, the renter consents to the use of GPS tracking as described above.

16. Data & Privacy

BGS processes personal data (name, contact details, licence information) solely to manage the rental agreement, in accordance with the Norwegian Personal Data Act and GDPR. We will never sell your data to third parties.