



Iceland

Destination Guide

ARRIVING IN ICELAND

- 1) After deplaning, you will enter the Immigration line. Present your passport and answer any questions from the officer.
- 2) Claim all your checked bags and proceed through customs.
- 3) Check your travel documents for instructions for transportation to your hotel.

DURING YOUR STAY

TIPPING

Tipping is not expected in Iceland, but you can tip for exceptional service. Sometimes you will see jars of money at cafes. This money funds social gatherings for the employees.

CURRENCY

Iceland uses The Icelandic króna (plural krónur) ISK. We recommend obtaining euros from your local bank before your trip. You can also exchange money at the airport, large train stations, and banks.

EMERGENCY NUMBERS

- Emergency number: 112
- Police: 444 1000
- Medical assistance: 1770

ELECTRICITY

Iceland operates on a 230V supply voltage and 50Hz. US appliances will need a power converter. If the device is a dual voltage device then you can simply use a Type C or F plug adapter.

TIME ZONE

Iceland is on Greenwich Mean Time (GMT).

TAX-FREE SHOPPING

You may be eligible for a tax refund on purchases made in Iceland. The purchase must be a minimum of ISK 6,000 (including VAT), made at a single point of sale. The store personnel will fill out the necessary Tax Refund Cheque. The cheque and the purchased goods must be produced and made available for inspection in Iceland on departure no later than 3 months after purchase. Claim your money here: Keflavik airport - Arion Bank, Reykjavik airport - Information desk, Reykjavik harbour - Service centre for cruise passengers, Seyðisfjörður Port - Tax-free desk, Smyril Line.

SAFETY WARNING

Follow all warnings. Strong undercurrents, slippery cliffs, and unstable ground are some hazards you may find in Iceland.

COMMUNICATION

Icelandic is the national language. English is spoken widely and Danish is the third language taught in schools in Iceland.

Use the appropriate country codes before the phone number when calling from abroad. If calling a US number, you will need to dial +1 in front of the number. If calling an Iceland number, you will dial +354 before the number.

CRIME

Pickpocketing is relatively common throughout Europe. Wallets in pockets, backpacks, and purses are targeted especially in tourist areas. Consider a lock on your bag or a money belt. Be mindful when someone randomly talks to you. They may be distracting you so their accomplice can empty your pockets. Keep shoulder purses on the shoulder away from the road as someone on a scooter may grab it off of you if within reach. Pickpocketing is more common in tourist areas.

MEDICAL

Pharmacies are called "Apótek" and are open during normal business hours. Only a few are open at night. Medical Care can be obtained by visiting a Health Care Centre, called "Heilsugæslustöð" in Icelandic, during opening hours.

RETURNING TO THE US

1) You may be given immigration forms to fill out during your flight. Keep a pen, your passports, travel documents, and receipts from anything you purchased during your trip easily accessible from your seat.

2) After deplaning, you will enter the Immigration Line. Have your passport and completed forms in hand, answer any questions from the officer. NOTE: Some airports no longer collect paper forms. They offer automated kiosks to collect immigration and customs information.

3) Go to the luggage carousel and claim all your checked bags.

4) Take all your belongings to the Customs line. You may be asked questions about what you are bringing back into the country, and your belongings may be subject to search.

5) For connecting flights or to reach the final airport exit, you may need to pass your checked luggage back to the airline. This is usually done at a counter outside of the Customs area.

6) DUTY FREE REMINDER: If you have to pass another security checkpoint before proceeding to the next gate or to the airport exit, you will not be able to carry your liquid duty-free purchases with you. These need to be placed in your checked bags before handing them over to the airline.