

Majestic Eagle Tours B.V

Grote Visserrijstraat

3026 CA Rotterdam

K.v.K 90716620



Terms and Conditions

Itinerary Terms and Conditions

****Please note:** All Rates are subject to change without prior notice. Packages have been updated as of 21st December 2025

Please request a quotation from your Majestic Eagle Tours consultant to ensure all quotations are correct prior to confirmation.

Note: All Rates are subject to change without prior notice however where possible we will ensure to keep you updated of any changes immediately.

Rates advised do not all indicate child rates; please contact us for individual rates for enquiries for families travelling with children as these do vary per operator, season and age of children.

****NOTE:** National Park fees, bed levies and conservation/community levies are subject to change and any increases will be passed on.

Clients will be advised of any additional government levies or taxes that are introduced and rates will be subject to increase based on such taxes and levies

For all Special offers, long and multiple night stays and other packages on offer, we shall ensure to advise and offer these to you where applicable if not already outlined in the rates manual.

Majestic Eagle Tours B.V will not be held responsible for amendments and changes to rates for individual properties.

All confirmations must be made in writing. On confirmation of reservation, please ensure that you have made the initial deposit, as once we confirm reservation with lodges, cancellation conditions will then become applicable (see outlined below).

Please NOTE: Regarding the payment of a deposit to Majestic Tours B.V, you will be invoiced by STO Garant -(an Escrow Insurance company) for a 30% deposit which will be paid over to the applicable suppliers. Balance Due will be payable 6 weeks prior to client travel dates. See below re cancellation Terms and Conditions.

STO Garant guarantees that you, the traveler, will receive your prepaid travel funds back if the travel organizer becomes financially insolvent before your trip has started. If the insolvency occurs during your trip, STO Garant ensures that your return journey is covered.

To meet the legally required guarantee, Majestic Eagle Tours B.V uses STO Garant. You can verify this via the STO Garant participant page. All information about STO Garant can be found at www.sto-garant.nl.

To cover all variances we have outlined below based on the most stringent cancellation conditions for bookings made 6 months prior without Gorilla permits:

- From confirmation to 91 days prior to travel – 20% cancellation charge
- 90 – 61 days prior to travel – 50% cancellation charge
- 60-0 days prior to travel – 100% cancellation charge

Please ensure to note all exclusions on rates information. For All products/services and lodges not included, please do not hesitate to contact us for information on desired changes.

Majestic Eagle Tours Terms and Conditions

Booking terms and conditions:

Please find below a summary of our main booking terms and conditions. These terms and conditions are designed to cover the conditions as laid out by the individual lodges and hotels.

Payments:

A 30% deposit is required to confirm your booking.

If a booking is less than 6 months prior to travel and contains Gorilla trekking/ Chimp trekking, a 50% deposit will be required.

Balance payment is due 30 days prior to travel.

Payment can be made by bank transfer. If paying by bank transfer, all transfer fees are to be covered by the remitter.

Kindly refer for payment to the communication from STO Garant.

Cancellation terms are as follows:

From confirmation to 91 days prior to travel – the deposit will be forfeited in percentages. *In case of a booking less than 6 months before the travel date, containing gorilla permits, 60% deposit is forfeited 45 days prior to travel.

90– 61 days prior to travel – 50% cancellation charge

60-31 days prior to travel-75% cancellation charge

30-0 days prior to travel – 100% cancellation charge

These terms are designed to cover the most stringent terms as set by the hotels and game lodges and to ensure that Gorilla Permits are utilized and per quota. We do recommend that you take out travel insurance from the time of booking your trip to ensure that you are covered for cancellation fees in the event of having to cancel your trip at any time.

Important notes:

Company

Majestic Eagle Tours B.V is a tour operator based in the Netherlands and adheres to Rules and Regulations set by the EU for travel agents. However, The Company shall not be liable for any inconvenience, loss or damage caused by any failure, in whole or part, of these services unless due to the proven negligence of the Company.

Passports and Visas

It is the responsibility of the client to ensure that passports, visas and health certificates are valid for the countries visited. Neither the Company nor its agents will be responsible for any visas etc not being held by the client. Please note - Passports should be valid for more than 6 months from your return date back home. Passports should have at least 3 blank pages for any visas required.

Insurance

It is strongly recommended that all clients take out comprehensive travel insurance prior to date of travel. Credit card insurance is not normally adequate for travel in Africa. This insurance should be arranged at the time of payment of the deposit to cover you for cancellation from that time. This insurance should cover cancellation and curtailment, all medical expenses including evacuation/repatriation, personal baggage, personal liability, death and permanent disability and

travel document insurance. The Company cannot be held responsible for any costs arising from such loss or injury.

Health

The Company strongly recommends that the client consult medical and travel health professionals regarding anti-malarial precautions prior to departure for any malarial area and clients should bring their own personal insect repellent. Please consult a medical or travel health professional for specific advice on immunisation against tropical diseases. It is the client's responsibility to ensure compliance with the legal health requirements of foreign governments. The company are not responsible for any client's health related issues while on safari.

Wild Animals

Safaris organised by the Company will often take clients into close proximity to wild animals. Neither the Company, nor its employees or agents accept responsibility for any injury, loss or damage, which may be caused by wild animals.

Indemnity

At some places on safari, clients may participate in optional activities furnished by independent suppliers not affiliated in any way with the Company. Certain of these activities carry with them various inherent risks including attack by wild animals, which can cause serious personal injury. Clients should be aware that although every precaution is taken by us and the suppliers to guard against such danger, the client's safety cannot be guaranteed. Participation will be at the client's risk and the Company can assume no responsibility for clients' safety in this regard.

Force Majeure

Majestic Eagle Tours is not liable for delays, changes, or cancellations caused by events beyond control (natural disasters, wars, strikes, extreme weather, etc.). Refunds may not be possible, but alternatives will be offered where feasible.

These Terms and Conditions govern the relationship between the Client ("you") and Majestic Eagle Tours B.V ("we" or "the Company"). They apply when:
You book a tour or service directly with us; or You book through one of our authorized partners or agents.

