

TERMS AND CONDITION

1. Introduction

These Terms and Conditions ("Terms") govern the provision of travel-related services by Royeli Tours & Travels ("we," "our," "us") to clients ("you," "your") and set out internal expectations for staff ("employee,") in delivering these services. Please read the terms and conditions below carefully; They constitute part of the contract between you and Royeli Tours and Travel (referred to as "Royeli" or the "Company").

2. Scope

You and your traveling companions are deemed to have read, understood and accepted the following terms and conditions. Royeli Tours and Travel shall be referred to as "Company" in the terms and conditions below.

The terms and conditions below apply for all customers who have engaged the services of the company pertaining to their travel needs, unless otherwise stated.

In event of any conflict, the terms and conditions herein shall prevail.

3. Terms

3.1. Bookings

- Bookings are only secured when we have received the minimum deposit from you.
- If the balance is not paid 14 days before the travel date, we are entitled to cancel your booking and retain 100% of the initial deposit paid.
- You are required to review all aspects of your booking to verify vital information including but not limited to: passenger itineraries, names, email addresses, telephone numbers, etc.
- Please notify the Company immediately if you notice any omissions and/or corrections are needed regarding the booking details.
- Clients must submit documentation (passports, visas, IDs) through a single, designated channel (e.g., whatsapp, IG, emails), and confirm submission.
- Incomplete or late submissions via alternate channels may result in delays or cancellations.
- Prices are subject to change without prior notice due to exchange rates, supplier costs, or regulatory adjustments.
- You assume full & sole responsibility for any risks and/or costs involved with failure or delay to report such errors and/or omissions.

3.2. Payment Terms

- All Payments must be made into the Company's corporate account with the Account name ROYELI TOUR AND TRAVEL LIMITED.

- Prices provided are estimates and may change due to exchange rate fluctuations, supplier cost adjustments, or regulations. We will promptly inform clients of such changes.
- The Company accepts bank transfers, cheques or cash payments. Other than the means stipulated for payment by the Company, the Company accepts no responsibilities for payment made to any third party on behalf of the Company without the Company's express instruction
- Deposit or full payment is required to confirm bookings. Outstanding balances must be paid by the due date to avoid penalties or cancellations.
- You agree that failure to remit payments on a timely basis will automatically put your booking at risk of cancellation.
- You voluntarily hold the Company harmless for cancellation of any booking on account of either late payment or declination of a credit card or cheque.

3.3. Pricing

- Prices and availability quoted by the Company are based on the information available to the Company at the time of quoting.
- Accordingly, such prices and availability are not guaranteed until payment is made in full.
- The Company is not responsible for any variation, errors or omissions in any quotes, advertisements including prices quoted on its marketing materials and/or website.

3.4. Accommodation and Shared Packages (Tours & Cruises)

- Shared packages are priced per person sharing, designed for two adults traveling together.
- If you are traveling alone and booking a shared package, you must pay the single occupancy rate (full room price).
- Accommodation category, meal plans, and room type will be as stated in your booking confirmation. Requests for upgrades will incur additional charges.

3.5. Travel Insurance

- It is your responsibility to take out Travel Insurance to cover illness, accident or injury, loss of or damage to baggage and other insurable matters.
- We accept your booking on the understanding that you have an insurance cover in place and accordingly shall not be responsible or liable for any act or omission arising from your failure to take adequate insurance cover.
- Where you have paid for a package that covers insurance policy payment, the policy document of the insurer will be forwarded to you once the insurance has been confirmed by the insurer.
- Consequently, the contract of insurance is between you and the insurer. You agree that the Company is not an agent of the insurer and shall not be held liable for any act or omission of the insurer.
- Should the insurers dispute their liability for any reason; the customer will have recourse against the insurers only.

3.6. Flight and Other Travel Timings

- Flight timings are provided by airlines and are subject to Air Traffic Control restrictions.
- All means of transportation are subject to weather conditions.

- It is the customer's responsibility to get to the airport within the scheduled time and check-in on time.
- There is no guarantee that flights, ferries, ships, trains, or coaches will depart at the times stated on any itinerary or tickets that you receive.
- All timings where stated are estimates only, and we do not accept any liability for any delay, however arising, or for any schedule alterations.

3.7. Tickets & Stopovers

- Air, train, or bus tickets will be issued based on the exact details you provide (names, travel dates, destinations).
- Once a ticket has been paid for and issued by the airline, you agree that the airline policy shall govern your travel itinerary with the airline and that the contract as regards the ticket is between you and the airline.
- Accordingly, all issues including but not limited to a missed flight, baggage related issues shall be resolved in line with the policy of the airline.
- The Company may however intervene to facilitate a peaceful and speedy resolution between you and the airline.
- You agree that such intervention by the Company does not make the Company liable for any of your loss.
- Airline tickets are usually non-refundable and non-transferable except the airline permits otherwise.
- Modification of passenger names, dates, times, routing, or departure/arrival airports are at the sole discretion of the airline and not within the control of the Company.
- Except expressly agreed otherwise, your journey to the airport or other airport where there is a connecting flight is at your expense.
- The Company will not be able to reimburse you for these costs, nor will it be liable if you miss your connecting flight.
- You agree that you will not deviate from your booking by making any unscheduled stopovers.

3.8. Unscheduled Extensions

- In the unlikely event of there being an unscheduled extension to the holiday caused by flight delays, bad weather, strikes, or any other cause which is beyond the control of the Company, it is understood that the expenses relating to these unscheduled extensions, (hotel accommodation, flight etc.), will be borne by you.
- We accept no liability for changes, omissions, or delays before or during any trip occasioned by technical difficulties, weather conditions, strikes or communication breakdowns or unscheduled extensions.

3.9. Suppliers

- We collaborate and work with suppliers who provide several services to make your trip and vacation memorable. The Company is simply an intermediary between you and the Suppliers for your travel package.
- The Company does not own or operate any hotels, shore excursions, tours, transportation providers, cruise lines, vessels, airlines, travel insurance companies etc.
- You agree that the Company shall not be held liable for any loss, damage, delay, inconvenience or injury to you as a result of a breach of contract, act or omission whether willful or negligent, criminal or otherwise of any third party including

but not limited to these Suppliers, their employees, agents, servants, or representatives.

- While we will endeavour to select top quality Suppliers, no undertaking, guarantee or warranty is given or shall be implied as to the fitness or condition of the Supplier's accommodations, transportation, or any food, drink, medicine, or provisions supplied.
- You acknowledge and agree that the Company shall not be responsible for refunding, either fully or partially, any amounts paid due to unsatisfactory services from any supplier.
- The Company is not liable for any accident which occurs in hotels, in resorts, on aeroplanes/in airports, on buses/in bus stations, on trains/in train stations, on board a cruise ship, on tenders, onshore excursions, or during any mode of transportation encountered during the trip, resulting from equipment or any other cause.

3.10. [Changes](#)

- If you wish to make a change to your booking, we may assist you to make the change wherever this is possible and within our control.
- Note that such changes are subject to the policy of the supplier. You will however be required to pay all charges, whatever kind, imposed by the suppliers providing that part of your travel arrangements which you intend to change.
- You agree that changes to Group packages are restricted as any change by any member of the group will affect the other group travellers. In most cases, we may not be able to entertain your changes and we shall not be held liable for failure/inability to make changes that are not within our control.
- It is our responsibility to provide you with the service and products that you have paid for. If any changes arise, we will inform you and request your consent before making any changes to your booking.

3.11. [Group Packages](#)

- While on our group trip, you cannot extend your stay without the express consent of your travel consultant or tour leader.
- In most cases, an extension of your stay will not be granted as the Company may have given an undertaking to the embassy of such a destination at the point of visa processing that all our customers will return on the set date.

3.12. [Cancellation By Client](#)

- All cancellations or no-shows are subject to penalties imposed by the supplier and according to the supplier's terms and conditions.
- If you require a copy of these terms, the Company will provide the information as received.
- You are required to immediately contact your Travel and Tour Consultant if you wish to cancel your booking.
- You will be liable to pay the following cancellation charges which may change from time to time:
- Tour operator cancellation charges will apply and are normally calculated on a sliding scale, displayed below;

Days Before Departure	Cancellation Charges
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30- 45 Days	40% of the total cost of the package
15 - 30 Days	50% of the total cost of the package
7 - 15 Days	60% of the total cost of the package
0 - 7 Days	100% of the total cost of the package

- If the cancellation is because of a force majeure event, illness or death, you are required to provide documentary evidence to support that event. Upon receipt of your documentary evidence, we may make a special cancellation request from our suppliers. Note that we do not guarantee that any supplier will accept your documentary evidence or accede to your cancellation request. Our suppliers have the right to decline and charge their fees if they are not satisfied with the documents provided.

3.13. Cancellation By Company

Royeli Tours and Travels reserves the right to cancel any booking or service in exceptional circumstances, including but not limited to:

- Insufficient bookings to operate a scheduled tour or cruise.
- Government restrictions, travel advisories, or border closures.
- Force majeure events such as natural disasters, war, civil unrest, pandemics, strikes, or severe weather conditions.
- Supplier or partner cancellations beyond our control (e.g., airline schedule changes, hotel overbooking).
- Failure of the client to meet payment deadlines or provide necessary documents.

In the event of cancellation by the company:

- a. Clients will be offered the option to:
 - Transfer the booking to a future date or alternative service of equal value (subject to availability), or
 - Receive a full refund of amounts paid, excluding any non-recoverable costs already incurred (e.g., visa fees, supplier deposits).
- b. Royeli Tours will not be liable for any additional expenses incurred by the client as a result of cancellation (e.g., connecting flights, visas, personal purchases).
- c. Refunds will be processed within 14-21 working days from the date of cancellation confirmation.

3.14. Airline and Hotel Refund Procedures

- Refund policies of the various airlines and hotels vary greatly. We may assist you to present a Refund request to the relevant airline or hotel for assessment. Should a refund be authorized, such refund will be made to you, less any cancellation or administrative charges.
- We do not guarantee the time frame for processing refund requests by any airline.

3.15. Complaint

- If you have any complaint, or you experience any problems with your holiday whilst away, you must immediately inform your Travel Consultant.
- Once you have paid the deposit, it means that you have accepted to stay in the hotel chosen, fly the airline quoted in this package and do all the activities planned for the trip.
- It is your responsibility to check the hotel pictures and read the reviews before payment. A link to view the hotels' details will be provided by your Travel Consultant.
- If you do not like the hotel or airline while on the trip and you want to cancel, no refunds will be made to you. Whilst every effort will be made to resolve your complaint to your satisfaction, the Company will not be liable for any claim.

3.16. Visa

- We provide visa requirements guidance and support to customers.
- Note that Royeli Tours and Travel does not issue the visa and does not in any way guarantee visa issuance to any customer.
- The Company shall not be held liable for visa refusal or delay in the customer's visa and accordingly shall not be held liable to refund visa fee or any fee paid towards visa processing assistance/support provided by the Company.
- Once the customer's visa application has been submitted and paid for, changes to the agreed travel package may not be allowed.
- If the customer insists on cancellation or changes thereafter, the customer understands that such cancellation or change may result in loss of the entire deposit made and no refund will apply.
- Where the requested changes apply to a group package, the customer may lose the group package privileges such as reduced rates for hotel, airfares etc. and will be required to pay more before travelling with the new itinerary.
- For clarity, no refunds of the deposit shall be allowed at this stage and deposits paid will be forfeited except to the extent of any refund that the supplier may allow.
- Customers are therefore advised to make their changes before their visa is submitted on their behalf.
- If your visa is denied:
 - We will refund the package amount paid, minus visa fees, processing service charges, and any non-refundable deposits.
 - Refunds will be processed only after official proof of visa refusal is provided.

4. Service-Specific Terms

4.1. Tours (Local & International)

4.1.1. Booking & Payment

- All tour bookings must be confirmed with a signed booking form or approved email confirmation.
- A minimum deposit of 50% is required to secure a spot; balance must be paid at least 21 days before departure.

- Prices are quoted in local currency (₦) unless stated otherwise, and are subject to currency fluctuation and supplier changes.

4.1.2. Inclusions & Exclusions

- Inclusions (e.g., accommodation, meals, entry tickets) will be clearly stated in the tour package.
- Exclusions (e.g., personal expenses, visas, tips) remain the client's responsibility.

4.1.3. Cancellations & Refunds

- More than 30 days before departure: 80% refund (less administrative fees).
- 15–29 days before departure: 50% refund.
- Less than 14 days before departure: No refund.
- Refund timelines are 14–21 working days from cancellation confirmation.

4.2. Visa Processing Services

4.2.1. Application Process

- Clients must submit all required documents only via the official Royeli Tours and Travels submission channel, client is to stick to one communication channel when sending documents (email or whatsapp).
- Incomplete applications will not be processed.
- Processing timelines vary by embassy; Royeli Tours is not responsible for delays caused by consulates.

4.2.2. Payment & Refund Policy

- Visa fees, once paid to the embassy, are non-refundable.
- Service charges are non-refundable once processing begins, regardless of outcome.

4.2.3. Client Responsibility

- Clients must ensure the accuracy of all documents submitted.
- Any false or fraudulent documents may result in permanent service refusal and reporting to authorities.

4.3. Cruise Bookings

4.3.1. Reservations & Payment

- All cruise bookings require full payment or a minimum deposit as specified by the cruise line before confirmation.
- Prices may fluctuate based on cabin availability and seasonal demand.

4.3.2. Cancellations & Amendments

- Cancellation charges vary by cruise operator; clients will be informed at the time of booking.
- Amendments after booking may incur additional charges.

4.3.3. Travel Documents

- Clients are responsible for obtaining valid passports, visas, and other travel documents required for their cruise itinerary.

4.4. Flight Ticketing

4.4.1. Booking & Payment

- Ticket fares are only guaranteed upon full payment and issuance.

- Quotes are subject to change until payment is confirmed.
- Name changes after ticket issuance are generally not permitted by airlines.

4.4.2. Cancellations & Refunds

- Refunds are subject to airline policies and may take up to 30 working days.
- Non-refundable tickets will not be eligible for any refund.
- Penalties may apply for date changes.

4.5. Hotel Reservations

4.5.1. Booking Process

- Hotel bookings require full payment unless a deposit arrangement has been approved.
- Confirmation vouchers will only be issued after payment is received.

4.5.2. Cancellations & No-Show Policy

- Refunds depend on hotel policy; some bookings may be non-refundable.
- “No-show” bookings will incur full charges.

4.5.3. Special Requests

- Any special requests (e.g., early check-in, late check-out, specific bed types) are subject to hotel availability and not guaranteed.

5. Acceptance

By paying the initial deposit for this package, you confirm that you have read, understood and agreed to these terms and conditions which will be binding on both parties.

Thank you for choosing Royeli Tours and Travel.