

Terms of Service

Last updated: 12.03.2026

1. Introduction

Welcome to Eterra Voyage. By accessing our website and booking our services, you agree to be bound by these Terms of Service. If you do not agree with these terms, please refrain from using our website or services.

These Terms apply to all visitors, users, and customers who access or use the services provided by Eterra Voyage.

2. Services

Eterra Voyage provides curated travel experiences and private tours in the Netherlands, including luxury tulip field tours and cultural experiences.

All tours and experiences are subject to availability. We reserve the right to modify or adjust itineraries when necessary due to weather conditions, seasonal factors, safety concerns, or operational reasons.

3. Bookings

When making a booking through our website, you agree to provide accurate and complete information.

A booking is considered confirmed once payment has been successfully processed and you receive a confirmation email from Eterra Voyage.

Customers are responsible for reviewing all tour details before confirming a booking.

4. Pricing and Payments

All prices displayed on the website are listed in EUR (€) unless stated otherwise.

Payments may be processed through secure third-party payment providers.

Eterra Voyage reserves the right to modify pricing at any time; however, confirmed bookings will not be affected by price changes.

5. Donations

Eterra Voyage may accept voluntary donations to support the development of our projects and travel experiences.

Donations are entirely voluntary and do not constitute the purchase of a product or service unless explicitly stated.

Unless required by applicable law, donations are generally non-refundable. If you believe a donation was made in error, please contact us and we will review the request on a case-by-case basis.

6. Cancellation and Refund Policy

Customers may cancel their booking up to 48 hours before the scheduled tour for a full refund.

Cancellations made between 24 and 48 hours before the scheduled tour may receive 50% refund.

Cancellations made less than 24 hours before the tour or failure to attend the tour (no-show) are generally non-refundable.

If a tour must be cancelled by Eterra Voyage due to weather conditions, safety concerns, or operational reasons, customers will be offered an alternative date or a full refund.

7. Changes to Tours

Eterra Voyage reserves the right to modify tour schedules, routes, or experiences if necessary due to weather conditions, availability of locations, traffic situations, or other circumstances beyond our control.

In such cases we will make reasonable efforts to provide a comparable experience.

8. Limitation of Liability

Participation in tours and travel experiences is at the customer's own risk.

Eterra Voyage shall not be held liable for personal injury, loss, or damage to personal belongings during tours, except where liability is required by applicable law.

We are also not responsible for delays or disruptions caused by weather conditions, traffic, public transportation disruptions, or other circumstances beyond our control.

9. Intellectual Property

All content on this website, including text, photographs, branding, design, and other materials, is the property of Eterra Voyage and may not be copied, reproduced, distributed, or used without prior written permission.

10. Governing Law

These Terms of Service are governed by the laws of the Netherlands.

Any disputes arising from the use of this website or our services shall be subject to the jurisdiction of the courts in the Netherlands.

11. Contact Information

If you have questions regarding these Terms of Service, please contact us:

Eterra Voyage

Email: info@eterravoyage.com

Website: www.eterravoyage.com