Terms and Conditions

Last updated: October 9, 2026

1. Agreement to Terms

These Terms and Conditions constitute a legally binding agreement made between you, whether personally or on behalf of an entity ("you"), and Epic Travel Story, a travel agency registered in North Macedonia, operating under the brand Macedonia Tour Guide ("we", "us" or "our"). They govern your access to and use of the epictravelstory.mk website, as well as any other media form, media channel or messaging service related, linked or otherwise connected thereto (collectively, the "Site"), and every trip, excursion or service you book with us.

By using the Site or booking a trip with us you agree to these Terms and Conditions and to our Privacy Policy. If you do not agree with them, please do not use the Site or book our services.

2. Intellectual Property Rights

Unless otherwise indicated, the Site is our proprietary property and all text, itineraries, photographs, graphics, website designs, layout and software on the Site (collectively, the "Content") and the names, trademarks and logos contained therein (the "Marks") are owned or controlled by us or licensed to us, and are protected by copyright and trademark laws and other intellectual property rights. © Epic Travel Story 2026. All rights reserved.

You may print or download extracts of the Content for your personal, non-commercial use, and share them with individual third parties for their personal use provided you acknowledge the Site as the source. Any other redistribution, reproduction, commercial use or storage of the Content in another website or retrieval system is prohibited without our express written permission.

3. User Representations

By using the Site, you represent and warrant that:

- All information you submit through our enquiry, booking and feedback forms is true, accurate, current and complete, and you will let us know promptly if it changes.
- You are authorised to share the personal details of every traveller you include in an enquiry or booking.
- You have the legal capacity to agree to these Terms and Conditions and you are not a minor in the jurisdiction in which you reside.
- You will not access the Site through automated or non-human means, whether through a bot, script or otherwise.
- You will not use the Site for any illegal or unauthorised purpose.
- Any story or review you share with us is your own, honest experience, and you allow us to publish it on the Site, shortened where needed.

4. Enquiries, Bookings and Payments

Every trip we offer is designed or adapted for you. Tour descriptions, itineraries, durations and prices shown on the Site are therefore indicative, and sending an enquiry does not create a booking. On request we will send you a written offer with the final programme, price, what is and is not included, and the payment and cancellation terms that apply.

A booking is confirmed once you have accepted our offer in writing and we have received any deposit the offer asks for; we will then confirm the booking in writing. All bookings are subject to availability and acceptance by us, and we reserve the right to refuse any booking at our discretion. Prices are subject to change without notice until a booking is confirmed; after confirmation they change only where the offer allows it (for example for changes in taxes, fuel costs or exchange rates beyond our control), and we will tell you before the trip.

5. Changes, Cancellation and Refund Policy

Requests to change or cancel a booking must be made in writing. Cancellation fees depend on the trip, the services and suppliers involved and how close to departure you cancel; they are set out in your offer and booking confirmation, so please review them carefully. Changes

you request after confirmation are subject to availability and may incur extra costs.

We may need to change or cancel parts of a programme because of weather, road conditions, strikes, health or safety concerns, decisions of public authorities or other circumstances beyond our control. Where that happens we will offer a comparable alternative or refund the services that could not be provided. If we cancel a confirmed trip for any other reason, you may choose an alternative trip or a full refund of the amounts paid.

6. Your Responsibilities When Travelling

You are responsible for holding a valid passport or ID card and any visas, permits or vaccinations required for the countries you visit, for arriving on time at agreed meeting points, and for following the reasonable instructions of your guide and driver for the safety of the group. Please tell us before booking about any medical condition, mobility limitation or dietary requirement that may affect your trip. We strongly recommend comprehensive travel insurance covering medical expenses, repatriation, cancellation and personal belongings.

7. Limitation of Liability

We take great care in selecting the hotels, transport companies, guides and other suppliers that provide the services in your programme. To the fullest extent permitted by law, neither we nor our directors, employees or agents will be liable to you or any third party for any indirect, consequential, exemplary, incidental, special or punitive damages, including lost profit or lost revenue, or for damages arising from your use of the Site, from inaccuracies or errors in its Content, or from events beyond our reasonable control. Nothing in these Terms and Conditions limits any liability that cannot be limited under the laws of North Macedonia.

The Site may contain links to other websites, provided for your convenience. They do not signify that we endorse those websites, and we have no responsibility for their content.

8. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of North Macedonia. Epic Travel Story and you irrevocably consent that the courts of North Macedonia shall have exclusive jurisdiction to resolve any dispute which may arise in connection with these terms, the Site or your trip.

9. Changes to These Terms

We may update these Terms and Conditions from time to time. The version published on the Site at the time your booking is confirmed applies to that booking.

10. Contact Us

In order to resolve a complaint regarding the Site or a trip, or to receive further information, please contact us. If something is not right while you are travelling, tell your guide or call us straight away so we can put it right on the spot.

- By visiting our contact page
- By phone or WhatsApp: +389 78 567 625