



# EAGLE

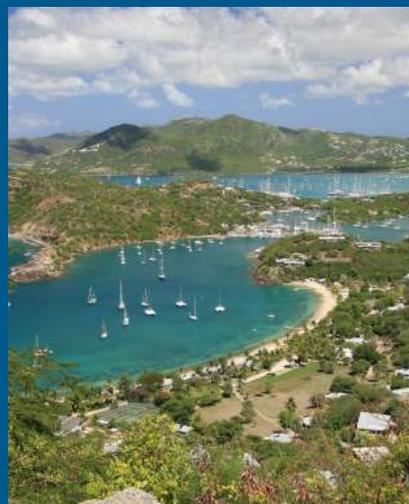
TRANSFERS & TOURS



# Island Greetings!

Eagle Transfers and Tours is an on-island concierge for Antigua transportation, tours, and excursions. We offer private, taxi, and VIP Executive transportation services to and from Antigua airport (ANU), hotels, villas, and Airbnb on our beautiful island of Antigua. Other services include VIP Meet & Greet at Antigua airport with expedited processing, full-service transportation between locations, and a dedicated Destination Management Company (DMC) Representative.

*RELIABLE, CLIENT SAFETY, AND PEACE OF MIND*



# OUR SERVICES

AIRPORT TRANSFERS

VIP MEET & GREET

TOURS & EXCURSIONS

DESTINATION MANAGEMENT

ON-ISLAND TRANSFERS

# AIRPORT TRANSFERS

Whether visiting Antigua for vacation, business, looking for that retirement location, or visiting family, Eagle Transfers and Tours offers VIP Executive, private, prearranged taxi shuttle, and shared transportation to and from Antigua airport (ANU) and all resorts, Airbnb, private homes/villas, and guests' houses on the island.

Our travel partners can reserve their clients preferred type of transfer, Executive, private, or taxi service, via our website 24 hours a day, 7 days a week. Any available service will be confirmed immediately.

For that customized itinerary that needs personal planning and assistance, or if you are more comfortable having us complete the booking, Eagle Transfers has representatives available by email and phone to assist 7 days a week. At Eagle Transfers and Tours, guests will experience our customer-first policy.

For all arriving Eagle Transfers guests, there is total peace of mind.

Eagle Transfers and Tours guarantees:

- Flight tracking for inbound flights.
- If the flight is delayed, an Eagle Transfers Rep/Driver will be there no matter when the flight arrives.
- For missed/canceled flights, if notified at least 3 hrs before the rescheduled flight's arrival, there is no charge to reschedule transfers.
- Plans can change at any time but don't worry. We're flexible and will allow you to change dates with advance notice.



# VIP MEET & GREET

Get the whole Rockstar experience with our VIP Meet & Greet service and expedited processing.

For travel partners booking their VIP Exclusive clients, those needing special assistance, and guests for whom English is not their first language, we highly recommend our VIP Meet & Greet with Fast Track processing service.

With this service, guests are met just after exiting the jet bridge hallway and are given VIP expedited processing through security/immigration. Then, guests are guided to baggage claim and through customs. This service can be booked by any visitor or returning resident arriving in Antigua. They do not have to book transportation with Eagle Transfers and Tours.

Customers have seen their processing time cut in half on heavy arrival flight traffic days. This is an optional add-on service; therefore, it can be added up to 7 days before arrival.

VIP Meet & Greet with Executive lounge access is also available on departure.

Guests will be met curbside by their VIP concierge rep, who will escort them to their respective airline check-in desk, where the airline agent will be available to assist with check-in. Guests will then be expedited through departure immigration and security. After, guests will be escorted to wait in the exclusive Executive VIP Lounge area.

In the VIP Lounge, guests can relax in comfort; complimentary hors-d'oeuvres, cocktails and soft drinks to guests, and complimentary Wi-Fi.

When the time arrives for their flight departure, their VIP concierge rep will come to alert guests of their aircraft boarding and will escort them through to the gate.

# TOURS & EXCURSIONS

All visitors coming to our shore are encouraged to explore all the island of Antigua has to offer. Encompassing 108 square miles of beautiful coastline, Antigua is one of the top Caribbean vacation destinations, offering numerous white sand beaches and a wide array of entertainment. There is always something exciting happening in Antigua.

From world-class regattas, such as Antigua Sailing Week and Antigua Classic Yacht, to top-notch sport events, some of the best fishing, and the summer festival of Antigua Carnival, the options for those looking for an activity-filled vacation is possible.

Some traveler-recommended activities: PLANNING

- Island Tour
- Circumnavigation Tour
- Sunset Romantic Cruise
- Shirley Height Sunday Night Party
- Dine out at least once

Eagle Transfers and Tours provides private or group tours and excursions.



# DESTINATION MANAGEMENT COMPANY

As a Destination Management Company (DMC), Eagle Transfers and Tours understand how much our travel partners depend on us to take care of their clients, so we extend our attention to each client we meet.

Eagle Transfers offers two options for DMC services. Travel partners can opt for the following:

1. Our meet & greet and airport transfers only.
2. Our meet & greet, airport transfers, and on-Island full concierge service

With an Eagle Transfers and Tours DMC partnership, our travel partners are given priority to all the Eagle Transfers and Tours services and will customize those services where possible to meet guests' needs.

How do travel partners work with Eagle Transfers and Tours?

- Tour operator contracted agreement
- Travel Agency Agreement
- Travel Agency website booking

Contact us to discuss which option works best for your business.

To start a new partnership, contact us via email:  
[admins@eaglestours.com](mailto:admins@eaglestours.com)



# ON-ISLAND CONCIERGE

With Eagle Transfers and Tours, our travel partners will have the peace of mind of having a private concierge on the island for events, travel needs, and unforeseen emergencies with any mutual guests.

Our qualified, experienced, and knowledgeable team is always willing to assist whenever needed for those issues that require a team on the ground.

Items like :

- Coordination with local venues for events.
- The transfer of guests between locations for guests needing to move.
- Unexpected illness and guests needing a representative to assist.
- Guest experiencing unexpected flight disruptions, causing an extension of their stay in Antigua.

The Eagle Transfers team can be that point of contact for knowing what is happening.





# PACKAGE ADD-ONS

## ISLAND WELCOME EXPERIENCE

Our Eagle Transfers and Tours concierge team is happy to create customized welcome and drink packages based on guests' requests. We will have everything waiting for you on arrival.



## DINING OUT EXPERIENCE

Explore some of the best restaurants in Antigua. We recommend that guests dine out at least once while visiting our beautiful island. We offer special dine-out packages to guests that booked other services with us.

## DAY OF MEMORIES EXPERIENCE

For those wanting more than selfies and photos on their phone, we can arrange for your own personal photographer to get you those professional images that will last a lifetime.



## ELEMENT OF SURPRISE EXPERIENCE

We can arrange and make that special delivery for family, friends, co-workers, and agents wanting to surprise vacationing guests for that special occasion. All requests must be submitted at least 72 hours before the delivery date.



### **Where is the meeting point at the airport?**

At the Antigua airport, Eagle Transfers and Tours has a desk in the tour desk area, and there is always an Eagle Transfers rep to greet our arriving guests. Also, arriving guests can look for an Eagle Transfers rep with a sign displaying the Eagle logo.

### **Are Eagle Transfers rep in uniform?**

Yes, the Eagle Transfers and Tours rep at the airport will be in uniform. The uniforms are Teal or Yellow shirts displaying the Eagle Transfers and Tours logo.

### **Will I be sharing the vehicle with other passengers?**

For private transfers, guests and their traveling companion(s) will be the sole occupants of the vehicle. For shared shuttle transfers, you will share the car with other passengers.

### **Does the airport transfer take us directly to our hotel/accommodations?**

The private transfer service takes guests directly to their accommodations. However, the shared shuttle service will take guests to their accommodations but may make additional stops at surrounding accommodations.

### **What size bags/suitcase accepted?**

The average medium size luggage/bags of around 50LBs is accepted. Small baggage/carry-on accepted by the airline is also accepted. If clients have large or oversized luggage, please specify the dimensions when submitting a booking. There may be an additional charge.

### **Do you provide child seats?**

Yes, child and baby seats are available on request. The request for child and baby seats must be made at the time of booking.

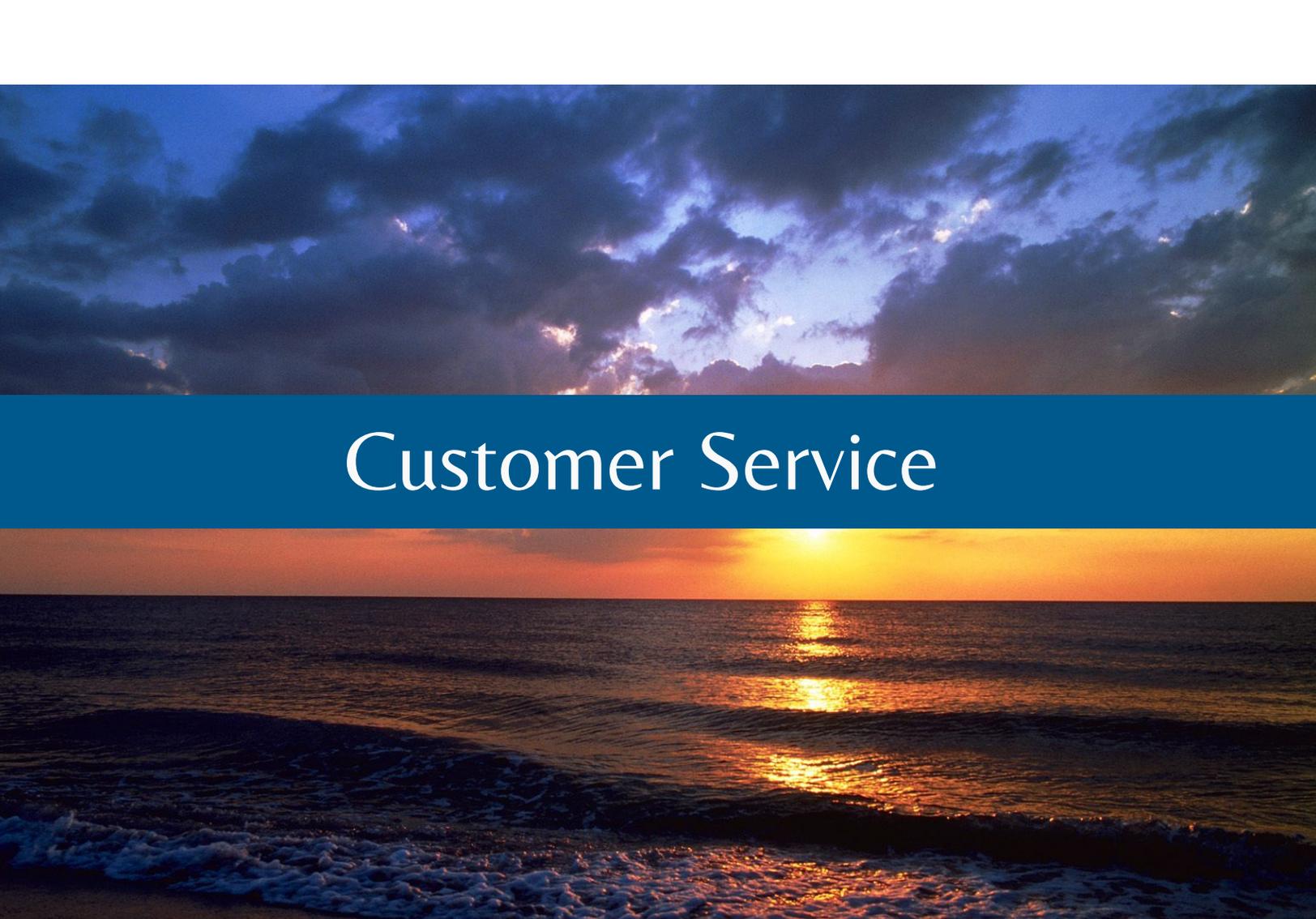
### **What if flight is delayed?**

The standard waiting time at the airport is 90 minutes. If the delay is more than an hour, please have your clients contact our support team.

### **If flight details change, does the client need to inform you?**

Please submit the new flight schedule as soon as possible via the customer service email address provided. Please call the local emergency number if your guests' pick-up time is within 12 hours of arrival.





# Customer Service

## BUSINESS HOURS

Monday to Friday

8am – 6pm

Saturday – Sunday

9am – 5 pm

Holidays

10am – 2pm

After hours/Emergency – Call 268-734-1900 or 268-780-6063

## EMAIL + PHONE

+1 (800) 493-2998 or 268-734-1903  
[services@eaglediscoverytours.com](mailto:services@eaglediscoverytours.com)



# Next step

Let's start that partnership to enhance vacation experiences.

Schedule a call or email us.

Creating Authentic Caribbean Experiences





# EAGLE

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