

Booking Terms

Pride of Africa Adventures & Safaris

Last updated: July 24, 2026

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Booking Terms for Pride of Africa Adventures & Safaris Limited

This page explains, in plain terms, exactly how the booking process works from your first inquiry through to departure. It should be read alongside our full Terms & Conditions, our Cancellation Policy, and our Payment Policy.

1. Step 1 — Enquiry & Custom Itinerary

Every trip begins with a conversation. Tell us your travel dates, budget, interests, and destinations — through our Safari Planner, our website's inquiry forms, email, phone, or WhatsApp — and one of our safari experts will design a tailor-made itinerary and provide a written quotation at no obligation.

2. Step 2 — Provisional Hold

Where availability allows, we can place a short provisional hold on key camps and lodges while you finalize your decision. Provisional holds are not guaranteed and may be released back to general availability if a deposit is not received within the hold period we specify to you in writing.

3. Step 3 — Deposit & Confirmation

To confirm your booking, we require:

- Written acceptance of the final quotation and itinerary, and
- Payment of the deposit stated on your invoice.

Once both are received, we issue a booking confirmation and begin securing your accommodation, park permits, guides, and internal transport with our partner suppliers.

4. Step 4 — Final Details & Balance Payment

In the weeks before travel, we will ask you to confirm passenger names as they appear on passports, flight details, dietary requirements, and any special requests. The balance of your trip cost is due by the date shown on your invoice — see our Payment Policy for accepted payment methods and timing.

5. Step 5 — Travel Documents

Ahead of departure we send a full travel pack — final itinerary, e-vouchers, emergency contacts, and a packing checklist (see our Safari Packing Guide). You remain responsible for arranging your own passport, visas, and travel insurance — see our Visa Information and Travel Insurance Information pages.

6. Group & Multi-Room Bookings

For group bookings, the Lead Traveler who makes the booking is responsible for collecting and submitting accurate details for every member of the group, and for relaying all communications from us to the rest of the group.

7. Accuracy of Information

Please check your booking confirmation and travel documents carefully as soon as you receive them. Notify us immediately of any error — airlines and lodges may charge amendment fees to correct passenger names or dates once documents have been issued.

8. Changing or Cancelling a Booking

See our Cancellation Policy for cancellation charges, and Section 7 of our Terms & Conditions for date, itinerary, or traveler-name changes.

9. Questions Before You Book

Pride of Africa Adventures & Safaris Limited

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We're With You Every Step

From your first message to the moment you land back home, our team is on hand to guide you through the process — no surprises, no hidden steps.