

Cancellation Policy

Pride of Africa Adventures & Safaris

Last updated: August 3, 2026

Cancellation Policy

Effective Date: July 24, 2026 Last Updated: August 3, 2026

Cancellation Policy for Pride of Africa Adventures & Safaris Limited

We understand that plans can change. This policy explains how cancellation requests are handled when a confirmed booking is cancelled and forms part of our Terms & Conditions.

1. How to Cancel

Cancellations must be made in writing (by email or WhatsApp text, so we have a clear record) by the Lead Traveler who made the booking. The cancellation date used to assess any applicable charges is the date we receive your written notice, not the date you first mention it verbally.

2. Cancellation Charges

Cancellation charges are not fixed and are not automatically based on a standard percentage scale.

Each cancellation will be reviewed individually based on the circumstances of the cancellation, the timing of the request, amounts already paid or committed to lodges, camps, transport providers, park authorities, airlines and other suppliers, and the refund or cancellation terms applicable to the specific services booked.

Where possible, we will work with the traveler and relevant suppliers to reach a fair and reasonable cancellation arrangement. The final cancellation amount, refund due, or any applicable supplier charges will be communicated to the traveler before the cancellation is finalized.

For certain peak-season camps, mobile tented camps, scheduled flights, special offers, or other services with supplier-specific non-refundable terms, those terms may affect the amount recoverable. Where such conditions are known at the time of booking, they will be clearly stated on the quotation or booking confirmation.

3. Partial Cancellations

If one traveler cancels from a group or multi-room booking, we will assess the cancellation separately for that traveler's share of the booking. We will also advise whether the reduced group size changes the per-person rate for the travelers still going, for example where a group discount or shared-vehicle rate no longer applies.

4. Cancellations by Us

If we need to cancel your trip for reasons within our control, you will receive a full refund of all amounts paid. See Section 8 and Section 11 (Force Majeure) of our Terms & Conditions for cancellations or changes caused by circumstances beyond our control.

5. Recommended: Travel Insurance

We strongly recommend comprehensive travel insurance with trip-cancellation cover. Travel insurance can help protect you financially against unexpected circumstances that require you to cancel or change your trip.

6. Refund Processing

Where a refund is agreed or otherwise due under this policy, we process it to your original payment method within 14 business days of confirming the final refundable amount with our suppliers.

7. Contact Us

If your plans have changed, talk to us before cancelling. In many cases, we may be able to reschedule your trip or negotiate alternative arrangements with our suppliers.

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