

Emergency Contact

Pride of Africa Adventures & Safaris

Last updated: July 24, 2026

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If You Need Us While You're Traveling

Every guest traveling with Pride of Africa Adventures & Safaris Limited receives a 24-hour emergency contact number in their final travel pack before departure. This page summarizes how to reach us and what to do in an emergency while on safari.

1. 24-Hour Emergency Line

While you are on safari with us, our emergency line is answered around the clock:

Phone / WhatsApp: +254 704 532 105

This number is for genuine emergencies during travel — medical incidents, safety concerns, missed transfers, or urgent itinerary issues. For general inquiries or new bookings, please use our standard office contacts below instead.

2. Your First Point of Contact

In most situations, your driver-guide is your fastest point of contact — they carry a phone, know the local area, and are in direct radio or phone contact with the nearest lodge, ranger station, and our operations team. Please raise any concern with your guide first wherever it is safe to do so.

3. Medical Emergencies

All our safari vehicles carry a first-aid kit, and our guides are trained in basic first response. For serious medical emergencies, our team coordinates directly with your travel insurance provider's emergency assistance line and, where necessary, regional air-evacuation services. This is why comprehensive travel insurance with medical evacuation cover is a condition of travel with us — see our Travel Insurance Information page, and keep your policy's emergency assistance number with you at all times.

4. Family & Friends Back Home

If a family member needs to reach a traveler urgently during their trip, they can contact our office using the details below and we will relay the message through your guide or lodge as quickly as possible.

5. General Office Contact

Pride of Africa Adventures & Safaris Limited

Email: info@prideofafricaadventures.com

Phone / WhatsApp: +254 704 532 105

Office Hours: Monday – Friday, 8:00 AM – 6:00 PM (EAT); Saturday, 8:00 AM – 4:00 PM (EAT); Sunday & Public Holidays by appointment.