

Refund Policy

Pride of Africa Adventures & Safaris

Last updated: July 24, 2026

Refund Policy

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

Refund Policy for Pride of Africa Adventures & Safaris Limited

This page explains when a refund applies and how it is processed. It should be read alongside our Cancellation Policy and Payment Policy.

1. When a Refund Applies

- Cancellation by you: Any amount remaining after the cancellation charges set out in our Cancellation Policy have been applied.
- Cancellation by us: A full refund of all amounts paid, unless you choose to accept an alternative itinerary instead (see Section 8 of our Terms & Conditions).
- Overpayment or booking error: Any amount paid in excess of the correct invoiced price.

2. What Is Not Refundable

- Deposits, which are non-refundable in all cases except where we cancel your trip.
- Amounts already paid to suppliers with strict non-refundable terms (e.g. certain scheduled flights or peak-season camps), which will be identified on your quotation before you book.
- No-shows or unused portions of a trip you voluntarily cut short once travel has begun.
- Bank transfer fees, card processing fees, or currency conversion charges deducted by your bank or our payment provider.

3. How Refunds Are Processed

Approved refunds are returned to your original payment method — the same card or bank account used to pay — within 14 business days of the refund amount being confirmed with our suppliers. Bank transfers may take a further 3–10 business days to reflect in your account, depending on your bank.

4. Travel Insurance Claims

Where a cancellation charge applies under our Cancellation Policy, that amount is generally not refundable by us — but may be recoverable through your travel insurance policy's trip-cancellation cover. We will provide any documentation reasonably required to support your claim. See our Travel Insurance Information page.

5. Requesting a Refund

To request a refund, contact us in writing with your booking reference. We will confirm the amount due, once finalized with our suppliers, in writing before processing payment.

Email: info@prideofafricaadventures.com | Phone / WhatsApp: +254 704 532 105