

Terms & Conditions

Pride of Africa Adventures & Safaris

Last updated: July 24, 2026

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

Terms & Conditions for Pride of Africa Adventures & Safaris Limited

These Terms & Conditions ("Terms") govern your use of the Pride of Africa Adventures & Safaris Limited website and your booking of any safari, tour, or travel service with us. They form a binding agreement between you ("the Client," "you") and Pride of Africa Adventures & Safaris Limited ("the Company," "we," "us," "our").

By browsing our website, submitting an inquiry, or confirming a booking, you agree to be bound by these Terms. Please read them carefully before booking.

1. Who We Are

Pride of Africa Adventures & Safaris Limited is a licensed East African tour operator specializing in tailor-made safaris, wildlife adventures, beach holidays, cultural experiences, and luxury travel across Kenya, Tanzania, Uganda, Rwanda, Zanzibar, Ethiopia, and other African destinations.

Our website: <https://www.prideofafricaadventures.com>

2. Definitions

- "Booking" means a confirmed reservation for any safari, tour, or travel service offered by us.
- "Itinerary" means the day-by-day travel plan agreed between you and us for your trip.
- "Supplier" means any third party — lodge, camp, hotel, airline, transport provider, or activity operator — that delivers part of your trip.
- "Lead Traveler" means the person who makes the booking on behalf of themselves and any other travelers named on it.

3. Booking Process & Confirmation

A booking request may be submitted through our website, by email, phone, or WhatsApp. We will issue a written quotation outlining the itinerary, accommodation, and price.

A booking is only confirmed once:

- You have accepted the quotation in writing, and

- The required deposit (see Section 4) has been received and confirmed by us.

The Lead Traveler is responsible for the accuracy of all names, dates, and details supplied for the booking, and for the conduct and obligations of every traveler on that booking.

4. Payment Terms

Unless otherwise agreed in writing:

- A non-refundable deposit is required at the time of booking to secure your reservation with our lodges, camps, and other suppliers.
- The remaining balance is due before your travel date, as specified on your invoice.
- Bookings made close to the travel date may require payment in full at the time of booking.
- Payments may be made by bank transfer, major debit/credit card, or other methods we make available.

Full details are set out in our Payment Policy.

We do not store complete card details on our servers; card payments are processed through secure third-party payment providers.

5. Pricing & Currency

All quoted prices are per person unless stated otherwise, and are based on costs, park fees, accommodation rates, and exchange rates prevailing at the time of quotation.

We reserve the right to adjust prices before a booking is confirmed if there is a significant change in park fees, government taxes, fuel surcharges, or exchange rates. Once a booking is confirmed and the deposit paid, your price is guaranteed except where a change is required by a government authority (e.g. new park fees or VAT) or is due to a change you request.

6. Traveler Responsibilities

You are responsible for ensuring that you and every traveler on your booking:

- Hold a passport valid for at least six months beyond your return date, and any required visas, permits, or entry documentation — see our Visa Information page.
- Meet the health and vaccination requirements of every country visited — see our Health & Vaccination Information page.
- Hold adequate travel insurance for the duration of the trip — see Section 9 below.
- Are reasonably fit for the activities included in the itinerary, and disclose any medical condition, mobility limitation, or dietary requirement that may affect your trip at the time of booking.
- Behave in a manner that does not endanger, disrupt, or cause offence to other travelers, guides, staff, wildlife, or local communities. We reserve the right to remove a traveler from a tour, without refund, where their conduct puts safety or the enjoyment of others at serious risk.

7. Changes Requested By You

If you wish to change your travel dates, itinerary, or traveler names after a booking is confirmed, we will do our best to accommodate the request. Changes are subject to supplier availability and may incur amendment fees charged by lodges, camps, airlines, or other suppliers, in addition to any administration fee we notify you of at the time.

8. Changes or Cancellation By Us

Occasionally we may need to change or cancel a confirmed booking due to circumstances beyond our reasonable control (see Section 11, Force Majeure) or supplier-driven changes such as a lodge closure. Where this happens, we will notify you as soon as possible and, where reasonably practicable, offer:

- An alternative itinerary or accommodation of comparable standard, or
- A full or partial refund for the affected portion of the trip, calculated in line with what we are able to recover from the relevant supplier.

9. Cancellations By You

If you need to cancel a confirmed booking, cancellation charges apply on a sliding scale based on how close to the travel date the cancellation is received in writing. Full details are set out in our Cancellation Policy, which forms part of these Terms.

10. Travel Insurance

Comprehensive travel insurance — covering trip cancellation, medical treatment and evacuation, personal injury, loss of luggage, and personal liability — is a condition of travel with us. It is your responsibility to arrange a policy that is adequate for the activities on your itinerary, and to carry proof of cover with you. See our Travel Insurance Information page for guidance.

11. Force Majeure

We are not liable for any failure or delay in performing our obligations where this is caused by circumstances beyond our reasonable control, including but not limited to natural disasters, adverse weather, wildlife behavior, epidemics or pandemics, civil unrest, war, terrorism, government action, strikes, or airline or airport disruption. Where such an event affects your trip, we will work with you in good faith to minimize the impact, but any additional costs arising from the event are your responsibility.

12. Assumption of Risk & Safety

Safari and adventure travel involves inherent risks, including exposure to wildlife, remote locations, variable road and weather conditions, and activities such as game drives, walking safaris, and water-based excursions. By booking with us, you acknowledge these risks and agree to follow the safety instructions of

your guide and our partner lodges and operators at all times.

We select our guides, drivers, and Suppliers with care, but we do not operate lodges, camps, airlines, or transport ourselves; each Supplier is responsible for the services it provides in accordance with its own terms and applicable local regulations.

13. Limitation of Liability

To the fullest extent permitted by law, our liability for any claim arising from your booking is limited to the amount you paid to us for the affected service. We are not liable for indirect or consequential loss, or for the acts, omissions, or default of any independent Supplier, except where such liability cannot lawfully be excluded.

Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, or for any other liability that cannot be excluded or limited under Kenyan law.

14. Third-Party Suppliers

Many elements of your trip — flights, lodges, camps, transport, activities — are provided by independent third parties. These Suppliers operate under their own terms and conditions, which may include their own cancellation and liability provisions. Where a Supplier's terms are more restrictive than ours, the Supplier's terms will apply to that element of your trip.

15. Complaints Procedure

If something goes wrong during your trip, please tell your guide or our local representative immediately so we can try to resolve it in real time. If the matter remains unresolved, please submit a written complaint to us within 30 days of your return, using the contact details below, so we can investigate and respond.

16. Intellectual Property

All content on our website — including text, photographs, itineraries, logos, and design — is owned by or licensed to Pride of Africa Adventures & Safaris Limited and is protected by copyright and trademark law. You may not reproduce, distribute, or commercially use this content without our prior written consent.

17. Governing Law & Jurisdiction

These Terms are governed by the laws of the Republic of Kenya. Any dispute arising from these Terms or your booking that cannot be resolved through our complaints procedure will be subject to the exclusive jurisdiction of the courts of Kenya.

18. Severability

If any provision of these Terms is found to be invalid or unenforceable, that provision will be limited or removed to the minimum extent necessary, and the remaining provisions will continue in full force and effect.

19. Changes to These Terms

We may update these Terms from time to time to reflect changes in our services, supplier arrangements, or legal requirements. The updated version will always be published on this page with a revised “Last Updated” date. The Terms in force at the time you confirm a booking will apply to that booking.

20. Contact Us

If you have any questions about these Terms & Conditions or an existing booking, please contact us.

Pride of Africa Adventures & Safaris Limited

Website: <https://www.prideofafricaadventures.com>

Email: info@prideofafricaadventures.com

Phone: +254 704 532 105

WhatsApp: +254 704 532 105

Business Hours:

Monday – Friday: 8:00 AM – 6:00 PM (EAT)

Saturday: 8:00 AM – 4:00 PM (EAT)

Sunday & Public Holidays: By Appointment

Travel With Confidence

These Terms exist to keep every safari fair, safe, and transparent for both our travelers and our team. If anything here is unclear, reach out before you book — we are always happy to walk you through it.