



We Are Open! NEW Flexible Booking Policy Available

We understand that **it's normal to feel cautious about making travel plans** in the near future.

You're not alone.

We've been talking to customers frequently throughout this difficult and uncertain time and **have paid close attention to their feelings and feedback.**

Our customers are anxious and apprehensive, yet they're also seeking **something to look forward to in post-quarantine life.**

That's why we've introduced our **new Flexible Booking Policy** to give you **total peace of mind** so you can confidently book your next trip with **PRIDE OF AFRICA** whilst eliminating any risk.

You choose at **no extra charge** from either our **Full Flex** or **Ultimate Flex** booking options depending on what YOU feel comfortable with.

We want you to have **clarity in where you stand with us going forward** and allow you to feel **totally comfortable** about changing your mind.

Full Flex Booking Option:

Book Any Tour Of Your Choice, Pay A 20% Deposit And
Change The Dates And/Or Destination [1 Or 2] Times For Free*
Up To 40 Days Before Departure.

Ultimate Flex Booking Option:

Book Any Tour Of Your Choice, Pay In Full And
Change The Dates, And/Or Destination Up to [5] Times For Free*
Up To 40 Days Before Departure.



Both of our FLEX options give you **freedom from financial worry or tie-in** by allowing you to **delay your departure** and transfer your payment to another date of your choice, **free of charge**.

We're here to reassure you that booking with **PRIDE OF AFRICA** means it's time to **stress less** and get excited for your next travel experience!

**We need to apply some conditions in order to make this possible for everyone so we have outlined these in full in our FAQs section below. Still got questions? Chat to us by email or by phone for more details. We'd love to hear from you.*

Frequently Asked Questions

Q. How do the Full Flex and Ultimate Flex booking policies work exactly?

Both Full Flex and Ultimate Flex allow you to change your booking date with **PRIDE OF AFRICA**

The level of flexibility is entirely up to you and which payment option you choose.

Full Flex and Ultimate Flex will apply to all new and existing reservations made for holidays that **start from 1 June 2021 onwards**.

Full Flex

To secure your booking for any tour of your choice, **right now a deposit of just 20% per traveller is all that's required**.

Where the 20% deposit has been paid and you wish to amend your booking, the following terms apply:

Changes you can make under Full Flex:

- The tour dates
- The tour package (you can move to an alternative tour entirely)
- The destination country of the tour being Botswana, Namibia or South Africa.



Under Full Flex, you are able to make a maximum of [1 or 2] changes. We ask that you make these changes as soon as possible and at the very latest [40] days before the departure date.

If you choose to change the dates of your tour, the new tour dates must be within 12 months of the original booked tour date.

Once your new tour has been confirmed, we will of course send you the new information by email so you have a full copy of the details.

After confirmation, the balance of the tour will be invoiced to you and payable [60] days before the new tour start date.

Credit vouchers:

We understand that you may be uncertain as to when you will be able to travel. That's why we've introduced credit vouchers.

Credit vouchers for the full value of the deposit paid by you can be issued in cases where you are uncertain as to when you will be able to travel. The vouchers will have a validity period of 12 months, and can be gifted to another person of your choice if you decide not to travel within that period.

For further terms and guidance on using credit vouchers, please refer to **I have a credit voucher, how do I use it?**

Please note that if the balance of payment has been made or the full payment was made at the time of booking, Ultimate Flex applies (see next section).

Ultimate Flex

You will be eligible for Ultimate Flex terms if you have paid for your tour in full, either:

- a) At the time of booking, or
- b) By deposit and balance installments.

Changes you can make under Ultimate Flex:

- The tour dates
- The tour package (you can move to an alternative tour entirely)



- The destination country of the tour being Botswana, Namibia or South Africa.

When you choose Ultimate Flex, you are free to make **up to 5 changes free of charge**.

We ask that you make these changes as soon as possible and at the very latest [40] days prior to the tour departure date.

If you choose to change the dates of your tour, the new tour dates must be within 18 months of the original booked tour date.

Once your new tour has been confirmed, We will, of course, send you the new information by email so you have a full copy of the details.

In cases where you are changing to a *higher priced tour, different seasonal rate or any price increase* we ask that the outstanding balance is paid in full at the time of the change.

In cases where you are changing to a *lower priced tour*, a credit voucher will be issued for the difference in price. This voucher has an 18 months validity and can be gifted to another person of your choice if you decide not to travel within that period.

More on credit vouchers:

We understand that you may be uncertain as to when you will be able to travel. That's why we've introduced credit vouchers.

Credit vouchers for the full value paid by you can be issued in cases where you are uncertain as to when you will be able to travel. The vouchers will have a validity period of 18 months, and can be gifted to another person of your choice if you decide not to travel within that period.

For further terms and guidance on using credit vouchers, please refer to **[I have a credit voucher, how do I use it?](#)**



Private Groups:

For private groups, please note that we will ask the whole group to make changes as a group. Where the group size reduces due to a change, a re-price of the tour may be required.

Flights:

If flights have been booked as part of the package, these are non-refundable and the cost of those services will not be transferable to new dates. However, we will of course do our best to get this cost claimed back and credit it back to your future booking.

During these uncertain times, we recommend making flight payments by credit card so that you also have recourse via your credit card company if flights are cancelled by the airline.

Additionally, it's advisable to take out travel insurance that covers flights.

Q: How many times can I change my booking?

Full Flex entitles you to make [1 or 2] free-of-charge amendment[s] to your original booking, including [date, tour program and destination] up to [40] days before the departure date.

Once you have used your free Full Flex amendment[s], you cannot change dates again unless you pay the remaining balance in full so that Ultimate Flex applies.

Ultimate Flex entitles you to make up to 5 free-of-charge amendments to your original bookings, including [date, tour program and destination] up to [40] days before the departure date.

Q: Is there a time limit within which I can rebook after I change my original booking?

Full Flex requires that you reschedule your trip within 12 months of your original departure date.



Ultimate Flex requires that you reschedule your trip within 18 months of your original departure date.

Q: If I book a tour that includes flights and I wish to change it - what happens?

If flights have been booked as part of the package, these are non-refundable and the cost of those services will not be transferable to new dates. However, we will of course do our best to get this cost claimed back and credit it back to your future booking.

During these uncertain times, we recommend making flight payments by credit card so that you also have recourse via your credit card company if flights are cancelled by the airline.

Additionally, it's advisable to take out travel insurance that covers flights.

Q: I want to cancel my booking altogether - can I have a refund of my deposit?

Should you decide to completely cancel your trip with us, our standard terms and conditions apply in that your deposit is non-refundable. We can only offer you alternative dates within [12] months of your original departure date.

However, *if* you pay/or have paid the remaining balance in full then our Ultimate Flex Booking Policy applies and you can choose alternative dates within [18] months of your original departure date.

Another option is to transfer your payment to a credit voucher. This voucher is valid for 12 or 18 months depending on the Flex Option you chose, and can be gifted to another person of your choice if you decide not to travel.

For further terms and guidance on using credit vouchers, please refer to **[I have a credit voucher, how do I use it?](#)**



Q: How long do I have to notify *PRIDE OF AFRICA* of a date change to my trip once I have decided to FLEX?

For Full Flex, please let us know up to [40] days before your arrival date. At this point you must notify us immediately of your new preferred departure date at the time of amendment.

If you are uncertain as to when you will be able to travel, we will issue a credit voucher for the full value of the deposit paid by you, with a validity period of 12 months.

For Ultimate Flex, please let us know up to [40] days before your departure date. At this point you must notify us immediately of your new preferred departure date at the time of amendment.

If you are uncertain as to when you will be able to travel, we will issue a credit voucher for the full value of the deposit paid by you, with a validity period of 18 months.

Q: Can I change both the destination and date of my booking?

Yes! Both Full Flex and Ultimate Flex means you can transfer your booking to another date or destination of your choice with no penalty within 12 or 18 months of your original departure date.

Q: What if I want to move my deposit to a date/destination which costs *more or less* than my original tour?

That's no problem! If the tour or departure date to which you are moving is a ***higher price*** than the tour you are moving from, then:

- With Full Flex - your deposit will be re-allocated to the new booking as a deposit in full against the total value of the new tour, and we will then issue a new invoice for the balance of the tour, payable [60] days before the new tour start date.
- With Ultimate Flex - Payment of the difference will be required at the time of the change.



If the tour or departure date to which you are moving is a **lower price** than the tour you are moving from,

- With Full Flex - your deposit will be re-allocated to the new booking as a deposit in full against the total value of the new tour, and we will then issue a new invoice for the balance of the tour, payable [60] days before the new tour start date.
- With Ultimate Flex - A credit voucher will be issued for the difference in price. This voucher has a 18 months validity and can be gifted to another person of your choice if you decide not to travel within that period.

Q: I have a credit voucher, how do I use it or gift it to another?

Credit vouchers are valid for 12 or 18 months depending on the Flex Option you chose, and can be gifted/transferred to another person of your choice if you decide not to travel.

If you chose to gift your credit voucher, we will need to be notified in writing/email and informed of the recipient's name, email address and telephone number.

The recipient of your credit voucher must use the voucher within the original validity period.

Tour prices are not fixed or guaranteed until you have re-booked using your credit voucher. The published tour price at the time of booking will apply at the time of re-booking.

To re-book a tour using a voucher, simply contact our Reservations Team by [email](#) or by phone.