

Company Profile



About ARP Africa Travel

For centuries, the lure of Africa has enticed the truly adventurous to the shores of Kenya and Tanzania - the birthplace of safaris. Tourism in East Africa has seen remarkable growth as well as a variety of challenges over the decades. Having recently celebrated 100 years of Excellence within East Africa, the ARP Africa Travel has gained extensive expertise through experience. With an established infrastructure the ARP Africa Travel continues to lead the way in pioneering new products and services to meet client demands through careful planning and prudent business strategies.

ARP Africa Travel is a collection of individually operated companies with a common theme of providing exceptional services to visitors across East Africa. ARP Africa Travel is widely recognised as the leading tour operator and destination management company across East Africa. Our network of companies, consisting of the head office in London, Ranger Safaris in Tanzania and Pollman's Tours and Safaris in Kenya, offer a seamless operation where one contact can help you plan a single destination safari or a pan-African experience of a lifetime.

ARP Africa Travel also acts in a sales and marketing capacity for a number of properties offering high quality accommodation.

Exceptional destination management for travel professionals





Ranger Safaris, Tanzania



Pollman's Tours & Safaris, Kenya



Salt Lick Safari Lodge, Taita Hills Wildlife Sanctuary, Kenya



Baobab Beach Resort & Spa, Diani, Kenya



Our Mission Statement

It is the mission of the ARP Africa Travel and its members to provide exceptional destination management to travel professionals.

OUR SERVICES

Our services should be of the highest standard. Staff should be well trained, knowledgeable of safety and security issues, well groomed and professional at all times. Our vehicles should be in excellent working order and well maintained. The suppliers that we use should be fully vetted for standards of service and we should ensure that their practices and product remain within our expectations.

OUR STAFF

We recognise that the most important asset of our company is the employees. We look to employ qualified people who have been carefully selected. We must provide them with continuous training and incentives to grow within their roles in our organisation. We must provide them with fair and appropriate benefits and compensation that meets and in many instances exceeds industry and regional standards. We look to hire native citizens of the countries that we operate in.

OUR PURCHASING

We use our strengths to negotiate the best possible rates for our customers whilst understanding that our suppliers must make a fair profit to continue meeting the standards we expect of them.

OUR PRICING

We endeavour to provide our agents with the most competitive prices whilst providing a return that the shareholders can use to continue their investment and commitment to the destinations in which we operate and move towards growth with new products and development.

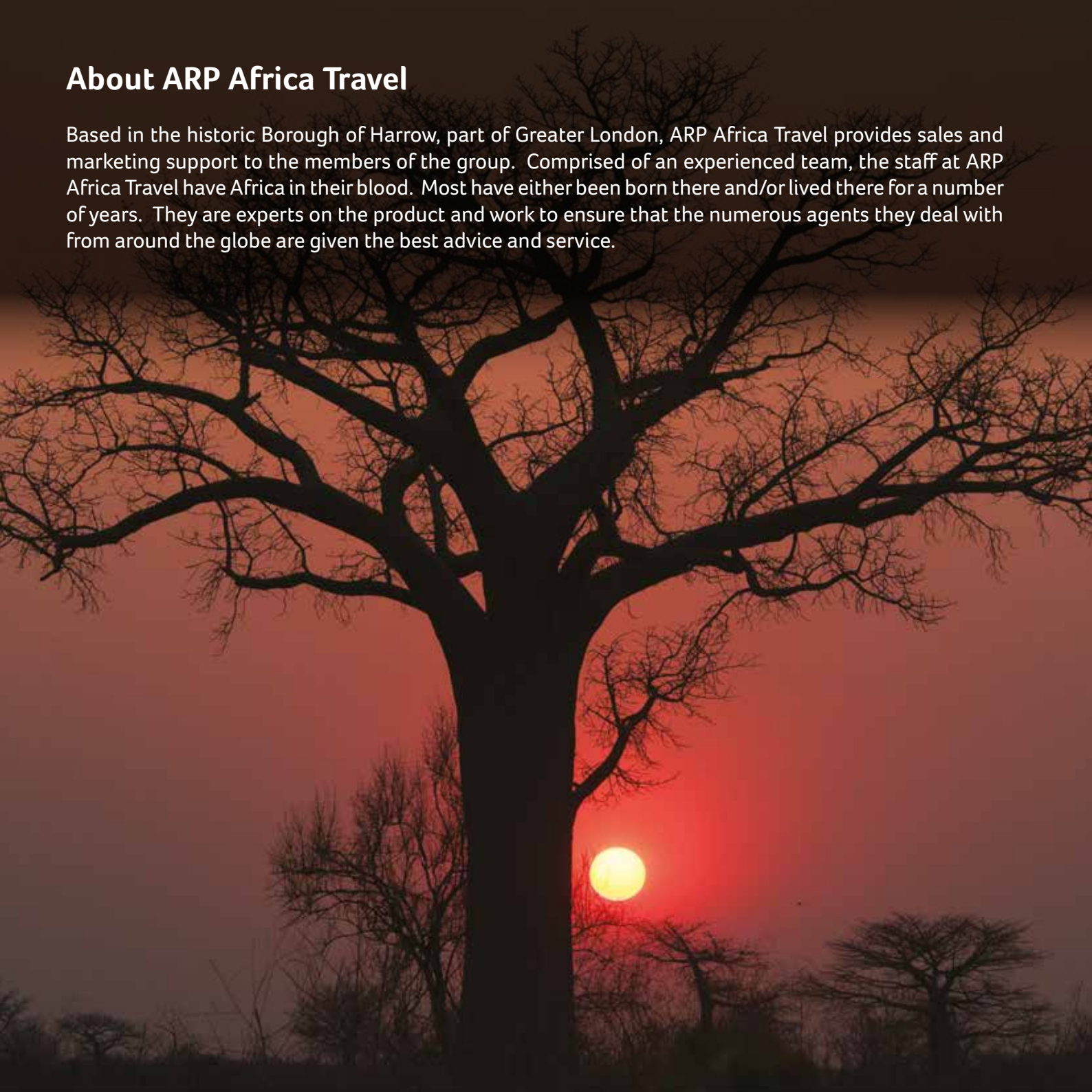
OUR COMMUNITIES

We continue to remain involved within the communities in which we operate and provide meaningful assistance to the development of its people and protection of its wildlife. (This is covered in more detail in our Environmental Policy.)



About ARP Africa Travel

Based in the historic Borough of Harrow, part of Greater London, ARP Africa Travel provides sales and marketing support to the members of the group. Comprised of an experienced team, the staff at ARP Africa Travel have Africa in their blood. Most have either been born there and/or lived there for a number of years. They are experts on the product and work to ensure that the numerous agents they deal with from around the globe are given the best advice and service.





Our global representation

TANZANIA ✪ KENYA ✪ RWANDA ✪ UGANDA ✪ ETHIOPIA ✪ SOUTH AFRICA ✪ NAMIBIA ✪ BOTSWANA
ZAMBIA ✪ VICTORIA FALLS ✪ ZIMBABWE ✪ MOZAMBIQUE ✪ SEYCHELLES ✪ MAURITIUS

Core Values

- ✪ Extensive product knowledge
- ✪ Friendly, accessible staff with dedicated tour consultants
- ✪ Attention to detail during the booking process
- ✪ Constant communication with the destination offices
- ✪ Competitive pricing due to purchasing power of the group
- ✪ Fast response to enquiries
- ✪ Diverse product selection to ensure we have the right product for your customers
- ✪ One stop shopping for your eastern and southern Africa safari needs
- ✪ A variety of support tools to help you sell effectively
- ✪ Innovative product design to meet the continually evolving needs of our agents' customers

Contact details

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www.arpafrika.com ♦ www.arppartners.com



Our Services

ARP Africa Travel provides a vast range of services to meet the growing demands of travellers from across the globe.



Escorted bush walks and walking safaris



Golf excursions



Dhow excursions are just part of our extensive beach offer



Reach the summit of Mount Kilimanjaro or other East African peaks

Our products include

- ☼ Scheduled safaris
- ☼ Custom tailored safaris
- ☼ Flying safaris
- ☼ Camping safaris
- ☼ Escorted bush walks and walking safaris
- ☼ Golf safaris
- ☼ Mountain climbing
- ☼ Beach holidays and extensions
- ☼ Cultural, historical and natural local excursions
- ☼ Gorilla and chimpanzee tracking
- ☼ Self drive safaris
- ☼ Hotel and resort bookings
- ☼ City, beach and safari transfers

Our products include

- ☼ School and university travel
- ☼ Creative incentive programmes
- ☼ Group travel
- ☼ Meeting and conference organisation
- ☼ Weddings in the bush or on the beach
- ☼ Romantic honeymoons
- ☼ Vow renewal ceremonies
- ☼ Cruise ship handling and shore excursions
- ☼ Specialist safaris focusing on photography, bird watching
- ☼ Eco Tourism
- ☼ Voluntourism
- ☼ Migration focused safaris
- ☼ Equestrian safaris

About Ranger Safaris

With its home in Arusha, Tanzania, Ranger Safaris has grown over nearly 4 decades to become Tanzania's most respected destination management company. Boasting a modern fleet of more than 130 four-wheel-drive vehicles, the team in Arusha continuously work to provide the best possible experience to the tens of thousands of international travellers they handle each year.

Our size provides the purchasing power to ensure our agents are provided with the best competitive rates. Our affiliation with carefully selected companies allows us to provide seamless service in Mwanza, Dar es Salaam and Zanzibar.





Our office in Arusha, Tanzania with views of Mount Meru



Friendly, professional drivers ready to welcome travellers



Modern mini-vans used for transfers



Office at Kilimanjaro International Airport to welcome guests

Core Values

- ☀ Exceptional safari experience to every visitor
- ☀ Maintaining good relations with suppliers to ensure competitive contracts and good room allocations
- ☀ Involvement with the local industry at various levels to remain up-to-date on developments and changes
- ☀ Highly trained staff at all levels to ensure professional service
- ☀ Vetting of suppliers to ensure their standards live up to guest expectations
- ☀ Maintaining good relations with park authorities
- ☀ Ensuring the protection of the wildlife and ecosystem through conservation efforts and conservation projects
- ☀ Impacting on the community through participation in local initiatives for community development

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About Pollman's Tours & Safaris

When it comes to experience in safari operations, Pollman's Tours & Safaris is proud to be the most established and recognised tourism company in Kenya. Founded in the 1950s, Pollman's was a pioneer in the safari industry and they remain the leading destination management company in Kenya. Pollman's Tours & Safaris offers bespoke and customised safari experiences as well as a wide variety of scheduled safaris to Kenya's most popular wildlife parks. Our driver-guides have extensive training and experience. Many are bilingual allowing us to offer travellers a wide range of languages.

We have the largest fleet of vehicles in Kenya including four-wheel-drive, safari bus and coaches to satisfy the requirements of our clients. We have negotiated preferential rates with all our partner lodges and camps to support our agents.





Our fleet of coaches for transfers and groups



Our office in Mombasa, Kenya



The Pollman's Club Lounge located in our Nairobi offices



Our driver-guides are highly experienced

Core Values

- ⚙ Exceptional safari experience to every visitor
- ⚙ Strong buying power through well established supplier relations
- ⚙ Involvement with the local tourism industry at various levels to remain up-to-date on developments and changes
- ⚙ Highly trained staff at all levels to ensure professional service
- ⚙ Continual engagement with suppliers to ensure their standards meet guest expectations
- ⚙ Extensive infrastructure to manage travel logistics in Kenya
- ⚙ Ensuring the protection of the wildlife and ecosystem through involvement in conservation efforts and conservation projects
- ⚙ Supporting the community through participation in local initiatives for community development

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pollman's
tours and safaris ltd
KENYA



ARP Africa Travel Accommodation

ARP Africa Travel's interests go beyond destination management. We have participated in the development and promotion of some of East Africa's finest accommodation. Properties include the multiple award winning Baobab Beach Resort & Spa, the unique Salt Lick Game Lodge offering rooms with an elevated view of the African bush and Taita Hills Game Lodge, both located on the spectacular 28,000 acre Taita Hills Wildlife Sanctuary to which the group has contributed expertise and resources to provide a variety of community and environmental initiatives.



Baobab Beach Resort & Spa, Diani, Kenya



Baobab Beach Resort & Spa, Diani, Kenya



Salt Lick Safari Lodge, Taita Hills Wildlife Sanctuary, Kenya



Taita Hills Safari Resort & Spa, Taita Hills Wildlife Sanctuary, Kenya



Baobab Beach Resort & Spa

Located on the world famous Diani Beach in Mombasa, The Baobab Beach Resort and Spa is set within 80 acres of tropical gardens, overlooking the Indian Ocean.

An oasis of tranquillity and serenity, the Resort's picturesque location is nestled on a coral headland with breath-taking views. Shaded by indigenous coastal vegetation and exotic coconut palms the resort stretches over 800 metres of golden beach front offering the ultimate luxury beach holiday.

Baobab Beach Resort and Spa is renowned as Kenya's leading all-inclusive resort and takes pride in an exemplary level of service and attention to detail. Guest rooms have been specifically designed to provide paramount comfort and luxury for all our clients. The wellness centre and spa offer the perfect setting to relax and unwind in a natural environment. Staff are on-hand to ensure your stay is both relaxing and unforgettable. "In a world of its own"





Deluxe Room



Exciting animation and entertainment daily & nightly



The perfect venue for your next conference



One of several exciting restaurants available to guests

Core Values

- ☀ Client focused with individual and personalised service
- ☀ Providing accommodation that exceeds guests' expectations
- ☀ Entertainment and activities that encourage guest participation
- ☀ Highly trained staff at all levels to ensure professional service
- ☀ Quality cuisine using fresh seafood, meat and produce supporting local suppliers
- ☀ Supporting neighbouring communities through involvement in community projects
- ☀ Ensuring the protection of the marine biosphere through conservation efforts and conservation projects

Contact details

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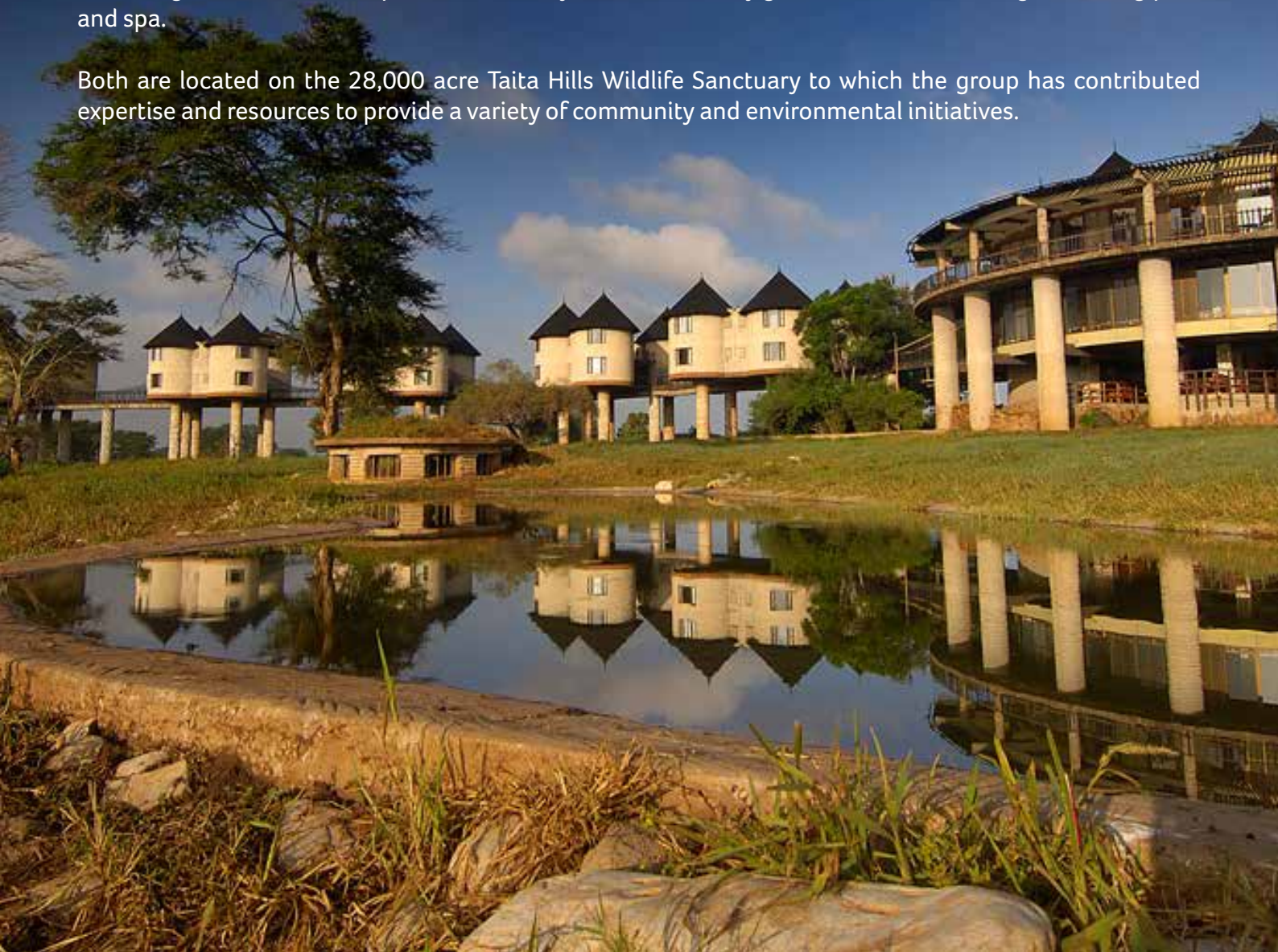


Salt Lick Safari Lodge & Taita Hills Safari Resort & Spa

Salt Lick Safari Lodge offers a unique perspective of the African bush with a series of elevated rondovals, each providing the guests with a spectacular view. The buildings are connected by elevated bridges. A central building provides dining, lounge, and observation areas.

Taita Hills Safari Resort & Spa is a more traditional lodge building built from stone featuring high ceilings and a huge stone hearth fireplace in the lobby. There are lovely gardens and a refreshing swimming pool and spa.

Both are located on the 28,000 acre Taita Hills Wildlife Sanctuary to which the group has contributed expertise and resources to provide a variety of community and environmental initiatives.





Guest room at Salt Lick Game Lodge, Kenya



Dining room at Taita Hills Game Lodge, Kenya



Suite at Taita Hills Game Lodge, Kenya

Core Values

- ☀ Welcoming guest experience
- ☀ Providing accommodation that is value for money
- ☀ Entertainment and activities that foster guest participation
- ☀ Highly trained staff at all levels to ensure professional service
- ☀ Quality food made from fresh products that, where possible, support local suppliers
- ☀ Maintaining good relations with the neighbouring communities through community involvement and projects
- ☀ Ensuring the protection of the wildlife and ecosystem through conservation efforts and conservation projects
- ☀ Vegetable farm at Taita Hills Game Lodge provides a supplement to the locally sourced produce

Salt Lick
 SAFARI LODGE

Contact details

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 Web: www.saltlicksafari lodge.com

Taita Hills
 SAFARI RESORT & SPA

Contact details

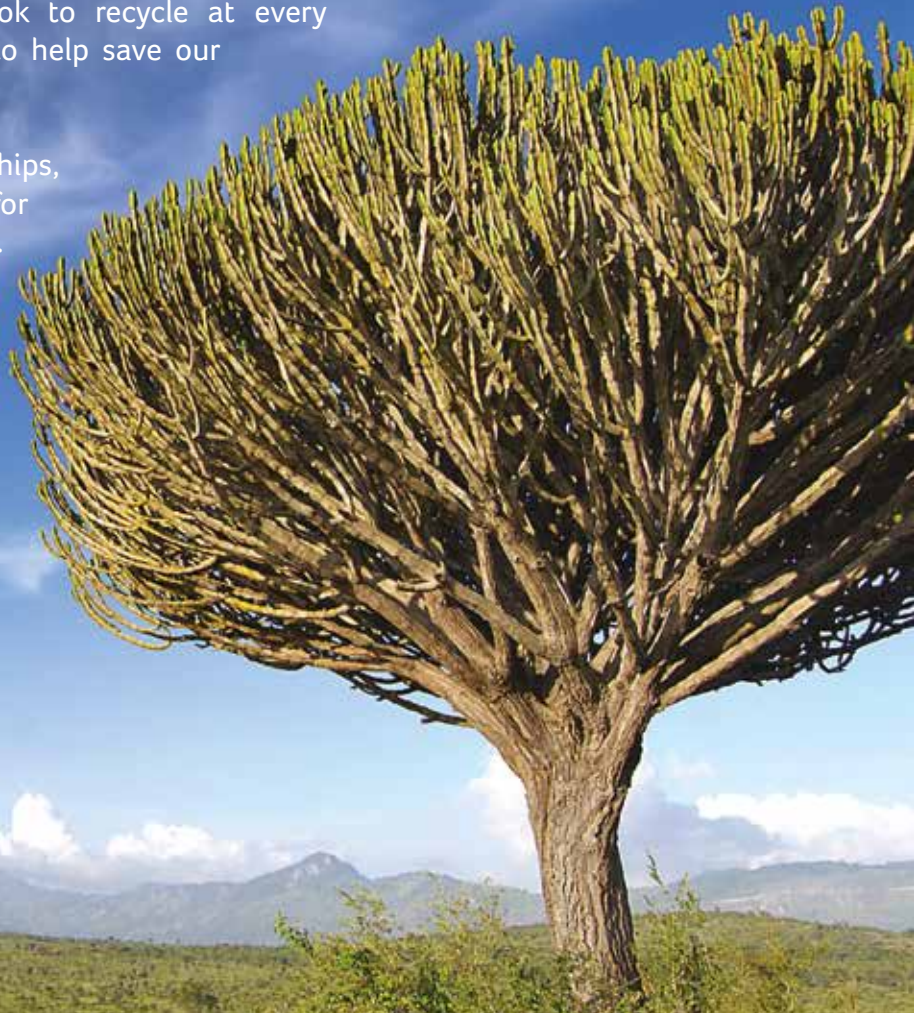
Taita Hills Safari Resort & Spa
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Corporate Environmental Practices and Social Responsibility

Members of ARP Africa Travel consider the importance of protecting the environment and the communities in which we operate as one of our highest priorities. We participate in a wide range of initiatives that foster development of the people of Africa ranging from sponsorship of students to visits to communities. Our travellers' visits generate revenue for the communities to invest in locally managed projects.

We have a number of guidelines that our staff follow to reduce the consumption of paper and other consumables wherever possible. We look to recycle at every opportunity in all areas of our business to help save our planet.

Past efforts have included student scholarships, eye clinics, reforestation projects, water for villages and water dam projects in the bush. We have built relationships with a number of orphanages and schools helping the future of Africa stay bright.





Our vehicles are maintained to a high performance level to reduce fuel consumption and emissions. Our drivers are trained to conserve fuel and respect the right-of-way of the wildlife they encounter. The staff pass on their passion for the importance of conservation as they interact with international travellers.



The group's offices take a number of measures to limit their impact on the surroundings including recycling, limiting the use of paper through a comprehensive IT infrastructure. Offices utilise natural lighting where possible. Many of the staff participate in volunteer projects for improvement of the community and conservation of wildlife. Rainwater is harvested for irrigation and vehicle cleaning.



Children of Africa face seemingly insurmountable challenges on a daily basis. Many left as orphans, others in schools that lack adequate supplies. The group's companies participate in a number of programmes to help young Africans including sponsorship of students to arranging visits to orphanages and schools by travellers.



Many of the world's threatened and endangered animals can be found in East Africa. At ARP Africa Travel, we support efforts to protect wildlife at a number of levels from direct involvement and sponsorship with globally recognised organisations to discouraging our travellers from buying animal bones, skins and shells.



We vet our suppliers to ensure they foster a spirit of conservation. We look to suppliers that embrace waste management, water conservation and use of solar energy. We have eliminated the use of bottled water in our vehicles and instead supply filtered water that travellers can use in their reusable bottles.



Guest participation is a huge part of our conservation efforts. We encourage travellers to plant trees, sponsor an elephant, or visit an orphanage. Visits to local villages helps generate funds to improve education and infrastructure whilst preserving their rich culture. Many of our customers say that their interaction during their safari is a high point.

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