

prideinnTimes

ISSUE NO: 003 | JANUARY 2025

HOTELS > RESORTS > CAMPS > CONFERENCE

ELEGANCE & CHARM FEEL THE PRIDEINN TOUCH

MAIN STORY

RISING ABOVE:

PrideInn's Journey
of Resilience
and Innovation

SAYARI RESTAURANT:
A New Culinary
Gem in Nairobi

TRAVEL TRENDS 2024:
The Future of
Hospitality at PrideInn





Pridelnn Hotels, Resorts & Camps officially unveiled its bold new brand identity in November 2023. This rebrand marks a significant shift towards premium service offerings, aligning with our mission to deliver a 'Global Feel with Kenyan Soul.'

PrideInn Remains Top of the Game

Greetings and welcome to the third exciting edition of PrideInn Times! 2024 was truly transformative for PrideInn Hotels, Resorts, and Camps. The year was incredibly exciting for all of us at PrideInn Hotels, Resorts, and Camps. As we reflect on our journey, I am truly grateful for each one of you who has contributed to our success. Your unwavering commitment and hard work have not gone unnoticed.

Reflecting on our progress, we have seen significant changes both within our business and across the country. We have officially unveiled a series of dining experiences, celebrated numerous staff achievements, and launched several sustainability initiatives aimed at preserving our beautiful environment. As we continue to grow, our commitment to providing exceptional experiences and making a positive impact remains steadfast.

Our focus remains clear: to continually raise standards as a distinguished luxury brand and a leader in experiential tourism and MICE (Meetings, Incentives, Conferences, and Exhibitions). By prioritizing innovation and personalized guest experiences, we are crafting memorable moments for our guests and redefining hospitality excellence.

Together, we are setting new benchmarks in hospitality, and I thank each of you for your contributions. Let's keep striving for greatness as we create lasting memories for our guests.

Wishing you continued success and a prosperous 2025!

Hagunain Noorani

Managing Director
PrideInn Hotels, Resorts & Camps

**Elevating
Experiences:**
Pioneering
Experiential
Tourism and
Leading in MICE
Excellence!

Contents

PRIDE TIMES NEWSLETTER

HOTELS > RESORTS > CAMPS > CONFERENCE

ELEGANCE & CHARM FEEL THE PRIDEINN TOUCH



Feature

PAGE 4 | How Pridelnn is Remaining Top of the Game by Group MD Hasnain Noorani

PAGE 6 & 7 | Pridelnn Celebrates Double Win at the 2024 World Travel Awards

PAGE 8 & 9 | Sayari All Day Dining Restaurant: A New Culinary Star in Nairobi

PAGE 10 & 11 | Rising Above: Pridelnn Mara Camp's Swift Recovery

PAGE 12 | Pridelnn Paradise Hotel Wins at KATA's Kenya Travel Industry Business Awards

PAGE 13 | Enjoy Exclusive Discounts at Pridelnn Hotels with Standard Chartered Cards

PAGE 14 | Swinging for a Cause Pridelnn Supports Golf for Charity and Business

PAGE 15 | Pridelnn IT Department Leverages Ai Tools & Software

PAGE 18 & 19 | Global Tourism Expos: Building Lasting Partnerships and Experiences

PAGE 22 & 23 | Istanbul Beach Cave Restaurant; A Turkish Culinary Experience

PAGE 25 & 26 | Health & Wellness: Staying Fit and Healthy on Vacation

PAGE 28 | Crafting Moments that Last a Lifetime

PAGE 29 | Money Saving Tips for a Stress-Free Holiday

MAGICAL KENYA TRAVEL EXPO 2024

The Magical Kenya Travel
Expo 2024 Event Set Up

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PrideInn Celebrates Double Win at the 2024 World Travel Awards

We are proud to announce that PrideInn Hotels, Resorts & Camps emerged as a top performer at the 31st Annual World Travel Awards Africa Gala, held in Diani. This prestigious event celebrates excellence in tourism and hospitality across the continent, and PrideInn shone brightly among Africa's finest.

PrideInn Azure was honored as Kenya's Leading Business Hotel 2024, a testament to its exceptional service and state-of-the-art facilities for business travelers. Meanwhile, PrideInn Paradise Beach Resort, Convention Centre & Spa earned the coveted title of Kenya's Best MICE Hotel 2024, recognizing its outstanding contribution to Meetings, Incentives, Conferences, and Exhibitions (MICE) tourism.

"Having the World Travel Awards held in Kenya enhances our growing position as a global tourism hub. This recognition places us in the spotlight and provides opportunities to showcase our diverse and vibrant offering. We believe this will further position Kenya as a top destination for business and leisure travelers, attracting more international tourists and investors." said Kennedy Mwichuli, General Manager of PrideInn Azure, during the gala dinner.

These awards underscore PrideInn's commitment to delivering world-class guest experiences while highlighting Kenya's resilience and growth as a premier tourism destination. As we celebrate this incredible achievement, we thank our dedicated team and loyal guests who made this possible. Together, we continue to redefine hospitality excellence.



Kenya's Leading
Business Hotel



Kenya's
Best MICE Hotel



PrideInn Hotels shines at the 2024 World Travel Awards, with PrideInn Azure named Kenya's Leading Business Hotel and PrideInn Paradise crowned Kenya's Best MICE Hotel.



Sayari All Day Dining Restaurant: A New Culinary Star in Nairobi



Opened on July 19, 2024, Sayari All Day Dining at Pridelinn Westlands redefines Nairobi's dining with its vibrant menu, cultural nights, and elegant ambiance, while creating over 100 jobs and showcasing Pridelinn's commitment to excellence.





PrideInn Westlands proudly celebrated the grand opening of Sayari All Day Dining Restaurant on July 19, 2024. This new dining establishment has already made a significant impact by creating employment opportunities for over 100 households, highlighting PrideInn's commitment to community and economic growth.

Sayari stands out with its extensive à la carte menu, innovative Selfieccino Coffee Machine, and themed events such as Friday Night Jazz, Kizomba Wednesdays, and a series of cultural nights such as the Bollywood and Greek nights which took place in the month of July.

Sayari, meaning 'planet' in Swahili, is designed to transport guests to a new world of flavors and experiences. Featuring a calming ambiance, elegant décor, and a menu that showcases the best of local and international cuisine, Sayari is more than just a dining option, it's a symbol of innovation and excellence in Nairobi's culinary scene.

Rising Above:

PrideInn Mara Camp's Swift Recovery

PrideInn Mara Camp has always been a beacon of natural beauty and hospitality. However, the 2024 flooding of the Talek River posed significant challenges. Through resilience and teamwork, we are proud to share the story of our swift recovery.

The Incident: In early April 2024, heavy rains caused the Talek River to overflow, leading to flooding at PrideInn Mara Camp. The safety of our guests and staff was our top priority, and we successfully evacuated everyone without any injuries.

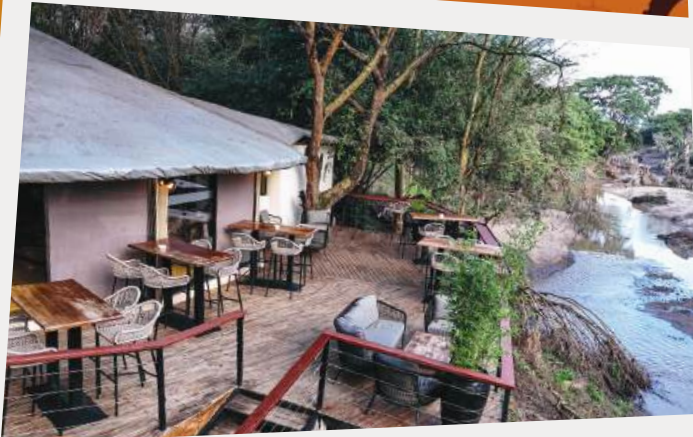
Recovery Efforts:

- **Rapid Response:** Our team acted swiftly to manage the situation and minimize damage
- **Community Support:** Collaborating with local authorities and communities, we received tremendous support that aided our recovery efforts
- **Restoration:** Our dedicated staff worked tirelessly to restore the camp. We have also implemented enhanced flood prevention measures to protect against future incidents.

Reopening: We are excited to announce that PrideInn Mara Camp is now fully operational and has welcomed guests. The camp has not only been restored but also upgraded to ensure a safer and more enjoyable experience for our visitors.

Guest Experience: Our commitment to providing exceptional experiences remains unwavering. Guests can now enjoy the pristine beauty of the Mara with the added assurance of enhanced safety measures.

From the challenges of Talek River's flooding to a fully restored and upgraded camp, PrideInn Mara Camp stands as a testament to resilience, community support, and our unwavering commitment to exceptional guest experiences.



PrideInn Paradise Hotel Wins at KATA's Kenya Travel Industry Business Awards



The Kenya Travel Industry Business Awards celebrates outstanding achievements across various categories in the travel and hospitality sectors.



PrideInn Paradise Beach Resort & Spa Mombasa is proud to announce its recognition as the Best Conference Hotel at the Kenya Travel Industry Business Awards (KeTIBA) organized by the Kenya Association of Travel Agents (KATA). The award ceremony took place on the evening of December 11th 2024, at the Radisson Blu Hotel, Upper Hill, Nairobi.



This accolade, garnered by the votes of KATA's esteemed travel agent members, highlights PrideInn Paradise's dedication to providing exceptional conference and event facilities. It reflects our devotion to excellence, innovation, and creating memorable experiences for our guests and partners.

The Kenya Travel Industry Business Awards celebrates outstanding achievements across various categories in the travel and hospitality sectors. Other key awards presented included Best Business Hotel, Best Family Resort, and Best Safari Lodge, among others.



Winning this award reinforces our position as a leading conference hotel in Kenya. We extend our heartfelt gratitude to the travel agents who voted for us, our loyal guests, and the incredible PrideInn team whose hard work and dedication continue to elevate our standards.

As we look ahead, we remain steadfast to redefining hospitality and reaching new heights in the industry.

Enjoy Exclusive Discounts

at Pridelnn Hotels with Standard Chartered Cards



We are excited to announce a new promotion for Standard Chartered Bank (SCB) cardholders. As part of our commitment to providing exceptional hospitality experiences, Pridelnn Hotels is offering exclusive discounts to SCB customers when they stay at any of our eight properties across Kenya. This special offer is available to clients using SCB credit and/or debit cards to pay for products and services at any Pridelnn unit.

To enjoy these exclusive benefits, SCB cardholders simply need to present their SCB card at the point of sale when making a payment. The discounts will be applied immediately upon using an SCB Debit or Credit card. For direct bookings on the Pridelnn Hotels website, clients must use the promocode SCBPROMO.

Discount Offers

We are pleased to extend the following discounts to Standard Chartered clients paying with any SCB cards:

1. 5% Discount on Accommodation Packages:

- Enjoy a 5% discount on all our accommodation packages. Whether you are staying for business or leisure, our comfortable and luxurious rooms are now even more affordable.

2. 5% Discount on Food and Beverages:

- Delight in a variety of culinary experiences at our renowned restaurants and bars with a 5% discount on all food and beverage purchases.

3. 5% Discount on Spa Services:

- Relax and rejuvenate at our top-notch spa facilities with a 5% discount on all spa services. Treat yourself to a pampering session at any of our spas.

This exclusive promotion is available at all eight Pridelnn Hotels, ensuring you can enjoy these benefits no matter where you stay with us. Our properties are in prime destinations across Kenya, including Nairobi, Mombasa, Nyali, Diani, and Maasai Mara.

We look forward to welcoming you and making your stay at Pridelnn Hotels a memorable one.

*Terms & Conditions Apply

Swinging for a Cause

Pridelnn Supports Golf for Charity and Business

Pridelnn Hotels, Resorts, and Camps proudly sponsored two impactful golf tournaments: the Gertrude's Children's Hospital Charity Golf Tournament and the FCM Golf Tour, events that blended purpose, collaboration, and environmental sustainability.

The Gertrude's Children's Hospital Charity Golf Tournament, held at the Muthaiga Golf Club, focused on raising funds to support the National Paediatric Early Cancer Diagnosis & Treatment Programme. This initiative provides life-saving early detection and care for children battling cancer across Kenya. Our sponsorship reinforces our continuous commitment to community health and ensuring that children receive timely and quality medical treatment.

The FCM Golf Tour, hosted by the FCM Travel Solutions Team at Thika Greens, brought together golf enthusiasts, travel agencies, and hospitality partners for a day of sport and networking. Highlighting the event's commitment to sustainability, participants planted trees on the golf course, aligning with the UN Global Compact SDGs and promoting environmental conservation.

Both tournaments showcased the power of purpose-driven partnerships, combining fun, meaningful impact, and Pridelnn's hospitality. As we tee off into the new year, these events remind us that sport can drive positive change for communities and the nation alike.



PrideInn IT Department Leverages Ai Tools & Software

By Jaspreet Singh, Group IT Manager

At PrideInn Hotels, Resorts & Camps, we are committed to enhancing guest experiences through innovation. Our latest initiative is a hospitality technology ecosystem that integrates a state-of-the-art Customer Relationship Management (CRM) program, a Guest Loyalty Program, a Revenue Management System, and a Central Reservations System. Leveraging Artificial Intelligence (AI), these solutions optimize guest interactions and business performance.

Our CRM system offers a 360-degree view of guests, enabling personalized services and real-time feedback on queries, ensuring a seamless experience. AI enhances guest satisfaction by anticipating their needs and streamlining requests.

The Guest Loyalty Program provides exclusive deals, rewards, and tailored experiences, fostering stronger relationships and long-term loyalty. AI-driven insights help us understand guest preferences and create meaningful connections.

Our Revenue Management System utilizes AI to analyze market trends and demand patterns, enabling data-driven decisions that maximize revenue and occupancy rates while offering the best value to our guests.

The Central Reservations System improves efficiency by managing bookings across all properties, providing real-time availability updates and seamless communication.

I am honored to have received The World CIO 200 Award from the Global CIO Forum Committee earlier this year. This recognition highlights the dedication of our IT team in driving organizational excellence through technological advancements.

By continuously refining our processes and embracing the latest technologies, we are setting new benchmarks in hospitality. Our goal is clear: to harness technology for unparalleled service and unforgettable guest experiences. We look forward to shaping the PrideInn journey and exceeding expectations at every touchpoint.

PrideInn Hotels, Resorts & Camps Updates





Pridelnn Flamingo: Experience a dining adventure like no other at the Istanbul Beach Cave Restaurant, the only establishment of its kind on the North Coast. This Turkish-themed restaurant offers an authentic setting and a menu that transports diners straight to Turkey, making it a must-visit spot by the beach.

Pridelnn Paradise: At Pridelnn Paradise, sustainability is at the forefront with our newly introduced eco-room. This room is powered by solar energy, blending seamlessly with the natural surroundings. The innovative air conditioning system conserves energy by using fresh air and in turn ensures that the hotel is running on sustainable energy.

Pridelnn Nyali: The Barizi Pool Bar at Pridelnn Nyali offers the perfect oasis for guests looking to unwind in style. Located by the pool, Barizi Pool Bar serves a variety of refreshing drinks, from classic cocktails to freshly squeezed juices, all designed to complement the serene ambiance. Whether you're soaking up the sun or taking a dip, you can enjoy their favorite beverages while lounging by the pool, making it an ideal spot to relax and refresh in a tranquil setting.

Pridelnn Diani: Pweza Restaurant at Pridelnn Diani serves up the true essence of coastal Kenya with a menu rich in authentic dishes and the freshest seafood. It's the perfect place

for guests to savor the traditional flavors of the coast.

Pridelnn Azure: Pridelnn Azure, conveniently located, has recently undergone significant enhancements to improve accessibility and elevate the guest experience. These upgrades ensure every guest enjoys a stay that is both comfortable and modern, with all the necessary amenities.

Pridelnn Westlands: Sayari Restaurant at Pridelnn Westlands offers a diverse menu with dishes inspired by flavors from around the globe. This fusion restaurant provides a culinary experience that allows guests to enjoy a world of tastes in one place.

Pridelnn Plaza: For large conferences, Pridelnn Plaza is the ideal venue, offering extensive facilities to accommodate a range of events. After your meetings, don't miss out on the Ribs and Rhythm restaurant, known for its exceptional ribs and a variety of meat dishes that are sure to satisfy any craving.

Pridelnn Mara: Pridelnn Mara is expanding and we will now have a total of three new specially designed family rooms to accommodate larger groups. The camp also features an organic farm, supplying fresh produce for the kitchen, and supporting a farm-to-table approach that ensures quality and promotes sustainability.

Each of our hotels are tailored to enhance your stay and provide unique, memorable experiences across our properties. Whether you're looking for relaxation, adventure, or culinary delights, Pridelnn Hotels, Resorts & Camps has something for everyone.

Global Tourism Expos:

Building Lasting Partnerships and Experiences

Pridelnn Hotels, Resorts & Camps continues to make a mark on the tourism stage through active participation in some of the industry's most prestigious expos and exhibitions in 2024. These events have provided Pridelnn with a platform to connect with new clients, foster lasting partnerships, and showcase Kenya's world-class hospitality to international audiences.



Magical Kenya Travel Expo (MKTE) 2024

Held at the historic Uhuru Gardens, MKTE 2024 brought together international buyers, travel agents, and exhibitors. Pridelnn's stand, a vibrant display of Kenyan hospitality, attracted numerous visitors. Guests experienced the unique offerings of Pridelnn's properties, from serene beach resorts in Mombasa to breathtaking retreats in the Maasai Mara.

A highlight of MKTE was the Silver Certificate Award presented to Pridelnn under the Magical Kenya Loyalty Program, recognizing the brand's commitment to exceptional service and guest satisfaction.





World Travel Market (WTM) London

Pridelnn proudly participated in the World Travel Market (WTM) 2024, held in London. This premier global travel event brought together thousands of tourism professionals to discuss emerging trends, partnerships, and innovations in the travel industry. At WTM, Pridelnn highlighted its properties as part of Kenya's diverse tourism offering, building meaningful connections with international stakeholders to attract global travelers.



CELEBRATING 20 YEARS OF THE GETAWAY TOURISM FAIR

Getaway Tourism Fair, Sarit Expo Centre

Closer to home, Pridelnn took part in the Getaway Tourism Fair at Sarit Expo Centre. With an immersive stand, the team showcased exclusive travel deals and highlighted Pridelnn's role in providing unforgettable experiences to both local and international guests. The event reinforced Pridelnn's dedication to the domestic market while connecting with travelers eager to explore Kenya's top destinations.





TRAVEL TRENDS 2024

What's Hot in Hospitality

As the travel industry continues to evolve, staying ahead of trends is crucial. In 2025, personalized travel experiences, eco-tourism, and digital innovation are set to shape the industry. At Pridelnn, we are enhancing our services to meet these demands. From offering tailored guest experiences to integrating cutting-edge technology in our booking systems, we are dedicated to providing modern, memorable stays.

Embracing the Future: Artificial Intelligence in Hospitality

Artificial Intelligence (AI) is transforming industries worldwide, including the hospitality sector. At Pridelnn Hotels, Resorts, and Camps, we are excited about AI's potential to revolutionize guest services and operations, providing unparalleled convenience and personalized experiences.

Key Impacts of AI:

Personalized Guest Experiences: AI allows us to tailor services by analyzing guest preferences, making every stay unique and memorable.

Efficient Customer Service: AI-powered chatbots and virtual assistants offer 24/7 support, handling inquiries from reservations to local attractions, ensuring prompt responses anytime.

Streamlined Operations: AI optimizes behind-the-scenes activities like housekeeping and energy management, enabling efficient resource allocation and maintaining high service levels.

Enhanced Security: AI-driven surveillance systems enhance safety by detecting unusual activities and alerting security in real time.

Smart Rooms: AI-enabled smart rooms let guests control lighting, temperature, and entertainment via voice commands or apps, creating a seamless and comfortable stay.

Looking Ahead the Future of Ai at Pridelnn:

Pridelnn is committed to integrating AI across all aspects of our operations, from guest interactions to resource management, ensuring an exceptional and futuristic experience. By embracing AI, we aim to blend the Pridelnn touch with modern technology, offering our guests a truly remarkable stay.

Welcome to the future of hospitality at Pridelnn; where technology and exceptional service meet.

ECO-FRIENDLY TOURISM & HOSPITALITY

Pridelnn Leading the Way



At Pridelnn, we are committed to sustainability, making it a cornerstone of our operations. This year, we plan to introduce solar energy systems which will significantly reduce our carbon footprint. In our day-to-day operations, we utilize eco-friendly materials and have transitioned to using glass bottles for all our bottled water to minimize plastic waste.

Our dedicated team at Pridelnn Plaza is engaged in an ambitious tree planting initiative, aiming to plant 60,000 trees by 2030. Pridelnn Plaza's tree-planting initiative is a significant step in the right direction, demonstrating that businesses can play a crucial role in environmental conservation. By committing to such ambitious goals, Pridelnn Plaza is not only contributing to a healthier planet but also setting an example for other corporations to follow suit.



Our team also recently extended its commitment to sustainability and community support by bringing clean water to 1,000 households in Isiolo County, an area severely affected by devastating droughts. This Corporate Social Responsibility (CSR) initiative underscores Pridelnn's dedication to improving lives and fostering resilience in vulnerable communities. By providing access to this essential resource, the Pridelnn team not only addressed an immediate need but also contributed to the long-term sustainability of the region, reflecting our ongoing efforts to make a positive impact beyond our hotel walls.



As we continue to face the challenges of climate change, efforts like these are essential in driving meaningful progress and fostering a sustainable future for generations to come. Looking ahead, we are excited to enhance our recycling efforts and collaborate with local communities to promote sustainable tourism. Together, we are paving the way for a greener future.

Istanbul

Beach Cave Restaurant

A Turkish Culinary Experience at
PrideInn Flamingo



Discover the perfect fusion of
Turkish tradition and Kenyan
hospitality - only at PrideInn
Flamingo Beach Resort & Spa.

PrideInn Hotels, Resorts & Camps proudly presents the Istanbul Beach Cave Restaurant at Flamingo Beach Resort & Spa, Kenya's first Turkish-themed dining destination set within a historic coral cave. This remarkable addition blends the rich flavors of Turkish cuisine with the natural beauty of Kenya's North Coast.

Led by an experienced Turkish chef, the restaurant delivers an authentic taste of Turkey, catering to local food enthusiasts and the growing Turkish community in Kenya. Its unique coral cave setting, formed over 125,000 years ago, adds a touch of history and wonder to the dining experience.

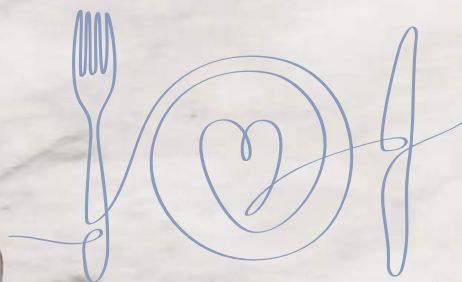
"Our vision with the Istanbul Beach Cave Restaurant is to provide a culturally rich experience that attracts

both local and international tourists," said Hasnain Noorani, Managing Director of PrideInn Hotels.

This opening coincides with Kenya's growing international arrivals following the introduction of visa-free policies. Turkish Ambassador to Kenya, His Excellency Subutay Yüksel, praised the initiative as a celebration of friendship and cultural exchange between the two nations.

The Istanbul Beach Cave Restaurant enhances PrideInn Flamingo's offerings, providing a unique culinary journey for guests while reinforcing Kenya's position as a global destination for diverse and memorable experiences.





Chef's Special: A Taste of Istanbul Cave Restaurant at Pridelnn Flamingo in Shanzu, Mombasa

By Chef Ziya Kanat

Babaganoush Recipe

Babaganoush is a typical meze (starter) of the regional cuisine, often served as a side dish to complement a main meal or as a dip for pita bread.

Instructions:

1. Roast the eggplants, peppers and tomatoes
2. After roasting, peel the eggplants and chop them into small pieces
3. Chop the peppers and tomato. Finely chop the onion and garlic (do not roast the onion and garlic).
4. Mix all the ingredients, add salt, and place them on a serving plate.
5. Drizzle lemon juice, pomegranate syrup, and olive oil on top.

Don't miss out on this delicious salad appetizer to complement your meals!

Ingredients:

- 4 small eggplants
- 2 capia peppers
- 3-4 green peppers
- 1 tomato
- 1 onion
- 2 cloves of garlic
- Pomegranate syrup
- Lemon juice
- Olive oil

Health & Wellness

Staying Fit and Healthy on Vacation

Traveling and vacationing are perfect opportunities to relax and unwind, but they can also disrupt your regular fitness routine and healthy habits. Whether you're on a business trip or enjoying a holiday, maintaining your health and fitness is crucial for making the most of your travel experience. Here are some practical tips to help you stay fit and healthy while on the go.

Plan Ahead

Before you embark on your journey, do some research on the fitness facilities available at your destination. Pridelnn properties, offer fully equipped gyms, swimming pools, and even fitness classes. Pack your workout gear and consider downloading fitness apps that provide guided workouts you can do in your hotel room.

Stay Active

Incorporate physical activity into your travel itinerary. Opt for walking tours to explore local attractions instead of taking taxis or public transport. Use hotel amenities like gyms, and pools to keep active. Simple routines such as morning stretches, yoga sessions, or a quick jog around the hotel premises can keep you energized.

Eat Balanced Meals

Travel often involves indulgent dining, which can be part of the fun. However, balance is key. Enjoy local cuisine in moderation and try to incorporate fruits, vegetables, and lean proteins into your meals. At Pridelnn you can savor a variety of healthy dishes prepared by our skilled and passionate chefs. Don't forget to stay hydrated by drinking plenty of water throughout the day.



Rest and Recover

Travel can be exhausting, and it's important to get enough rest. Ensure you get a good night's sleep to recharge your body. If you're traveling across time zones, try to adjust your sleep schedule gradually to minimize jet lag. Make use of amenities like spa services to relax and rejuvenate.

Stay Mindful and Manage Stress

Travel can sometimes be stressful. Practice mindfulness techniques such as deep breathing, meditation, or journaling to stay calm and centered. Take time to unwind and enjoy your surroundings, whether it's lounging by the pool or taking a leisurely stroll.

Maintain Hygiene

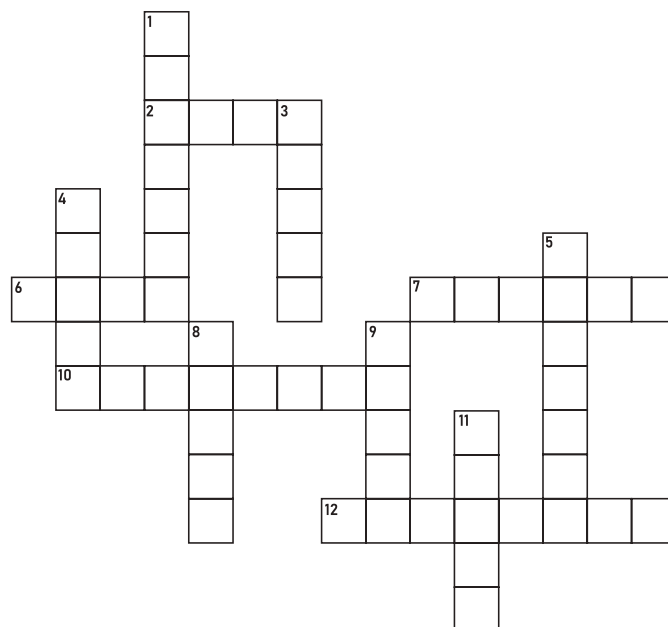
Good hygiene practices are essential, especially when traveling. Carry hand sanitizer, wash your hands regularly, and avoid touching your face. Staying healthy also means being mindful of your environment and taking precautions to avoid illness.

By incorporating these tips into your travel routine, you can maintain your fitness and health, ensuring you have the energy and well-being to enjoy every moment of your trip. Remember, a healthy traveler is a happy traveler, ready to embrace all the adventures that come their way.





FUN CORNER



Across

2. Meetings, Incentives, Conferences, and Exhibitions abbrv.
6. The iconic national park where Pridelnn Mara Camp offers exceptional safari experiences.
7. Name of the a la carte all day dining restaurant at Pridelnn Westlands Luxury Boutique Hotel
10. Pridelnn's signature Turkish-themeci restaurant set in a natural coral cave.
12. An ideal or idyllic place or stater also the name of one of the Pridelnn Beach Resorts

Down

1. Kenyan coastal city where Pridelnn Flamingo Beach Resort & Spa is located,
3. Number of Pridelnn Hotels, Resorts & Camps in Kenya as of 2024
4. Kenyan coastal town celebrated for it's pristine white sandy beaches and is home to one of the Pridelnn Hotel
5. The city where Pridelnn Azure Hotel is a top destination for business travelers.
8. Swahili greeting used by Pridelnn staff to warmly welcome guests.
9. Pridelnn Hotel situated near the Jomo Kenyatta International Airport
11. A Kenyan staple food often paired with local delicacies and made from sifted maize flour

ANSWERS:
ACROSS
2. MICE | 6. Mara | 7. Sayari | 10. Istanbul | 12. Paradise
DOWN
1. Mombasa | 3. Eight | 4. Diani | 5. Nairobi | 8. Jambo | 9. Plaza | 11. Ugali



Riddle:

I can never be thrown but I can be caught. Ways to lose me are always being sought. What am I?

Answer: A Flu/A Cold

Crafting Moments That Last a Lifetime



By **Ryan Deen**, Group Training Manager

At Pridelnn Hotels, Resorts, and Camps, hospitality is more than a service, it's an art rooted in heart, passion, and excellence. From the moment our guests arrive, we aim to create unforgettable experiences that leave lasting impressions.

Over the years we've turned challenges into opportunities, establishing ourselves as a beacon of comfort, quality, and exceptional service. Behind every achievement is a dedicated team committed to making every guest feel at home regardless of the length or nature of their stay.

Every smile, every perfectly set table, and every seamless interaction reflects our commitment to excellence. Through continuous training, cultural understanding, and embracing innovation, our team is prepared to exceed guest expectations and not just meet them.

In our journey, we've learned the power of connection. The same qualities that make a stay

remarkable; kindness, empathy, and attention to detail can transform everyday interactions with colleagues, family, and strangers alike. To our valued guests, your trust inspires us. Every story, every smile, and every experience motivates us to continuously raise the bar and redefine exceptional service.

As we reflect on the past year and look forward, we remain committed to crafting memorable stays. Whether you're enjoying the serenity of our camps, the elegance of our hotels, or the charm of our resorts, know that every detail is thoughtfully curated for you.

As we continue to grow and innovate, we invite you to celebrate life's simple joys, embrace change, and share your story. Life is about breathtaking moments, and at Pridelnn, we're here to create those moments with you. Here's to another year of unforgettable journeys and cherished memories.

From the Editors Desk:

I'd like to take this opportunity to thank everyone who helped bring this issue to life. Your stories and ideas really make this magazine something special. Looking ahead, we'd love to hear more from all of you for the next issue. Whether it's an article, a thought, or just something you're passionate about, your contributions are what keep this publication vibrant and fresh. Let's keep the conversation going and continue sharing what makes Pridelnn great!



Money-Saving Tips for a Stress-Free Holiday

We all want to relax and enjoy our holidays without stressing about the bill. Here are a few quick money-saving tips to help you get the most out of your stay at Pridelnn Hotels, Resorts & Camps:

Set a Spending Plan: It's easy to get carried away, so decide upfront how much you want to spend. This way, you can indulge in the little luxuries without worrying later.

Join Loyalty Programs: If you're a regular traveler, loyalty programs can be your best friend. You'll score discounts and maybe even get upgrades or special perks on your next stay.

Eat Smart: Why not take advantage of our all inclusive breakfast? Fill up in the morning, then explore local eateries for lunch and dinner, keeping it light on your wallet.

Book Activities Early: Planning your activities in advance can save you a ton. Plus, it ensures you won't miss out on popular excursions.

By following these tips, you'll not only enjoy your stay at Pridelnn but do so with peace of mind, knowing you're sticking to your budget.





Pridelnn Paradise

Located on Shanzu Beach Area, 20kms away from Mombasa town on the North Coast of Mombasa on the Indian Ocean Coastline. The resort is set on 17 acres of well-manicured garden and pristine white beach



Pridelnn Flamingo

Situated off Mombasa Malindi Road, Serena Road in Shanzu Beach Area- 20kms away from Mombasa Town, by the shoreline of the Indian Ocean.



Pridelnn Plaza

Located in the Signature Mall, Athi River along Mombasa Road.



Pridelnn Azure

We are in Westlands, Lantana Rd, an upmarket part of Nairobi City, 4km Northwest of the CBD.



Pridelnn Mara Camp

We are strategically located along the banks of River Talek overlooking the untamed Masai Mara National Reserve.



Pridelnn Westlands Hotel

It's strategically located in Nairobi, Westlands; where contemporary style, impeccable service, and a convenient location come together to provide an exceptional stay in the bustling heart of the city.



Pridelnn Nyali

Located on second avenue, behind City Mall in Nyali. It is within easy access to the Nyali business area, a walking distance to the party hub of Mombasa, beaches, international organizations and major tourist attractions.



Pridelnn Diani

We are located on Beach Road in Diani - Ukunda, 3 Kilometers from Diani town, opposite National Bank and 500M before Carrefour Shopping Mall.

