

COVID-19 TRAVEL ADVISORY

Proflight Zambia is offering the following exceptions to our published Fare Rules, in order to assist customers affected by covid pandemic. Our Contact Centre is available to answer your questions, change your bookings and give you the support you need. Thank you for your support of Proflight and we wish you and your loved ones the best of health and happiness during these challenging times.

Positive Covid Test

Valid on any Proflight flight - If you receive a positive lab result within ten days of your flight on Proflight, we will waive the potential upward fare difference for ticket reissue to a later date. This will be applicable to you and any passengers travelling with you from the same household. Your travel companions must be booked with you on same flights but do not have to share same surname.. The only payment due at the time you are ready to rebook will be the \$25 Change fee per flight per person, if applicable to your Fare Type. To apply for this waiver, the passenger or travel agent must contact Proflight Reservations to cancel your seat at least two hours prior to flight departure and must send us the passenger's positive laboratory test result at the same time. A remark will be entered onto the booking and when passenger is ready to rebook a new travel date, this must be done through Proflight Reservations.

Ticket Validity

Covid-eligible tickets will remain valid in the system for travel dates through end of 2022 and can be rebooked accordingly. Covid-eligible tickets are those with a ticketing date prior to 01 April 20 for travel dates 17 March 20 through 03 January 21. You must rebook these covid-eligible tickets for a flight date on/before 31 December 22. Any covid-eligible tickets not flown by 31 December 22 will be forfeited and not eligible for reissue or refund. All other tickets (original/first ticketing date 01 April 20 and beyond) are valid for 12 months from first issue date unless reissued before expiry, in which case new expiry is 12 months from first ticketed flight date.

No Shows

Covid-eligible tickets will not be charged no show fees, if you or your agent did not cancel with airline prior to flight date. Your ticket was automatically changed to open at the time of your original flight date and remains eligible for rebooking through end of 2022 flight dates. Customers holding tickets on these airline-cancelled flights, once you are ready to use your tickets, please contact us and advise new travel dates, route and/or passenger name.

Covid-eligible tickets are those with a ticketing date prior to 01 April 2020 for domestic travel dates 01 April 20 – 3 January 21, and international travel dates 27 March 20– 3 January 21, which have not been reissued. If your covid-eligible ticket has since been reissued, the reissued ticket will follow the fare rules for no show fees. All other tickets will follow the fare rules for no show fees.

Change Fees, Reroute Fees and Fare Differences

Covid-eligible tickets will not be charged any flight change fee or reroute fee. Fare difference at time of rebooking is waived for same-route date change. If you wish to change routes, you will be charged potential upward fare difference between the original route booking and the new route booking. This potential upward fare difference will be waived for Ndola-J'burg or Lusaka-Durban route rebooked as either Ndola-Lusaka-J'burg or as Lusaka-J'burg, or vice versa. Covid-eligible tickets are those with a ticketing date prior to 01 April 2020 for domestic travel dates 01 April 20 – 3 January 21, and international travel dates 27 March 20– 3 January 21. If your covid-eligible ticket has since been reissued, the reissued ticket will follow the fare rules for changes and reroutes. All other tickets will follow the fare rules for changes and reroutes.

Name Changes

Name changes are allowed on fully unused covid-eligible tickets. Name changes will not be permitted on partially used tickets. Covid-eligible tickets are those with a ticketing date prior to 01 April 2020 for domestic travel dates 01 April 20 – 3 January 21 and international travel dates 27 March 20 – 3 January 21. If your covid-eligible ticket has since been reissued, the reissued ticket will no longer allow name changes. All other tickets will not allow name changes.

Refunds

Our standard refund policy still applies: Firecracker fare family (all fare classes except G,Y,B) are non-refundable, Classic fare family (fare class G or Y) are 50% refundable, Flexible fare family (fare class B) is 100% refundable if cancelled before flight date and 90% refundable if cancelled after flight. Please note YQ/Q surcharge is always non-refundable.

- For tickets with original issue date prior to 2022, any ticket that qualifies for a refund will be processed in the form of a Proflight gift voucher. The gift voucher will be for the value of the refund in the currency of original ticket payment. The gift voucher can be used on a new booking for any passenger name, any Proflight flight/route and is valid for travel dates for 18 months from the issue date of gift voucher. Example: if the refund gift voucher is issued to you on 01 April 20, the travel date validity of gift voucher is 01 April 20 through 01 October 21. If your new booking is greater than the giftvoucher value, you must pay the balance. If your new booking is less than the giftvoucher value, the balance of giftvoucher can be used again.
- For tickets with original issue date in 2022 and beyond, any ticket that qualifies for a refund will be processed in the original form of payment paid to airline (cash/cheque/EFT/card refund/BSP or ARC credit)
- For tickets with original issue date prior to 2022, any VRS Ticketing Partner ticket that qualifies for a refund will be processed in the form of an evoucher. The evoucher will be equivalent to one return ticket on any Proflight route in the original booked fare class. Should the fare class be unavailable, you must pay the upward fare difference. In the case of tax-only refunds, the refund will be credited to the VRS Ticketing Partner account.

RELEASE DATE 04 FEBRUARY 2022

