



## COVID-19 TRAVEL ADVISORY

### Introduction

Proflight Zambia suspended all flights for the month April 2020 and is operating a reduced flight schedule for remainder 2020. A summary of the affected flights is listed below under Schedule. This has not been an easy period as with the global pandemic upon us, the reduction in demand has been significant. We have taken necessary steps in the interests of both the safety of our employees and passengers, and the survival of the airline. We are here to support you at this difficult time.

If you are holding an unused ticket issued prior to 1 April 20, for travel dates 17 March 20 – 3 January 21, you will be able to use the full value of the same ticket to travel within 18 months of original flight date and all change fees/ reroute fees will be waived. If you no longer wish to travel, we will allow name changes for these flights on fully unused tickets.

### Positive Covid Test

Valid for Lusaka-J'burg-Lusaka only - If you receive a positive lab result within seven days of your international flight on Proflight, we will waive the potential upward fare difference for ticket reissue to a later date. The only payment due at the time you are ready to rebook will be the Firecracker Change fee if applicable. To apply for this, 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 test result at the same time.

### Schedule

We have resumed flight schedules between Lusaka and Ndola/ Solwezi/ Livingstone/ Mfuwe/Jo'burg. We plan to increase frequency on domestic routes as international tourists continue to return to Zambia. These decisions will be made in the context of market conditions and public health advisories. On request we can add additional flights to meet demand, please email to [reservations@proflight-zambia.com](mailto:reservations@proflight-zambia.com).

As per new fare rules, all flights are subject to a minimum number of ticketed passengers by a certain time on the day before flight date. Should the minimum pax number not be reached, flight will be cancelled and all ticketed pax rebooked to the next operating flight time/date. Passenger or booking agents will be notified of such cancellations by the Reservations team.

Lusaka/ Durban – cancelled for 2020, pax can use via Jo'burg  
Ndola/ Johannesburg – cancelled for 2020, pax can use via Lusaka  
Lusaka/ Lilongwe – cancelled for 2020  
Lusaka/ Ndola – cancelled Apr, recommenced from 05May  
Lusaka/ Solwezi - cancelled Apr/May, recommenced from 29Jun  
Ndola/ Solwezi – cancelled for 2020  
Lusaka/ Livingstone - cancelled Apr-Jun, recommenced from 15Jul  
Lusaka/ Mfuwe - cancelled Apr-Jul, recommenced from 01Aug  
Lusaka/ Jeki and Royal, Mfuwe/ Jeki and L'stone/ Jeki – cancelled for 2020

### Ticket Validity

Eligible tickets will remain valid in the system for a period of 18 months from original flight date and can be rebooked accordingly. You can cancel without rebooking if you do not yet know your new travel dates. Our revised ticket validity gives you 18 months to rebook from your original ticketed departure date, so if your original departure date was 01 June 20, you have to rebook the ticket for a flight on/before 30 November 21. Eligible tickets are those with a ticketing date prior to 01 April 20 for travel dates 17 March 20 through 03 January 21. All other tickets are valid for 12 months from first ticketed flight date.

### **No Shows**

No show fees (if you do not cancel with airline prior to flight date) will not be charged for eligible tickets. Your ticket will be automatically changed to open and eligible for rebooking within 18 months from your original flight date. 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.

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. All other tickets will follow the fare rules for no show fees.

### **Change Fees, Reroute Fees and Fare Differences**

For flight dates 17 March 20 – 3 January 21 ticketed before 01 April 20

You will not be charged flight change fee or reroute fee, you will be charged potential upward fare difference between the original booking and the new booking.

For international flight dates 27 March 20 – 3 January 21 ticketed before 01 April 20

For domestic flight dates 17 March 20 – 3 January 21 ticketed before 01 April 20

You 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.

### **Name Changes**

Name changes are allowed on fully unused eligible tickets. Names changes will not be permitted on partially used tickets.

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. All other tickets will not allow name changes.

### **Refunds**

Our Standard refund policy still apply: Firecracker fare family (fare class N,K,C,R,W,M,L,S,V,Q or H) are non-refundable, Classic fare family (fare class G & Y) are 50% refundable, Flexible fare family (fare class B) is 100% refundable if cancelled before flight date. **Please note Q surcharge is non-refundable.**

With immediate effect, we will no longer refund in cash/cheque/EFT/card refund/BSP credit. Any ticket that qualifies for a refund will be processed in the form of a Proflight gift voucher to be used on any Proflight flights within 18 months from date of issue. 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 evoucher value, you must pay the balance. If your new booking is less than the evoucher value, the balance of evoucher can be used again.

### **In Closing**

We are doing everything we can to ensure that Proflight survives the COVID19 pandemic. We are committed to resuming all a more robust schedule for 2021 and 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.

Thank you

**RELEASE DATE 08 OCTOBER 2020**