



As the world is faced with an unprecedented crisis Proflight Zambia is taking measures to ensure the safety and security of employees and passenger while also being considerate of the challenges faced by our esteemed agents and clients.

Proflight is working closely with the relevant authorities to understand the latest travel advice and adopting the recommended best practices from WHO, IATA, Ministry of Health and other global and national bodies to ensure we are operating to recommended practices.

We are cancelling flights as demand reduces and we are looking at making more permanent schedule changes which will include the cancellation and/ or suspension of some routes and reduced frequency on other routes for the coming months. A revised schedule will be sent out by 15 April and in the interim we will keep this document updated on our website for ease of reference.

If you have any feedback that would assist us in making decisions especially on the tourism routes please email keira.langfordjohnson@proflight-zambia.com so we can take this into consideration.

PROFLIGHT ZAMBIA COVID19 POLICY - TICKET TIME LIMITS, CHANGE FEES, REFUNDS

Remember you can cancel and rebook any ticket to a later date. Y and B class allow unlimited free changes and we have extended our 12-month ticket validity to a longer validity of 18-months from ticket/ purchase date.

- Ticket Time Limits (Payment Deadline Date) for un-ticketed bookings can be extended up until 30 days prior to travel departure date, to allow passengers to take more time in deciding whether to travel or not. Please email reservations@proflight-zambia.com to request such an extension
- No Change or Reroute Fees charged on bookings in any fare class for travel dates between 17March and 31May
 - Change must be made prior to flight departure time, no-shows remain as per fare rules
 - The rebooked seats may be on any future travel date within 18 months of original ticketing/ purchase date.
 - Fare differences will be applicable.
 - If future travel date is not yet known, we will accept cancellation of seat for flights between 17 March and 31 May and a note will be entered into the booking to waive change/reroute fees once future travel date is decided on.
 - Waiver code for GDS is **16MARCOVID19**
- Refund policy as follows:
 - As per fare rules B class fare/YR is refundable at 100% and Y class fare/YR at 50% and unlimited changes permitted
 - Taxes on all tickets are 100% refundable regardless of class, subject to Refund Admin Fee
 - We have extended our ticket validity for tickets issued prior to 16 March from 12 to 18 months. Cancellation can be made at any time and used at a later date within the 18 month period. Change fees and fare difference apply.
 - Refunds may be delayed beyond normal processing period due to extraordinary circumstances

We will update this policy as the situation changes. Thank you for your support.

RELEASE DATE 17 MARCH 2020