



Travel Advisory

Proflight Zambia regrets to announce the suspension of all flights for a thirty-day period from 1- 30 April 2020.

This has not been an easy decision but with the global pandemic upon us, the reduction in demand has been significant. This is a necessary step for us to take in the interests of both the safety of our employees and passengers and the survival of the airline.

We'd like to assure all passengers holding Proflight Zambia tickets that there is no need to contact us immediately. If you are holding an unused ticket, you will be able to use the full value of the same ticket to travel within 18 months of ticket date and all change fees/ reroute fees will be waived. If you no longer wish to travel, we will allow name changes on unused tickets. Names changes will not be permitted on partially used tickets.

We are here to support you at this difficult time.

Schedule

We plan to resume operations with a limited schedule in place for the period 1 May – 30 June. We hope to resume normal operations by 1 July or sooner but in light of the COVID19 situation we are unsure whether this is realistic or not. For now the schedule remains as is for 1 July onwards.

The reduced schedule for 1 May- 30 June will be as follows:

Ndola/ Joburg*	Twice Weekly	Mon & Fri
Ndola/ Lusaka	Three Times Weekly	Mon, Wed, Fri
Lusaka/ Solwezi via Ndola	Twice Weekly	Mon & Fri
Lusaka/ Livingstone	Twice Weekly	Mon & Fri
Lusaka/ Mfuwe	Twice Weekly	Mon & Fri

**This route may change from Ndola/ Joburg to Lusaka/ Joburg*

We hope to resume normal operations from 01 July or sooner, but this decision will be made in the context of market conditions and public health advisories. The schedule in GDS, Videcom and the online booking engine is the most accurate.

Ticket Validity

Tickets remain valid in the system for a period of 18 months from original ticketing date and can be rebooked accordingly. Fare difference at time of rebooking is still applicable but change fees and/or reroute fees will be waived in accordance with our current COVID Policy.

You can cancel without rebooking if you do not know your new travel dates.

Refunds

Our Standard refund policy still apply; 'Firecracker' bookings made in Class- N,K,C,R,W,M,L,S,V,Q or H are non-refundable. Class G & Y are 50% refundable ; only B-Class is fully refundable if cancelled before flight date.

Due to restricted staff working hours there may be a longer than normal delay in processing refunds.

With immediate effect no cash refunds will be processed and all tickets that qualify for a refund will be given in the form of an evoucher to be used on any Proflight flights within the next 18 months.

No Shows

No show fees will not be charged for flight dates 27 March – 30 April 2020.

Ticket will be automatically changed to open and eligible for rebooking on any Proflight flight up to 18 months from original ticketing date. Customers holding tickets for flight dates 27 March – 30 April 2020 only need to contact Proflight when they are ready to rebook their flight.

The onus of responsibility will be on the passenger, once you are ready to use your tickets, please contact us and advise new travel dates, route and/or passenger name.

Fare Differences

In the case of voluntary rebooking the passenger must pay any fare difference between the original booking and the new booking.

Where the new fare is less than the original booking, we will issue you a voucher for the difference which you can use against future flights. This voucher will be valid for 6 months from issue date.

Charters

Please remember that we are able to offer schedule and charter services for passengers and cargo within Zambia and the region subject to borders and airports remaining open. We have implemented hygiene and disinfecting standards to comply with the recommended guidelines and we are using EASA (European Standards) approved disinfectant on all our aircraft.

We are doing everything we can to ensure that Proflight survives the COVID19 pandemic. We are committed to resuming normal operations at some point in 2020 and until then we have a team of Customer Service Representatives in our Contact Centre 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 the challenging times ahead.

Thank you

RELEASE DATE 27 MARCH 2020