Guide for Joburg Passenger Connections/Transfer

PLEASE FEEL FREE TO TAKE A PHOTO OF THIS FOR REFERENCE DURING YOUR JOURNEY

ON YOUR DEPARTURE FROM ZAMBIA:

All pax connecting from a Zambian domestic flight through Lusaka (such as Ndola-Lusaka-Joburg) must collect your baggage in Lusaka and proceed with baggage through the outdoor tunnel to new Terminal 2 to Proflight international check-in

Connecting to Cemair domestic destinations in South Africa

- Advise the Proflight check-in agent of your final Cemair destination
- You will receive your Cemair boarding card now at time of first check-in with Proflight
- You must pick up your checked baggage in Joburg, clear Immigration & Customs, go to the Cemair check-in counter to Bag Drop

Connecting to other-airline domestic destinations in South Africa

- Your baggage will only be tagged to Joburg
- You must pick up your checked baggage in Joburg, clear Immigration & Customs, go to your next airline check-in counter to re-check your baggage and collect your onward boarding card for your domestic flight.

Connecting to an international flight out of Joburg

- Advise the Proflight check-in agent of your final destination and show necessary tickets
- If you are on Emirates, Qatar or Cemair out of Joburg, you will receive your onward boarding card now at time of first check-in with Proflight and your baggage will be tagged through to final destination
- If you are on another airline out of Joburg, your baggage will be tagged as final destination
- Upon arriving into Joburg airport from bus, do not enter South Africa through Immigration, turn left before Immigration queues
- Follow the signs for International Transfers and go to the Transfer check-in desk of your next airline
- From your next airline, collect your onward boarding pass and receive new baggage tags (your baggage will be re-tagged for you by the next-airline Transfer check-in agent)

ON YOUR RETURN TO ZAMBIA:

All pax connecting to a Zambian domestic flight through Lusaka (such as Cape Town-Lusaka-Livingstone) must clear immigration, collect your baggage in Terminal 2 and proceed with baggage through the outdoor tunnel to the old, domestic Terminal 1 to Proflight domestic check-in

Connecting from Cemair domestic destinations in South Africa

- Advise the Cemair check-in agent of your final Proflight destination and your baggage will be tagged through to final Zambian destination
- When transferring through Joburg, do not collect your baggage as it will be automatically sent onto the Proflight flight to Zambia
- Proceed directly to Proflight check-in counter to collect your Proflight boarding card and then proceed through Immigration.

Connecting from other-airline domestic destinations in South Africa

- You must pick up your checked baggage in Joburg
- Go with your baggage to the Proflight check-in counter to re-check-in your baggage and collect your Proflight boarding card, then proceed through Immigration.

Connecting from an international flight into Joburg

- If you are on Emirates, Qatar or Cemair, you will receive your Proflight boarding card at time of first check-in and your baggage will be tagged through to final Proflight destination in Zambia
- If you are on another airline, advise your first check-in agent of your final destination and show necessary tickets, try by all means to get your baggage tagged through to Zambia. If the airline refuses, try to get baggage on manual bag tags for Proflight to Zambia. If neither of these can be done, you cannot follow the below steps and must enter South Africa through immigration upon arrival to Joburg and proceed to collect your baggage, clear customs, and check in yourself and your baggage at the normal Proflight check-in counter, then exit South Africa. If you cannot enter South Africa due to no-visa or short-time, your bag will go to Left Baggage, upon arrival to Zambia you will file a Missing Bag report with both Proflight and your first-flight-airline, and Proflight will assist to bring your bag from South Africa through to Zambia as soon as possible.
- Upon arriving into Joburg airport from bus, do not enter South Africa through Immigration, turn left before Immigration queues
- Follow the signs for International Transfers and go to the Transfer check-in desk for Proflight

SAFAIR/SAA CONNECTING PASSENGERS:

All passengers holding a Proflight ticket for Safair or SAA flights should have a printed copy of their Proflight e-ticket to present to the Safair or SAA check-in agents. The Safair or SAA check-in agents will accept the same baggage weight/pieces as accepted on the Proflight flight. Any excess baggage paid to Proflight when departing Zambia will also be accepted on the onward Safair or SAA flight if same-day; and any excess baggage paid to Safair or SAA when returning to Zambia will also be accepted on the Proflight return flight if same-day.