

Frequently Asked Questions (FAQ) **Repatriation flights between South Africa and Zambia**

RELEASE DATE: 08SEP2020

We will endeavour to update this regularly as new information is made available by the relevant authorities. Please take note that Proflight will give advice to potential passengers on travel eligibility and transport/quarantine procedures but ultimately the responsibility is with the passenger to confirm their eligibility and arrange for quarantine and transport.

SCHEDULE

Every Wednesday and Friday (flights loaded through end November)

Depart Lusaka at 10:45 arrive Jo'burg (OR Tambo) at 12:45 (not 7th October)

Depart Jo'burg (OR Tambo) at 15:00 arrive Lusaka at 17:00

Wednesday 07Oct

Depart Lusaka at 09:00 arrive Durban at 11:30

Some flight dates are departing earlier on certain dates, please check our website for exact dates. Bookings close approximately 14 days before flight date. No new bookings are accepted after Flight Closure.

CONNECTIONS

The only Zambian same-day domestic connection is from Ndola to Lusaka onto Jo'burg, Ndola-Lusaka P00301 09:00-09:45, Proflight will assist such passengers with the connection so please ensure both flights are booked together in same booking.

Students arriving into Jo'burg and approved self-quarantine passengers are allowed to use same-day domestic flight to return to their school. Please contact domestic airlines in South Africa for these flights.

All passengers arriving into Lusaka are allowed to use same-day or following days domestic or international flight to connect to their final destination

It is possible for scheduled or charter passengers coming in or going out to other countries to directly transit same-day in Lusaka or in Jo'burg without visa or quarantine for these flights. For a charter quote and more information please contact reservations@procharterzambia.com

AIRCRAFT TYPE

We plan to operate the flights with our CRJ-100 jet aircraft 50-seats. This flight takes approximately 2 hours. However, should the passenger numbers be lower, we will operate with our J41 29-seat aircraft, this flight takes approximately 2 hours and 50 minutes. You will be served a complimentary cold snack and beverages.

FARES

Lusaka-Jo'burg from \$600 one-way, \$1070 return

Jo'burg- Lusaka from \$576 one-way, \$1070 return

Ndola-Jo'burg from \$717 one-way

Lusaka-Durban from \$800 one-way

- Above includes all airport and aviation taxes
- A booking fee of K200 will be charged for bookings made on phone or email, please use www.flyzambia.com to avoid this fee.
- No Child/Youth discounts, 90% Infant discount taken from adult fare
- \$100 reissue fee for existing unused tickets for Ndola-Jo'burg or Lusaka-Durban or vv being reissued as Lusaka-Jo'burg vv, repatriation baggage allowance will be applied
- \$200 reissue fee for existing unused tickets for Ndola-Jo'burg or Lusaka-Durban or vv being reissued as Lusaka-Durban vv, repatriation baggage allowance will be applied
- Once issued, ticket is non-refundable. No-shows will result in forfeit of ticket.

- \$100 change fee for flight date changes made up to 24 hours before flight, changes within 24 hours of flight are not allowed and will result in forfeit of ticket

Note: for passengers using reissued tickets to/from Durban on Lusaka-Jo'burg vv flights, we will reissue Jo'burg as the final destination/origin and ticket cannot be reused for future flights on the remaining Jo'burg/Durban sectors

BAGGAGE ALLOWANCE

Checked baggage: 23kgs Adults/Children/Youths, 10kgs Infants

Take note the 23kg is your total weight allowed, this can be spread out in multiple bags - you are allowed to bring two bags as long as the total weight together does not exceed 23kg.

Hand baggage: 5kgs

Excess Paid Baggage: All excess is on a standby basis, please pre-purchase online at reduced rate/kg (K550/15kg or R550/15kg) or purchase at check-in at the higher airport rate/kg (K60/kg or R60/kg).

BOOKING PROCESS

Bookings can be made on phone (+260977-335563; +260971-256521, +260971-046628), email reservations@proflight-zambia.com, online at www.flyzambia.com, on Whatsapp +260956-374743 or through your travel agent.

You can also book by contacting our Sales Agents in South Africa on +27(0)72 5959917 or +27 (0)82 7714396 or email charters.sa@aviareps.com

The following details **must be submitted** by all passengers/agents to Proflight **before ticketing** for required flight clearance documentation.

- Copy of passport
- Home Address and South African Address
- Email address and Phone number – Booking Agents, please note that Proflight reserves the right to use these passenger contacts on day of flight to contact passenger directly if he/she does not arrive to bus or airport meeting point on time.
- For Lusaka-Jo'burg
 - Particulars of next of kin
 - Full names
 - Contact details (phone number and email address)
 - Relationship
 - For non-South African passport
 - If permanent resident visa – copy of this visa and South African ID
 - If study visa
 - copy of the visa
 - official letter from the school dated within two months confirming passenger enrolment and that student is required to return
 - if student using school quarantine, details of transport to school from OR Tambo – school driver or domestic flight
 - If Relatives (Spousal) visa
 - copy of the visa
 - copy of marriage certificate
 - copy of your spouse's SA passport or ID book
 - If any other SAHC-pre-authorized repatriation visa– copy of the visa and approval letter from SA High Commission/DHA/DIRCO
- For Jo'burg-Lusaka pax
 - Purpose of travel – Returning citizen or holding Immigration permit/approval letter or business visitor or tourism visitor or in-transit, and any specific comments on this purpose. **MUST BE INDICATED CORRECTLY**

PAYMENT

Payment deadlines are strictly as given to you at time of booking as we need confirmed bookings for us to obtain clearance from the authorities.

All payments to be made at Proflight sales offices, online by debit/credit card, cheque/cash deposits at the bank or through local EFT.

ELIGIBILITY FOR LUSAKA-JO'BURG

Travel from Lusaka to Jo'burg is currently only allowed for South African citizens, permanent residents, spousal permit holders married to SA citizen, diplomatic permit holders, and study permit holders.

If you hold any other type of South African permit, you are currently not allowed into SA. If you require further clarity on whether you can enter South Africa, you must check directly with the SAHC in Lusaka.

The SAHC has provided Proflight with the following information to pass on to passengers. Take note this process is between the passenger and the South African authorities, Proflight is NOT INVOLVED in this process and nothing should be submitted to Proflight. **You may not book a provisional seat with Proflight until you receive an approval letter from DIRCO or DHA and corresponding visa.**

- Transits via SA: apply directly to SAHC plus send application covid19exceptions@dha.gov.za. For any foreign nationality applying to transit through SA to your home country MUST first obtain a formal request (as Note Verbale) from your country of nationality through your Embassy or High Commission. You must already have this Note Verbale when you apply to the SAHC and submit online application.
- Expired Spousal or Study Permits: contact covid19exceptions@dha.gov.za and Stephen.vanneel@dha.gov.za for visa re-issuance.
- Medical entry: Life-Threatening - submit to SAHC plus send application covid19exceptions@dha.gov.za. Non life-threatening – submit only to covid19exceptions@dha.gov.za. Submit all of the below.
 - Passport of patient
 - Note Verbale from Ministry of Home Affairs (if patient is Zambian) or from High Commission/Embassy of the patient's nationality (if not Zambian)
 - Medical report from the transferring doctor which must indicate whether the condition is life-threatening and whether it can be treated in the country where the patient is located
 - Confirmation of a medical appointment from the receiving doctor in SA
 - Indication of whether the patient will be admitted into hospital on arrival
 - If patient is to be treated as outpatient, indication of where patient will reside during treatment
 - Method by which patient will move between airport upon arrival and medical facility
- Any other exceptional requests: email to covid19Exceptions@dha.gov.za and include the following. The processing time is 15-20 working days from application submission date, only enquire on the progress of your request after the 15 days have passed if you have not yet received outcome.
 - Passport of passenger
 - SA visas of passenger
 - Fully motivated letter on why your travel into SA is essential
 - Copies of SA ID, birth certificates of children, marriage certificates, death certificates where applicable
 - Proof of residence in SA

ELIGIBILITY FOR JO'BURG-LUSAKA

For South African citizens departing SA, please review our document "SA citizens departing SA" for full information. Documents showing your purpose of travel to Zambia should be carried with passenger on flight date, as this is part of the SA Dept of Home Affairs requirements for departing SA citizens.

Take note visitor and business visas are issued into Zambia. Check with Zambian immigration website for your own nationality entry requirements or refer to our document "Zambian Visas". If you are holding a current application, approval letter or permit book/card from Zambian immigration, you must state this as your purpose of travel to Zambia at the time you book on us.

International transit passengers not holding visas for Zambia are allowed to use Lusaka airport for same-calendar-day transit within 12 hours. Ensure you send a copy of your onward flight booking out of Lusaka at time of booking with us.

Effective 27Jul, all passengers including infants/children, entering Zambia must present a negative SARS CoV-2 PCR test result, else you will not be allowed to check-in for your flight. The test date must be within 14 days of flight test, the results must be machine-printed (not hand-written) in English language and must not be in the form of an SMS/Text message.

CHECK-IN

Check-in for these flights will open 3 hours prior to departure at Lusaka and 90 minutes prior to departure at Jo'burg. It is a requirement for passengers above six years to provide and wear their own masks at check-in, boarding and for the duration of the flight. Hand sanitizers and wipes are available on board.

QUARANTINE IN LUSAKA

The government of Zambia is enforcing mandatory 14-day quarantine and regular monitoring by Ministry of Health at their residence or preferred place of stay for all returning residents/citizens entering Zambia. All business/visitor persons are not required to quarantine or self-isolate. All persons arriving are allowed to use same-day or subsequent domestic flights to move around Zambia. Persons arriving are no longer required to quarantine at a government-designated facility, but must communicate to Ministry of Health officials where they intend to reside and provide accurate contact information for regular follow-ups. Symptomatic-on-arrival passengers will be tested and required to enter isolation protocol at a Zambian government facility or an approved hotel.

For more information please contact the Zambian Ministry of Health COVID19 hotlines below:
909, +260 953 898941, +260 974 493553, +260 964 638726

QUARANTINE IN JOHANNESBURG

All international inbound passengers to Jo'burg will be subjected to mandatory quarantine of up to 14 days upon arrival in South Africa at a free-of-charge government quarantine site selected on the flight date by the Department of Health airport official. Transport from the airport to the quarantine facility is provided by the quarantine facility.

There is private quarantine available at a cost to the passenger. Please refer to "Repatriation-Private Quarantine Option" document on our Knowledge Portal (for agents) or ask Proflight Reservations to send you a copy (for direct passengers). This is a private company and Proflight is not involved except in giving out the information to interested passengers.

School quarantine in lieu of government airport quarantine is available for students, please liaise with your school to see what options exist and what documentation/procedures are required. Ensure to submit a copy of your transport-to-school-quarantine details at time of booking with us, as the airline has to send in the consolidated list to Port Health Jo'burg before flight.

Self-quarantine at own residence may be allowed if adherence to stipulated requirements. Please refer to "Repatriation Self Quarantine Application Form" and "Guidelines" documents on our Knowledge Portal (for agents) or ask Proflight Reservations to send you a copy (for direct passengers). Passengers whom wish to apply for this permission must submit application and all supporting documents at least 72 hours prior to the SA Department of Health.

Please note all quarantine procedures are managed by the SA Department of Health and all airlines including Proflight, are not allowed to be involved in the process. For more information please visit the South African Department of Health COVID19 website www.sacoronavirus.co.za

CONVOY IN JOHANNESBURG

Passengers travelling from Johannesburg to Lusaka will be required to meet at the Zambian High Commission (ZHC) in Pretoria and convoy from the ZHC on passenger bus to the Jo'burg airport. Passengers are not permitted to use private vehicles in the convoy, all passengers must board the bus with their luggage at the

ZHC for transport to airport. The meeting time at ZHC will be communicated to you by Proflight during the week of the flight.

Any passenger arriving same-day or day-before on an inbound domestic flight to OR Tambo may remain at airport and proceed to the designated meeting location and time within airport. Passengers arriving the day-before are the only passengers permitted to stay at the on-airport-premises transit hotels of 1) Intercontinental OR Tambo or 2) City Lodge OR Tambo. If passengers are staying at any other hotels near airport, they must go to ZHC for convoy meeting.

There is a chance that the meeting times at ZHC and for domestic flight connecting passengers will be changed at the last-minute. This is due to Airports Company SA only finalizing flights departures at 22:00 on day before flights. For any such last-minute changes, they will be communicated on the passenger Whatsapp group and all passengers are encouraged to do their best to make the revised meeting times so as not to delay the flight.

CARGO/LIVE ANIMALS

Proflight operates twice weekly cargo flights between Lusaka and Jo'burg. Please contact our cargo handling agents, BidAir Cargo. All handling, document processing and payments will be done directly between BidAir and client.

For Jo'burg-Lusaka, mariaj@bidaircargo.com, Tel:+27(0)11 230 4600 or +27(0)83 269 2841

For Lusaka-Jo'burg, thokozilej@bidaircargo.com, Tel:+260 977 511690 or +260 964 319182

WHAT TO EXPECT BEFORE YOUR FLIGHT

A week before your flight date, you or your booking agent will receive an email from Proflight with an invitation to join the passenger Whatsapp group. The email will be sent to the email contact listed on the booking. Anyone is allowed to join the Whatsapp group so please share with your clients (for booking agents) or with any family members necessary.

Once you are holding a ticket with us, the flight application request goes to authorities 10-14 days prior to flight and all passengers are screened and approved. Proflight will receive back a flight clearance and list of any denied passengers usually on the evening before the flight. At that time, we will inform all passengers through the Whatsapp group of the flight clearance. Any non-approval or denied-clearance passengers will be notified by email or Whatsapp private message. We will not individually contact passengers who are cleared. For Jo'burg-Lusaka pax, we will ask you on the group if you require seat on the ZHC convoy bus and advise you the meeting times. The Jo'burg airport international terminal is closed and you will not be allowed entry to airport premises unless you are already at the airport either by same-day connecting flight or sleeping at the transit hotel. To travel to airport by road, you must book a seat on the ZHC convoy in Pretoria, be there at the specified meeting time and travel on the bus with your luggage.

We will post all last-minute flight information on the Whatsapp group and will not send info by email so please make sure you have joined! For any and all queries in the week of flight, please feel free to private message us through the group.

Please remember the following:

Lusaka-Jo'burg pax

1. Carry your original signed "Passenger Consent Form for Repatriation to SA"
2. Carry copy of your SA visa or DIRCO approval letter for special cases
3. Students – carry photo-copies of your 1) school enrolment letter 2) student quarantine confirmation documents 3) airline-provided Port Health student letter

Jo'burg-Lusaka pax

1. Arrive at ZHC in time for the convoy or at-airport meeting, else you will be left behind and not be able to travel
2. Carry copy of your Zambian Immigration Permit/Approval Letters, visitor/business visas or supporting documents for visa on arrival.

3. Carry copy of your Proflight eticket.
4. Carry copy of your **PRINTED negative SARS CoV-2 PCR test result conducted within previous 14 days of the flight date (no hand-written, no SMS/Text).**

FLIGHT CLEARANCE DELAYS

There is a high possibility that the flight will not receive approval back from authorities on time. Although we submit our applications two weeks prior to flight date, our past experience is that the flights are only approved at the last minute, usually in the late afternoon or evening before flight date. There are times when the approval is not received before flight date, which leads to the flight date delayed by one or two days, sometimes more. These circumstances are beyond our control and the airline will not be liable for any passenger expenses incurred. Tickets are non-refundable and non-changeable so if the flight is delayed, there are no ticket changes allowed. If you do not travel on the delayed flight date, your ticket is null and void and cannot be used again.

OR TAMBO AIRPORT INTERNATIONAL TERMINAL

- Wheelchairs are available, you must request this at least 48 hours prior to flight through Proflight Reservations.
- Passengers connecting from same-day domestic flights can wait at the three food/beverage shops open before proceeding to international check-in meeting point
- International terminal has only two operational kiosks selling snacks/drinks
- Transit hotels are open – Intercontinental and City Lodge. These are the only two hotels that overnight transit pax are allowed to walk from in order to meet at the international check-in meeting point. If you are staying at any other hotel near airport, you must meet at ZHC in Pretoria.
- There is no bag wrap available at international terminal