

South African Routes - Frequently Asked Questions (FAQ) - version 30May23

What is the schedule?

Proflight Zambia - South Africa Flights Timetable								
	valid	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Lusaka-Joburg		08:00-10:00	08:00-10:00	08:00-10:00	08:00-10:00	08:00-10:00	08:00-10:00	08:00-10:00
		11:00-13:00	11:00-13:00	11:00-13:00	11:00-13:00	11:00-13:00	11:00-13:00	11:00-13:00
		15:00-17:00	15:00-17:00	15:00-17:00	15:00-17:00	15:00-17:00	15:00-17:00	15:00-17:00
Joburg-Lusaka		12:00-14:00	12:00-14:00	12:00-14:00	12:00-14:00	12:00-14:00	12:00-14:00	12:00-14:00
		14:00-16:00	14:00-16:00	14:00-16:00	14:00-16:00	14:00-16:00	14:00-16:00	14:00-16:00
		18:20-20:20	18:20-20:20	18:20-20:20	18:20-20:20	18:20-20:20	18:20-20:20	18:20-20:20
Lusaka-Durban					09:00-11:30			09:00-11:30
Durban-Lusaka					12:30-15:00			12:30-15:00
Lusaka-Cape Town	01-Jul		08:00-11:30				08:00-11:30	
Cape Town-Lusaka	01-Jul		12:15-15:35				12:15-15:35	
Ndola-Joburg (via Lusaka)		06:30-07:15	06:30-07:15	06:30-07:15	06:30-07:15	06:30-07:15	06:30-07:15	06:30-07:15
		08:00-10:00	08:00-10:00	08:00-10:00	08:00-10:00	08:00-10:00	08:00-10:00	08:00-10:00
		09:00-09:45	09:00-09:45	09:00-09:45	09:00-09:45	09:00-09:45	09:00-09:45	09:00-09:45
		11:00-13:00	11:00-13:00	11:00-13:00	11:00-13:00	11:00-13:00	11:00-13:00	11:00-13:00
Joburg-Ndola (via Lusaka)		14:00-16:00/ 17:00-17:45	14:00-16:00/ 17:00-17:45	14:00-16:00/ 17:00-17:45	14:00-16:00/ 17:00-17:45	14:00-16:00/ 17:00-17:45	14:00-16:00/ 17:00-17:45	14:00-16:00/ 17:00-17:45
Ndola-Durban (via Lusaka)					06:30-07:15/ 09:00-11:30			06:30-07:15/ 09:00-11:30
Durban-Ndola (via Lusaka)					12:30-15:00/ 17:00-17:45			12:30-15:00/ 17:00-17:45
Ndola-Cape Town (via Lusaka)					06:30-07:15/ 08:00-11:30			06:30-07:15/ 08:00-11:30
Cape Town-Ndola (via Lusaka)			12:15-15:35/ 17:00-17:45				12:15-15:35/ 17:00-17:45	
Solwezi-Joburg (via Lusaka)		08:50-10:00/ 11:00-13:00	08:50-10:00/ 11:00-13:00	08:50-10:00/ 11:00-13:00	08:50-10:00/ 11:00-13:00	08:50-10:00/ 11:00-13:00	08:50-10:00/ 11:00-13:00	08:50-10:00/ 11:00-13:00
Joburg-Solwezi (via Lusaka)		12:00-14:00/ 15:00-16:10	12:00-14:00/ 15:00-16:10	12:00-14:00/ 15:00-16:10	12:00-14:00/ 15:00-16:10	12:00-14:00/ 15:00-16:10	12:00-14:00/ 15:00-16:10	12:00-14:00/ 15:00-16:10
Kalumbila-Joburg (via Lusaka)		08:00-10:00 11:00-13:00	08:00-10:00 11:00-13:00			08:00-09:20 11:00-13:00	08:00-09:20 11:00-13:00	
Joburg-Kalumbila (via Lusaka)		12:00-14:00/ 15:55-17:15			12:00-14:00/ 15:55-17:15	12:00-14:00/ 15:55-17:15		12:00-14:00/ 15:55-17:15
Durban-Kalumbila (via Lusaka)					12:30-15:00/ 15:55-17:15			12:30-15:00/ 15:55-17:15

*All other days, connections through Joburg available on Proflight tickets through our codeshare partner Cemair and our interline partners SAA and FlySafair

What aircraft is it?

We operate the flights with our CRJ-100/200 jet aircraft 50-seats and selected Lusaka/Joburg/Lusaka flights with our 737-500 jet aircraft 126-seats. The flight between Joburg to/from Lusaka takes two hours, between Durban to/from

Lusaka takes two-and-a-half hours, between Cape Town to/from Lusaka takes three-and-a-half hours. You will be served a complimentary cold meal and beverages. A second snack service will be provided on Cape Town flights.

How do I book?

The easiest and cheapest way to book direct with Proflight is using our online bookings at www.flyzambia.com

Bookings can also be made:

- phone +260 971 246950
- email reservations@proflight-zambia.com
- Whatsapp chat/call +260 777 034742
- through your travel agent

What is my baggage allowance?

We offer a complimentary 30kg checked allowance on our international flights for adults/children and 10kg for infants. In addition, you are allowed one piece of 5kg carry-on baggage. Your checked allowance may be spread across as many pieces of baggage as you want. In addition, you may pool/share your baggage allowance with passengers in the same booking reference or having the same surname; however take note in order to pool/share baggage, everyone in the group must check-in at counters at same time.

Excess checked baggage over your complimentary amount is charged at \$5/kg out of Zambia or R60/kg out of South Africa.

Excess baggage can also be pre-purchased on our website at a discounted rate per 15kg excess bundle. The bundle is \$40/bundle out of Zambia or R600/bundle out of South Africa. Use our website Manage My Booking to access your booking, here you can buy excess checked baggage bundles of 15kg, you can buy up to four bundles (total 60kg excess) per passenger.

Take note due to airport safety rules, no one piece of baggage can weigh more than 32 kg. All excess baggage is subject to space available on the aircraft and is non-refundable.

Where do I find Proflight checkin?

Our check-in desks are located as follows:

Lusaka – Terminal 2 (new International terminal building)

Joburg – Terminal B counters B64-B75

Durban – counters 37-39

Cape Town – counters 1-3

Airport ticket sales in South Africa are located at check-in counters serviced by our Ground Handler NAS Colossal.

How can I get the cheapest fare?

Book early for the lowest fares as prices go up as more passengers book on each flight. If you book on our website, you are not charged anything extra. If you choose to book through our Call Centre or offices, we will charge K200 per person booking fee. We do offer one-way fares but these are slightly higher so try to fly with us in both directions to save money! Book your child aged 2-11 years as Child and youth aged 12-17 years as Youth, so they get a 25% fare discount.

What are other baggage restrictions out of South Africa?

Regulations for checked baggage out of South Africa are listed below

- Toy guns are not permitted in carry-on baggage, for carriage in checked baggage you must check-in at least two hours prior to flight else the toy gun will not be permitted. Failure to declare these in your checked baggage can result in you and your bag being offloaded from the flight, as per South African security regulations.
- The following items are not permitted in checked or hand baggage, they must be sent as cargo: hoverboard, television set, microwave, computer and computer parts, car parts, stoves of any kind.

Can I book Unaccompanied Minors?

Yes, we happily accept unaccompanied minors (11 years or younger) on the flight, even if you are connecting to/from Ndola, Solwezi, etc. There is no extra charge for unaccompanied minors and they still receive our 25% children discount. Please note we are limited to a certain number of Unaccompanied Minors per flight so book early.

Can I book to other South African destinations/cities?

You can be booked on one single Proflight ticket to South African destinations serviced by Cemair, Safair or SAA. This single-ticket journey will allow you to enjoy the international baggage allowance of Proflight onto your final destination.

In the event of a Proflight flight delay causing a missed connection, you will be accommodated and assisted onto the next available flight without any cost.

Can I connect to overseas outbound carriers at Joburg?

A secret of the industry is generally the fares purchased out of South Africa for overseas travel are often cheaper than if purchased out of Zambia. You can purchase your Proflight ticket for your travel between Zambia and South Africa and purchase a separate ticket on the overseas airline.

Can I send cargo or live animals?

Please contact our cargo handling agents, BidAir Cargo. All handling, document processing and payments will be done directly between BidAir and client.

For South Africa to Zambia, mariaj@bidaircargo.com, Tel:+27(0)11 230 4600 or +27(0)83 269 2841

For Zambia to South Africa, thokozilej@bidaircargo.com, Tel:+260 977 511690 or +260 964 319182

How do I transfer in Joburg?

ON YOUR DEPARTURE FROM ZAMBIA:

All pax connecting from Ndola, Livingstone, Mfuwe, Solwezi through Lusaka to 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 Ndola, Livingstone, Mfuwe, Solwezi through Lusaka from Joburg 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.

