

## Joburg Frequently Asked Questions (FAQ) - version 14Jul22

### What is the schedule?

|                                | 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                 |
|                                |                             | 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                 |
|                                |                             | 18:20-20:20                 |                             | 18:20-20:20                 | 18:20-20:20                 | 18:20-20:20                 | 18:20-20:20                 |
| Ndola-Joburg                   | 08:10-10:40                 |                             | 08:10-10:40                 |                             | 08:10-10:40                 |                             |                             |
| Ndola-Joburg<br>(via Lusaka)   |                             | 06:15-07:00<br>08:00-10:00  |                             | 06:15-07:00<br>08:00-10:00  |                             |                             |                             |
|                                |                             |                             |                             | 12:40-13:25/<br>15:00-17:00 | 12:40-13:25/<br>15:00-17:00 | 12:40-13:25/<br>15:00-17:00 | 12:40-13:25/<br>15:00-17:00 |
| Joburg-Ndola                   | 12:30-15:00                 |                             | 12:30-15:00                 |                             | 12:30-15:00                 |                             |                             |
| Joburg-Ndola<br>(via Lusaka)   |                             | 12:00-14:00/<br>16:00-16:45 |                             | 12:00-14:00/<br>16:00-16:45 |                             | 12:00-14:00/<br>16:00-16:45 | 12:00-14:00/<br>16:00-16:45 |
| Solwezi-Joburg<br>(via Lusaka) |                             |                             |                             |                             | 08:50-10:00/<br>15:00-17:00 | 12:10-13:20/<br>15:00-17:00 |                             |
| Joburg-Solwezi<br>(via Lusaka) | 12:00-14:00/<br>15:00-16:10 |                             | 12:00-14:00/<br>15:00-16:10 |                             |                             |                             |                             |

Your baggage will always be tagged to the final Proflight destination, but you will need to collect it in Lusaka and Joburg for customs/security formalities after which you can drop your baggage off at the designated check-in counter.

### What aircraft is it?

We operate the flights with our CRJ-100/200 jet aircraft 50-seats. The flight between Joburg to/from Lusaka takes two hours and between Joburg to/from Ndola takes two-and-a-half hours. You will be served a complimentary cold snack and beverages.

### How do I book?

The easiest and cheapest way to book direct with Proflight is using our online bookings at [www.flyzambia.com](http://www.flyzambia.com)

Bookings can also be made:

- phone +260977-335563; +260971-256521, +260971-046628
- email [reservations@proflight-zambia.com](mailto:reservations@proflight-zambia.com)
- Whatsapp +260777 034742
- through your travel agent
- Proflight Sales Agent in South Africa "Cemair" on 087-138-5203, 082-379-6061, [proflight@cemair.co.za](mailto:proflight@cemair.co.za)

### What is my baggage allowance?

We offer a complimentary 30kg checked allowance on Joburg/ Lusaka and 40kg on Joburg/ Ndola 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 family name; 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 Joburg. If you start your journey in Ndola, you will be charged once in Ndola at \$5/kg for the entire journey Ndola-Lusaka-Joburg. If you start your journey in Joburg, you will be charged once in Joburg at R60/kg for the entire journey Joburg-Lusaka-Ndola.

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 Joburg. 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.

### What are the pre-flight COVID-19 test and vaccine requirements?

**To enter South Africa**, as of 23Jun22 all covid entry requirements have been suspended

**To enter Zambia**, you are required to present either 1)vaccination card/certificate OR 2)COVID-19 PCR negative lab result. Passengers using international-transit facility at Lusaka must also adhere to these regulations. Children aged 11 years and under are EXEMPT from these entry requirements into Zambia.

The following applies to Zambia entry using vaccine card/certificate/QRcode:

- Proof of vaccine may be shown as 1)actual card/certificate 2)photo-copy of card/certificate 3)phone picture of card/certificate 4)digital certificate on phone
- passenger passport name (first name and surname)
- must be fully-vaccinated which is defined by one dose of Johnson vaccine or two doses of all other WHO-recognized vaccine
- there is no restriction for date of fully-vaccinated and/or booster vaccines

The following applies to Zambia entry using PCR negative test result:

- lab result must include passenger passport name (first name and surname)
- “PCR negative test result”
- Test/Sample Date is within 72 hours of the original flight departure from the country of origin
- Medical practitioner name, signature, stamp

### When should I go for my Covid-19 PCR test?

| Flight Day | Earliest Allowed Test Day |
|------------|---------------------------|
| Monday     | Friday                    |
| Tuesday    | Saturday                  |
| Wednesday  | Sunday                    |
| Thursday   | Monday                    |
| Friday     | Tuesday                   |
| Saturday   | Wednesday                 |
| Sunday     | Thursday                  |

### What happens if I test positive on my pre-flight Covid-19 result?

If you receive a positive lab result within ten days of your flight date, we will waive the potential upward fare difference to rebook at a late date. This will be applicable to you and any passengers travelling with you from the same household. Your travel companions must be booked with you on same flights but do not have to share same surname. The only payment due at the time you are ready to rebook will be the \$25 Change fee per flight per passenger, if you are ticketed on Firecracker fare class. To apply for this, the passenger or travel agent must contact Proflight Reservations to cancel your seat at least two hours prior to flight departure and must send us the passenger’s positive test result at the same time.

### What COVID measures do I expect on day of travel?

Please carry your completed/printed inbound SA or Zambia Passenger Health Form for each passenger even children/infants. This form is available for printing during our online check-in process or on our website under Planning/Travel Documents or onboard your flight. All passengers may be subject to medical screening upon arrival and if symptomatic, may be subject to a COVID test at their own expense. By law, all passengers older than five years must provide and wear their own masks at check-in, boarding and for the duration of the flight.

### Where do I find Proflight in Joburg?

Our check-in desks and the Swissport ticket sales counter are located in Terminal B in OR Tambo International Airport.

### **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 Joburg?**

Regulations for checked baggage out of Joburg are listed below

- Duffel bags must have a semi-hard base or even piece of cardboard inside the bottom part, as per Joburg airport regulations.
- 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 UMs?**

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 Joburg for overseas travel are often cheaper than if purchased out of Zambia. You can purchase your Proflight ticket for your travel between Zambia and Joburg 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 Joburg-Lusaka, [mariaj@bidaircargo.com](mailto:mariaj@bidaircargo.com), Tel:+27(0)11 230 4600 or +27(0)83 269 2841

For Lusaka-Joburg, [thokozilej@bidaircargo.com](mailto: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**

- You must pick up your checked baggage in Joburg, clear Immigration & Customs, go to your next airline check-in counter to re-check-in 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 out of Joburg, you will receive your Emirates boarding card now at time of first check-in with Proflight and your baggage will be tagged through to final Emirates destination

- If you are on another airline out of Joburg, your baggage will be tagged through to 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:**

##### **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, you will receive your Proflight boarding card now at time of first check-in with Emirates 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
- From Proflight, collect your Proflight boarding pass and receive new baggage tags (your baggage will be re-tagged for you)

##### **SAFAIR CONNECTING PASSENGERS:**

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