

## Jo'burg Frequently Asked Questions (FAQ) version 15Jul21

### What is the schedule?

|               | Monday      | Tuesday     | Wednesday   | Thursday    | Friday                     | Saturday    | Sunday                     |
|---------------|-------------|-------------|-------------|-------------|----------------------------|-------------|----------------------------|
| Lusaka-J'burg | 07:30-09:30 | 07:30-09:30 | 07:30-09:30 | 07:30-09:30 | 07:30-09:30<br>15:00-17:00 | 07:30-09:30 | 07:30-09:30<br>15:00-17:00 |
| J'burg-Lusaka | 12:00-14:00 | 12:00-14:00 | 12:00-14:00 | 12:00-14:00 | 12:00-14:00<br>18:00-20:00 | 12:00-14:00 | 12:00-14:00<br>18:00-20:00 |

### What are the connections to/ from other Zambian destinations?

|                           | Monday                      | Tuesday                     | Wednesday                   | Thursday                    | Friday                      | Saturday                    | Sunday                      |
|---------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Livingstone-Lusaka-J'burg | x                           | x                           | x                           | x                           | 12:20-13:30/<br>15:00-17:00 | x                           | 12:20-13:30/<br>15:00-17:00 |
| Ndola-Lusaka-J'burg       | x                           | x                           | x                           | x                           | 12:40-13:25/<br>15:00-17:00 | x                           | 12:40-13:25/<br>15:00-17:00 |
| Solwezi-Lusaka-J'burg     | x                           | x                           | x                           | x                           | 09:05-10:15/<br>15:00-17:00 | x                           | x                           |
| J'burg-Lusaka-Livingstone | x                           | 12:00-14:00/<br>15:00-16:10 | x                           | 12:00-14:00/<br>15:00-16:10 | x                           | 12:00-14:00/<br>15:00-16:10 | x                           |
| J'burg-Lusaka-Mfuwe       | 12:00-14:00/<br>16:20-17:30 | x                           | 12:00-14:00/<br>16:20-17:30 | x                           | 12:00-14:00/<br>16:20-17:30 | x                           | 12:00-14:00/<br>16:20-17:30 |
| J'burg-Lusaka-Ndola       | 12:00-14:00/<br>18:00-18:45 | 12:00-14:00/<br>17:30-18:15 | 12:00-14:00/<br>18:00-18:45 | 12:00-14:00/<br>17:30-18:15 | 12:00-14:00/<br>17:30-18:15 | 12:00-14:00/<br>17:30-18:15 | 12:00-14:00/<br>17:30-18:15 |
| J'burg-Lusaka-Solwezi     | 12:00-14:00/<br>14:45-15:55 | x                           | 12:00-14:00/<br>14:45-15:55 | x                           | x                           | x                           | x                           |

In Ndola, Solwezi and Jo'burg your baggage will be tagged to the final Proflight destination, but you will need to collect it in Lusaka 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 jet aircraft 50-seats. The flight to/from Lusaka takes approximately 2 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 +260956-374743 or +260974-778552
- through your travel agent
- Proflight Sales Agent in South Africa "Cemair" on 011-390-1110, 082-379-6061 or email [proflight@cemair.co.za](mailto:proflight@cemair.co.za)

### What is my baggage allowance?

We offer a complimentary 30kg checked allowance 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 free, checked allowance amount are charged at \$5/kg out of Zambia or R60/kg out of Jo'burg. If you start your journey in Ndola, you will be charged once in Ndola at \$5/kg for the entire journey Ndola-Lusaka-Jo'burg. If you start your journey in Jo'burg, you will be charged once in Jo'burg at R60/kg for the entire journey Jo'burg-Lusaka-Ndola.

Excess baggage (space available) 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 Jo'burg. 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, even if you buy excess bundles, due to airport safety rules, no one piece of baggage can weigh more than 32 kg.

### **What are other baggage restrictions out of J'burg?**

Regulations for checked baggage out of J'burg are listed below

- Duffel bags must have a semi-hard base or even piece of cardboard inside the bottom part, as per Jo'burg 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: Television set, microwave, computer and computer parts, car parts, stoves of any kind.

### **Where do I find Proflight in Jo'burg?**

Our check-in desks and the Swissport ticket sales counter are located in Terminal B (the old SAA/ current domestic terminal) 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 additional 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 youth aged 12-17 years as Youth so they get a discount.

### **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.

### **What are the pre-flight Covid-19 test requirements?**

Proflight does not give out information on testing facilities, please contact the government Department/Ministry of Health for advice and further questions. There are currently no exemptions to requirements for vaccinated travellers.

**To enter South Africa**, you are required to present a printed COVID-19 PCR negative certificate in order to check-in for your flight in Zambia. The following must appear on the document:

- passenger passport name (first name and surname)
- "PCR negative test result" or "COVID-19 negative test certificate"
- Test date/time is within 72 hours of flight departure
- Medical practitioner name, signature, stamp
- There is a SARS-CoV-2 Medical Certificate for International Travel mandated by the Zambian Ministry of Health which is required for all passengers exiting Zambia to a country with covid test requirement. This certificate will be verified by Port Health at Lusaka airport, prior to allowing the passenger to proceed to international airline check-in counters. Please ensure you have this certificate printed to accompany your test result else you will not be permitted to proceed to check-in.
- Passengers using international-transit-without-visa facility at J'burg must also adhere to these regulations
- Children aged 5 years and under are EXEMPT from this entry requirement into SA

**To enter Zambia**, you are required to present a printed SARS CoV2 PCR negative test result in order to checkin for your flight in South Africa. The following must appear on the document:

- passenger passport name (first name and surname)
- "PCR negative test result" or "COVID-19 negative test certificate"
- Test date is within 72 hours of flight date
- Children aged 5 years and under are EXEMPT from this entry requirement into Zambia

**Important** - As of 01 July 2021, Zambia has adopted the African Union Trusted Travel Platform for all international departing passengers from Zambia and all international arrival passengers into Zambia. All passengers must present their Travel Clearance Code (TC) to Port Health authorities when exiting Zambia (prior to proceeding to international check-in counters) and when arriving into Zambia (prior to proceeding to immigration.) The full regulations outlining this requirement can be found on the Zambian Ministry of Health website by searching “ZNPHI Trusted Travel Platform.”

**When should I go for my Covid-19 test?**

| <b>Flight Day</b> | <b>Earliest Allowed Test Day</b> |
|-------------------|----------------------------------|
| Monday            | Friday                           |
| Tuesday           | Saturday                         |
| Wednesday         | Sunday                           |
| Thursday          | Monday                           |
| Friday            | Tuesday                          |
| Saturday          | Wednesday                        |
| Sunday            | Thursday                         |

**What happens if I test positive on my Covid-19 result?**

If you receive a positive lab result within seven days of your flight date, we will waive the potential upward fare difference to rebook at a late date. The only payment due at the time you are ready to rebook will be the \$25 Change fee 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 SA and Zambia Dept of Health inbound or outbound 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. 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. Hand sanitizers and wipes are available on board.

**Is there quarantine on arrival?**

All arrivals into Zambia from countries on the current “high-risk country” list will be tested on arrival by airport laboratories and may be required to self-isolate (for residents) or hotel quarantine at approved facilities (for visitors).

- The isolation/quarantine period ends once your test comes back negative
- If you have a connecting domestic flight, you are tested and allowed to proceed onto your final destination and isolation/quarantine period begins once at your final destination
- International passengers originating from countries not on high-risk country list may transit through South Africa without leaving airport and will not be considered “high-risk”
- Vaccinated passengers may or may not be considered “high-risk”

For more information, contact:

Zambian Ministry of Health hotlines: 909, +260 953 898941, +260 974 493553, +260 964 638726

**What is the current Zambian entry “high-risk country” list?**

The list is published by Zambian Ministry of Health and Zambian National Public Health Institute as part of the Port of Entry Guidelines. As of 01Jun21, the “high-risk country” list includes the following countries:

Argentina, Belgium, Brazil, Columbia, Chile, India, Iran, Iraq, Netherlands, Peru, Spain, Tunisia, Turkey

**Can I book to other South African destinations/cities?**

Through a travel agent, you can be booked on one single Proflight ticket to South African destinations serviced by Safair or Cemair. 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.

Otherwise you may book a separate ticket on any of the carriers operating between Jo’burg and your destination in South Africa – other carriers are BA/Comair, kulula, Mango and Airlink.

### **Can I connect to overseas outbound carriers at Jo'burg?**

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

### **How do I transfer at Jo'burg?**

#### To Domestic destinations in South Africa

Regardless of your final destination, you must pick up your checked baggage in Jo'burg, clear Immigration & Customs and check-in your baggage and collect your onward boarding card for your domestic flight.

#### From Domestic destinations in South Africa

Regardless of your final destination, you must pick up your checked baggage in Jo'burg and take it to the Proflight check-in counter in Terminal A, collect your Proflight boarding card and then proceed through Immigration.

#### Transferring from an International flight to Proflight onto Zambia

Do not enter South Africa. Follow the signs for International Transfers and report to the Proflight Transit check-in desk to collect your Proflight boarding pass and receive new bag tags (if required).

#### Transferring to an international flight from Proflight from Zambia

Do not enter South Africa. Follow the signs for International Transfers and report to the Transit check-in desk of the airline operating your onward flight. Collect your onward boarding pass and receive new bag tags (your bags will be re-tagged for you by the transit agent).

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

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