

Joburg Frequently Asked Questions (FAQ)

version 23Dec21

What is the schedule?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Lusaka-Joburg	08:15-10:15	08:15-10:15	08:15-10:15	08:15-10:15 14:45-16:45	08:15-10:15 14:45-16:45	11:30-13:30	08:15-10:15 14:45-16:45
Joburg-Lusaka	12:00-14:00	12:00-14:00	12:00-14:00	12:00-14:00 19:00-21:00	12:00-14:00 19:00-21:00	14:15-16:15	12:00-14:00 19:00-21:00

What are the connections to/ from other Zambian destinations?

via Lusaka	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Ndola-Joburg	06:30-07:15/ 08:15-10:15	06:30-07:15/ 08:15-10:15	06:30-07:15/ 08:15-10:15	06:30-07:15/ 08:15-10:15	06:30-07:15/ 08:15-10:15 12:40-13:25/ 14:45-16:45	09:00-09:45/ 11:30-13:30	12:40-13:25/ 14:45-16:45
Joburg-Ndola	12:00-14:00/ 15:10-15:55	12:00-14:00/ 15:10-15:55	12:00-14:00/ 15:10-15:55	12:00-14:00/ 15:10-15:55	12:00-14:00/ 15:00-15:45	14:15-16:15/ 17:30-18:10	12:00-14:00/ 15:10-15:55
Solwezi-Joburg	x	x	x	12:00-13:10/ 14:45-16:45	09:05-10:15/ 14:45-16:45	09:05-10:15/ 11:30-13:30	x
Joburg-Solwezi	12:00-14:00/ 15:00-16:10	x	12:00-14:00/ 15:00-16:10	x	x	x	x
L'stone-Joburg	x	x	x	x	12:20-13:30/ 14:45-16:45	x	12:20-13:30/ 14:45-16:45
Joburg-L'stone	x	12:00-14:00/ 15:00-16:10	x	12:00-14:00/ 15:00-16:10	x	x	x

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 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
Bookings can also be made:

- phone +260977-335563; +260971-256521, +260971-046628
- email 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, 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 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 (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 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, even if you buy excess bundles, due to airport safety rules, no one piece of baggage can weigh more than 32 kg.

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
- Passengers using international-transit-without-visa facility at Joburg must also adhere to these regulations
- Children aged 5 years and under are EXEMPT from this entry requirement into SA
- **To exit Zambia** 1)MOH SARS-CoV-2 Medical Certificate for International Travel AND 2)African Union Trusted Travel Platform TT code required for all passengers exiting Zambia to a country with covid test requirement. This certificate and code 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 and code printed to accompany your test result else you will not be permitted to proceed to check-in.
- For covid-recoveries within past 30 days who still test positive, the exemption is now allowed provided the following:
 - Covid-positive PCR test results 1)new positive result after completion of isolation, dated within 72 hours of flight departure and 2)initial positive result prior to isolation, dated within 30 days of flight departure
 - Letter issued by medical practitioner showing that they are fit to fly and have completed a 10-day isolation period, letter to include passenger passport name, medical practitioner name, signature, stamp

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 departure from the country of origin
- Children aged 5 years and under are EXEMPT from this entry requirement into Zambia

When should I go for my Covid-19 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 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.

Is there quarantine on arrival?

There is currently no published quarantine for entry into Zambia nor South Africa. All passengers are subject to medical screening upon arrival and may be subject to a COVID test upon arrival at their own expense.

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.

Can I get a COVID test at the Airport in Joburg?

Yes, the below companies provide the Service at the Airport. Please contact the service provider directly for all information on procedures and pricing as their service offering changes over time based on their business priorities.

SERVICE PROVIDER	EMAIL	TELEPHONE
Navomix Clinic	necia@navomixhealth.co.za	011 462 0008
Junxion Pharmacy	Zwide.jubi@wol.co.za	011 390 1081
Dischem Pharmacy	lizeth.kruger@dischem.co.za	011 589 2257
NHLS	Solomon.Kelaetse@nhls.ac.za	011 489 9153

Where do I find Proflight in Joburg?

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.

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: 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.

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

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 Lusaka 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, Tel:+27(0)11 230 4600 or +27(0)83 269 2841

For Lusaka-Joburg, 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 of 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.
- 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.

