

**Frequently Asked Questions (FAQ)**  
**Proflight Lusaka to Jo'burg route**  
**version 08Oct20**

**What is the schedule?**

Monday, Wednesday, Thursday

Lusaka to Jo'burg depart 08:00 arrive 10:00  
Jo'burg to Lusaka depart 12:00 arrive 14:00

Tuesday, Friday, Sunday

Lusaka to Jo'burg depart 12:00 arrive 14:00  
Jo'burg to Lusaka depart 15:00 arrive 17:00

**What aircraft is it?**

We operate the flights with our CRJ-100 jet aircraft 50-seats. The flight 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
- through your travel agent
- Proflight Sales Agent in South Africa "Aviareps" on 011-783-1181, 061-465-8960, 071-600-4368 or email [proflightres.jnb@aviareps.com](mailto:proflightres.jnb@aviareps.com)

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

Ndola to Jo'burg via Lusaka

- Tuesday, Friday - Depart Ndola 09:00 arrive Lusaka 09:45; the connecting flight to Jo'burg departs at 12:00, arriving in Jo'burg at 14:00
- Sunday - Depart Ndola 09:45 arrive Lusaka 10:30; the connecting flight to Jo'burg departs at 12:00, arriving in Jo'burg at 14:00

Jo'burg to Ndola via Lusaka

- Monday, Wednesday, Thursday - Depart Jo'burg 12:00 arrive Lusaka 14:00 ; the connecting flight to Ndola departs 15:45, arriving in Ndola at 16:30

Solwezi to Jo'burg via Lusaka

- Friday - Depart Solwezi 09:00 arrive Lusaka 10:10; the connecting flight to Jo'burg departs at 12:00, arriving in Jo'burg at 14:00

Jo'burg to Solwezi via Lusaka

- Monday - Depart Jo'burg 12:00 arrive Lusaka 14:00 ; the connecting flight to Solwezi departs 15:15, arriving in Solwezi at 16:25

In both 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.

**Can I book to Cape Town, Durban, Port Elizabeth?**

At the moment Proflight cannot book you to these destination on our tickets. Proflight did have partnerships with South African Airways and kulula but both of these carriers are currently closed. We are urgently working on creating new partnerships with the open carriers operating on South African domestics so watch this space!

In the meantime, please book a separate ticket on any of the carriers operating between Jo'burg and your destination in South Africa – currently this would be Cemair, Safair, and Airlink.

### **What is my baggage allowance?**

We offer a 30kg checked allowance for free for adults/children and 10kg for infants. This may be spread across as many pieces of baggage as you want. In addition, you are allowed one piece of 5kg carry-on baggage. Excess checked baggage over 30kg is charged at K60/kg or R60/kg out of Jo'burg. If you start your journey in Ndola, you will be charged once in Ndola at K60/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 can also be pre-purchased on our website at a discounted rate of K550 per 15kg excess bundle. Use Manage My Booking (top left box on [www.flyzambia.com](http://www.flyzambia.com)) 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. Please note even if you buy excess bundles, due to airport safety rules, no one piece of baggage can weigh more than 32 kg. Please note duffel bags must have a semi-hard base or even piece of cardboard inside the bottom part, as per Jo'burg airport regulations.

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

To enter South Africa, you are required to present a COVID-19 PCR negative test result in order to checkin for your flight in Lusaka. The test result must be in English, machine-printed (not hand-written), not in form of SMS/Text message, include passenger name as on passport, test date within 72 hours of flight, medical practitioner full name with their signature and stamp. Please note if you require a copy of your test result, please make photo-copies before travel as the original copy will be kept by SA Port Health.

To enter Zambia, you are required to present a COVID-19 PCR negative test result in order to checkin for your flight in Jo'burg. The test result must be in English, machine-printed (not hand-written), not in form of SMS/Text message, include passenger name as on passport, test date within 14 days of flight date.

Take note for both countries, there is no exemption for children or infants. Any letter or document stating the passenger is negative MUST be accompanied by laboratory test results inclusive of passenger name on results. Proflight does not give out information on testing facilities, please contact the government Department/Ministry of Health for advice and further questions.

### **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.

### **Am I allowed to enter South Africa?**

South African entry is allowed for all types of travellers from the African continent and from countries outside the African continent with low or medium-risk category. Travellers from countries in the high-risk category (see Table 1 below) will only be permitted if they can prove in their passport(s) that they have remained in a low-risk country (any African country) for the previous 10 days before entry to South Africa, OR if they are a South African citizen, permanent-resident or long-term visa holder.

Please note visa requirements to enter South Africa are mandated by the SA Department of Home Affairs and you will not be permitted to fly should you not have the required visa. Please contact your local South African High Commission for an updated list of passports permitted to travel without visa (visa-exempt).

However take note as of 4Oct20, the following passports have been re-instated onto the visa-exempt list for South African entry: France, Germany, Hong Kong, Iran, Italy, Portugal, Singapore, South Korea, Spain, UK, USA

**What are the other South Africa entry requirements?**

**Travel Insurance:** In the recent press briefing, the minister mentioned the requirement for foreign visitors to provide proof of travel/medical insurance to cover the costs of Covid-19 test on arrival and quarantine facility, if passenger shows signs of Covid-19 upon arrival. This requirement currently is not gazetted therefore currently cannot be enforced neither by the airline at check-in nor the officials on arrival.

**Accommodation:** In the recent press briefing, the minister mentioned the requirement for foreign visitors to provide proof of accommodation address whilst in South Africa, in the case that you need to self-quarantine at time of arrival due to showing Covid-19 symptoms. This requirement currently is not gazetted therefore is not required by the airline at check-in. It may be required by the Port Health officials upon arrival, should you show signs of Covid-19 upon arrival.

**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. 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 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 much 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 to Lusaka

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 Lusaka

Do not enter South Africa. Follow the signs for International Transfers and report to the 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 collected for you by the transit agent).

**Where do I find Proflight in Jo’burg?**

Our check-in is located in Terminal B (the SAA/Domestic terminal) in OR Tambo International Airport. For ticket sales in Jo’burg, contact the Swissport ticket sales counter in Terminal A.

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

Please carry your completed/printed SA Dept of Health inbound or outbound Passenger Health Form for each passenger even children/infants. This form is available for printing during our online checkin process. It is a South African requirement for passengers above two 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. For queries on Jo’burg airport facilities, please refer to <https://www.airports.co.za/about-us/COVID19/frequently-asked-questions>

**What is the starting prices for adults/youth/children?**

Return routing	Return ticket price	Return ticket price
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	Adults	17yrs and younger
Lusaka-Jo'burg-Lusaka	\$430	\$380
Ndola-Jo'burg-Ndola	\$525	\$465
Jo'burg-Lusaka-Jo'burg	R6,700	R5,400
Jo'burg-Ndola-Jo'burg	R8.850	R7,800

We do offer one-way fares but these are slightly higher so try to fly with us in both directions to save money! 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.

**Can I send cargo or 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](mailto:mariaj@bidaircargo.com), Tel:+27(0)11 230 4600 or +27(0)83 269 2841

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

**Is there quarantine on arrival?**

Zambia entry – For all returning residents/citizens, there is mandatory 14-day quarantine and regular monitoring by Ministry of Health at their residence or preferred place of stay. All business/visitor arrivals 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. 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, contact the Zambian Ministry of Health hotlines:

909, +260 953 898941, +260 974 493553, +260 964 638726

South Africa entry – There is no quarantine on arrival, this has been replaced with the requirement of the Covid-19 negative test result within 72 hours of travel. For more information please visit the South African Department of Health COVID19 website [www.sacoronavirus.co.za](http://www.sacoronavirus.co.za)

Please note all quarantine procedures are managed by the government Departure/Ministry of Health and all airlines including Proflight, are not allowed to be involved in the process.

**Table 1: High-Risk Countries into SA \*as of 30Sep20**

Albania	Ecuador	Jordan	Paraguay
Argentina	France	Kuwait	Peru
Armenia	Georgia	Lebanon	Portugal
Austria	Greece	Luxembourg	Puerto Rico
Bahrain	Guatemala	Maldives	Qatar
Belgium	Guyana	Malta	Romania
Bolivia	Honduras	Mexico	Russia
Bosnia/ Herzegovina	Hungary	Moldova	Slovakia
Brazil	Iceland	Montenegro	Suriname
Chile	India	Nepal	Switzerland
Columbia	Iran	Netherlands	Ukraine
Costa Rica	Iraq	North Macedonia	United Emirates
Croatia	Ireland	Oman	United Kingdom
Czech Republic	Israel	Palestine	USA
Denmark	Jamaica	Panama	Venezuela