



# SHUTTLE 2023 AGENTS MANUAL

Version 02 | Effective 01 May 2022



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# The **federal** Airlines Experience







# EXCLUSIVE GUEST EXPERIENCE

Meet & Greet Services, Private Facilities, Lounge & Garden

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**Our exclusive facility**, where departing and arriving guests can enjoy comfort, privacy and a hospitable oasis of tranquillity.

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- Private facility located in an exclusive part of the airport, a few minutes away from the main terminal.
- Check in facilities for all federal Airlines flights.
- Comfortable lounge with shower facilities and a private garden to enjoy before and after a flight.
- Complimentary range of teas and coffees, hot chocolate, soft drinks and fruit juices.
- Complimentary fresh sandwiches, fruit and snacks.
- Complimentary wi-fi inside our departure lounge.
- Direct access to the apron to board the aircraft.
- Boutique shopping experience.
- Complimentary baggage storage facilities.
- Complimentary transport to and from the main terminal building at O.R. Tambo.

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**We welcome all of our guests** with a meet and greet service upon their arrival in Johannesburg

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- Service offered on a complimentary basis, for all passengers arriving on any scheduled flight landing after 6am.
- Flight information for this service must be received 72hrs before arrival date/time.
- Passengers arriving before 6am need to make their own way to the Federal Airlines Service Desk at the Shuttle Bus terminal at OR Tambo Airport.
- Federal Airlines driver will man the kiosk from 6:30am to transport guests that have arrived early to the lounge if prearranged 72hrs before departure; should guests require an earlier meet and greet service, this can be arranged by Federal Airlines at an additional charge.
- Passengers may be met as a group should we have multiple passengers arriving off the same flight;
- We cannot be held liable should the passengers miss our representatives when they come through arrivals; we will endeavour to be waiting for them at the most visible point as they arrive;
- After passengers have been met they will be escorted to our terminal counter where they will be assisted onto the transport to bring them to our private departure lounge.



# **Shuttle Flights**

## **Timetable, Rates & Information**







# JOHANNESBURG - LOWVELD SHUTTLE

LOW SEASON | 09 JANUARY 2023 to 30 JUNE 2023

JOHANNESBURG DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	11:30	Lodges	13:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times at Federal Airlines Service Desk (OR Tambo Shuttle Bus Terminal) or Federal Airlines Facility 07:00-10:30

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	13:00	Lodges	14:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times at Federal Airlines Service Desk (OR Tambo Shuttle Bus Terminal) or Federal Airlines Facility 07:00-12:00.

RATES	
LODGES	LOW SEASON 09 Jan 23 - 30 Jun 23
Southern Sabi Sands	R 6245
Northern Sabi Sands*/ Timbavati / Ngala	R 6365
Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama / Kambaku (excl. Pamushana)	R 6720
→ *The Arathusa runway arrival and departure fee applies to the guests staying at the following lodges: CHP, CHI, DJM, JSH, NKO, SLV and SIM. This fee is excluded from the above rates.	

LOWVELD LODGES DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	10:00	Johannesburg	12:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	13:30	Johannesburg	15:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

## Other Information

- Departure and arrival times may vary up to one hour.
- IMPORTANT For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times. For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- Guests connecting to and from our Madikwe Shuttle onto the Lowveld Shuttle may be accommodated for same day travel. These flights also connect with the Tswalu air service.



# JOHANNESBURG - LOWVELD SHUTTLE

HIGH SEASON | 01 JULY 2023 to 08 JANUARY 2024

## JOHANNESBURG DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	11:30	Lodges	13:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times at Federal Airlines Service Desk (OR Tambo Shuttle Bus Terminal) or Federal Airlines Facility 07:00-10:30

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	13:00	Lodges	14:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times at Federal Airlines Service Desk (OR Tambo Shuttle Bus Terminal) or Federal Airlines Facility 07:00-12:00.

## RATES

LODGES	HIGH SEASON 01 Jul 23 - 08 Jan 24
Southern Sabi Sands	R 6365
Northern Sabi Sands*/ Timbavati / Ngala	R 6700
Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama / Kambaku (excl. Pamushana)	R 7075

→ \*The Arathusa runway arrival and departure fee applies to the guests staying at the following lodges: CHP, CHI, DJM, JSH, NKO, SLV and SIM. This fee is excluded from the above rates.

## LOWVELD LODGES DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	10:00	Johannesburg	12:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	13:30	Johannesburg	15:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

## Other Information

- Departure and arrival times may vary up to one hour.
- IMPORTANT For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times. For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- Guests connecting to and from our Madikwe Shuttle onto the Lowveld Shuttle may be accommodated for same day travel. These flights also connect with the Tswalu air service.





# JOHANNESBURG - MADIKWE SHUTTLE

LOW SEASON | 09 JANUARY 2023 to 30 JUNE 2023

JOHANNESBURG DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	10:00	Lodges	11:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times at Federal Airlines Kiosk (OR Tambo Shuttle Bus Terminal) or Federal Airlines Lounge 07:00-09:00

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	13:00	Lodges	14:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times at Federal Airlines Kiosk (OR Tambo Shuttle Bus Terminal) or Federal Airlines Lounge 07:00-12:00 Noon

RATES	
LODGES	LOW SEASON 09 Jan 23 - 30 Jun 23
Madikwe Lodges	R 4925
→ A minimum of two guests per booking is required. A single guest supplement may apply.	

MADIKWE LODGES DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	11:30	Johannesburg	12:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	14:30	Johannesburg	15:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

## Other Information

- Departure and arrival times may vary up to one hour.
- IMPORTANT For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times. For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- Guests connecting to or from the Lowveld Shuttle may be accommodated for same day travel. These flights also connect with the Tswalu air service.





# JOHANNESBURG - MADIKWE SHUTTLE

HIGH SEASON | 01 JULY 2023 to 08 JANUARY 2024

JOHANNESBURG DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	10:00	Lodges	11:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times at Federal Airlines Kiosk (OR Tambo Shuttle Bus Terminal) or Federal Airlines Lounge 07:00-09:00

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	13:00	Lodges	14:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times at Federal Airlines Kiosk (OR Tambo Shuttle Bus Terminal) or Federal Airlines Lounge 07:00-12:00 Noon

RATES	
LODGES	HIGH SEASON 01 Jul 23 - 08 Jan 24
Madikwe Lodges	R 5020
→ A minimum of two guests per booking is required. A single guest supplement may apply.	

MADIKWE LODGES DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	11:30	Johannesburg	12:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	14:30	Johannesburg	15:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

### Other Information

- Departure and arrival times may vary up to one hour.
- IMPORTANT For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times. For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- Guests connecting to or from the Lowveld Shuttle may be accommodated for same day travel. These flights also connect with the Tswalu air service.



# NELSPRUIT (MQP/KMIA) - LOWVELD SHUTTLE

LOW SEASON | 09 JANUARY 2023 to 30 JUNE 2023

## NELSPRUIT KMIA DEPARTURES to LODGES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Nelspruit KMIA	13:00	Lodges	15:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

## LODGES DEPARTURES to NELSPRUIT (MQP/KMIA)

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	09:30	Nelspruit KMIA	11:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

## RATES

LODGES	LOW SEASON 09 Jan 23 - 30 JUN 23
Southern Sabi Sands	R 3155
Northern Sabi Sands*/ Timbavati / Ngala	R 3155
Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama / Kambaku (excl. Pamushana)	R 3155
→ *The Arathusa runway arrival and departure fee applies to the guests staying at the following lodges: CHP, CHI, DJM, JSH, NKO, SLV and SIM. This fee is excluded from the above rates. → The Ulusaba runway arrival and departure fee applies to the guests staying at the following lodges: DUL, EXE, IDB, INY, LDW, LPH and SAV. This fee is excluded from the above rates. → A minimum of two guests per booking is required. A single guest supplement may apply.	

## Other Information

- Departure and arrival times may vary up to one hour.
- IMPORTANT For guests connecting onto scheduled flights at MQP onward flight information must be provided.
- On request we may provide an additional flight departing from MQP to the Lodges at 16:00 hours.
- All other lodges can be accommodated subject to lodge approval due to late landing restrictions.
- Late departures out of MQP are subject to daylight operating hours during winter months.





# NELSPRUIT (MQP/KMIA) - LOWVELD SHUTTLE

HIGH SEASON | 01 JULY 2023 to 08 JANUARY 2024

NELSPRUIT KMIA DEPARTURES to LODGES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Nelspruit KMIA	13:00	Lodges	15:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

LODGES DEPARTURES to NELSPRUIT (MQP/KMIA)				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	09:30	Nelspruit KMIA	11:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

RATES	
LODGES	HIGH SEASON 01 Jul 23 - 08 Jan 24
Southern Sabi Sands	R 3155
Northern Sabi Sands*/ Timbavati / Ngala	R 3155
Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama / Kambaku (excl. Pamushana)	R 3155
→ *The Arathusa runway arrival and departure fee applies to the guests staying at the following lodges: CHP, CHI, DJM, JSH, NKO, SLV and SIM. This fee is excluded from the above rates. → The Ulusaba runway arrival and departure fee applies to the guests staying at the following lodges: DUL, EXE, IDB, INY, LDW, LPH and SAV. This fee is excluded from the above rates. → A minimum of two guests per booking is required. A single guest supplement may apply.	

## Other Information

- Departure and arrival times may vary up to one hour.
- IMPORTANT For guests connecting onto scheduled flights at MQP onward flight information must be provided.
- On request we may provide an additional flight departing from MQP to the Lodges at 16:00 hours.
- All other lodges can be accommodated subject to lodge approval due to late landing restrictions.
- Late departures out of MQP are subject to daylight operating hours during winter months.





# LOWVELD INTERLODGE SHUTTLE

09 JANUARY 2023 to 08 JANUARY 2024

## LOWVELD INTERLODGE SHUTTLE FLIGHTS

ROUTING	OPERATING TIMES	DAYS
Lowveld Lodges (All Lodges)	Between 09:00 - 15:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

RATES	
LODGES	09 JAN 23 - 08 JAN 24
Interlodge rate	R 3155
<p>→ The Arathusa runway arrival and departure fee applies to the guests staying at the following lodges: CHP, CHI, DJM, JSH, NKO, SLV and SIM. This fee is excluded from the above rates.</p> <p>→ The Ulusaba runway arrival and departure fee applies to the guests staying at the following lodges: DUL, EXE, IDB, INY, LDW, LPH and SAV. This fee is excluded from the above rates.</p> <p>→ A minimum of two guests per booking is required. A single guest supplement may apply.</p>	

### Other Information

- Departure timings will be between 09:00 and 15:00. Timings will be confirmed to the lodges by Federal Airlines Operations the day before travel.
- Routings and departure times from lodges may vary depending on actual lodge and guest requirements as well as landing conditions.
- All Hoedspruit (HDS) arrivals/departures are subject to airstrip operational hours.
- If outside of operational hours, an alternative airstrip will be used. Road transfer costs to/from the airstrip will be for the clients account.





# SOUTH AFRICA & SADC RESIDENT RATES

Z CLASS FARES APPLICABLE UNTIL 08 JANUARY 2024

## JOHANNESBURG - LODGES - JOHANNESBURG SHUTTLE SERVICES

LODGES	RATES 09 Jan 23 - 08 Jan 24
Sabi Sands / Madikwe / Northern Sabi Sands / Timbavati  (including Singita KNP, Singita Sabi Sands, Ulusaba, Londolozi, Sabi Sabi, Mala Mala)	R 3155
→ Above rate excludes Arathusa arrival / departure fees → Rates are one-way, per person	

LODGES	RATES 08 Jan 23 - 08 Jan 24
Hoedspruit lodges / Garonga	R 3780
→ Rates are one-way, per person	

### Other Information

- Only available to South African ID / Passport and SADC Passport Holders (ID or Passport copy required).
- No child discounts.
- Infants charged at 25% of quoted rates.
- IMPORTANT – A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement.



# **Additional Information**

## **For agents & customers**





# SHUTTLE LODGE CODES AND AIRSTRIPS INFORMATION

## SOUTHERN SABİ SANDS

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
SNG	Singita	Singita	05 minutes
SAB	Sabi Bush Lodge	Sabi Sabi	30 minutes
SAE	Sabi Earth Lodge	Sabi Sabi	15 minutes
SAL	Sabi Little Bush	Sabi Sabi	20 minutes
SAS	Sabi Selati Camp	Sabi Sabi	40 minutes
LDZ	Londolozi	Londolozi	05 minutes
ULS	Ulusaba	Ulusaba	05 minutes
LPH	Leopard Hills	Ulusaba	10 minutes
SAV	Savanna	Ulusaba	40 minutes
INY	Inyati	Ulusaba	20 minutes
EXE	Dulini River Lodge	Ulusaba	15 minutes
LDW	Dulini Leadwood Lodge	Ulusaba	25 minutes
IDB	Idube	Ulusaba	30 minutes
DUL	Dulini Moya	Ulusaba	15 minutes
MAL	Mala Mala	Mala Mala	08 minutes

## HOEDSPRUIT

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
KAM	Kambaku	Hoedspruit Eastgate	45 minutes
JAB	Jabulani	Hoedspruit Eastgate	20 minutes
KAP	Kapama	Hoedspruit Eastgate	10 minutes
SBI	Simbavati	Hoedspruit Eastgate	01 hour 15 minutes

## NORTHERN SABİ SANDS

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
TNT	Tintswalo	Manyeleti	10 minutes
IMB	Imbali	Manyeleti	01 hour 30 minutes
HAM	Hamiltons	Manyeleti	01 hour 40 minutes
HOY	Hoyo Hoyo	Manyeleti	01 hour 20 minutes
HNG	Honeyguide	Manyeleti	45 minutes
ARA	Arathusa	Arathusa	05 minutes
DJM	Djuma	Arathusa	15 minutes
CHI	Chitwa Chitwa	Arathusa	20 minutes
CHP	Cheetah Plains	Arathusa	30 minutes
JSH	Jacis Sabi House	Arathusa	30 minutes
NKO	Nkorho	Arathusa	30 minutes
SIM	Simbambili	Arathusa / Ele Plains	20 minutes
SLV	Silvan Safari	Arathusa / Ele Plains	05 minutes
ELE	Elephant Plains	Elephant Plains	02 minutes
THA	Thabamati Camp	Thabamati	05 minutes
MYI	Makanyi	Thabamati	01 hour
SHI	Shindzela Camp	Thabamati	40 minutes

## KRUGER NATIONAL PARK

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
LEB	Singita Lebombo & Sweni	Satara	45 minutes

## MAKALALI

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
GAR	Garonga Safari Camp	Garonga	05 minutes



### TIMBAVATI

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
KNG	Kings Camp	Rock Fig (Tanda Tula)	15 minutes
TAN	Tanda Tula	Rock Fig (Tanda Tula)	15 minutes
UML	Umlani	Rock Fig (Tanda Tula)	20 minutes
RFS	Rock Fig	Rock Fig (Tanda Tula)	10 minutes
MOT	Motswari	Motswari	05 minutes
RLM	Royal Malewane	Jackalberry	15 minutes
JAK	Jackalberry	Jackalberry	10 minutes
SIV	Siviti Timbavati Plains	Jackalberry	20 minutes
WBK	THB Waterbuck Game	Jackalberry (THB Lodge)	20 minutes
SHU	Shumbalala	Thornybush	15 minutes
SER	Serondella	Thornybush	15 minutes
CHA	Chapungu	Thornybush	05 minutes
THB	Thornybush	Thornybush	05 minutes
SSK	Saseka Tented Camp	Thornybush	05 minutes
MON	Monwana Game	Thornybush	15 minutes
NKA	Nkaya Game	Thornybush	20 minutes
KUB	Kubili House	Thornybush	15 minutes
WAS	THB Waterside	Thornybush	20 minutes
NGL	Ngala (Main)	Ngala	05 minutes
NGT	Ngala (Tented)	Ngala	45 minutes

### MADIKWE PRIVATE CAMPS (MPC)

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
BOS/E	Bosman Lodge	Madikwe East	01 hour
HIL/E	Hillside Lodge	Madikwe East	45 minutes
MHH/E	Hill House	Madikwe East	01 hour
KKA/W	Kukama Lodge	Madikwe West	01 hour
LPR/E	Leopard Rock Lodge	Madikwe East	45 minutes
MTL/E	Maroela Tree Lodge	Madikwe East	01 hour
MLA/E	Matla Lodge	Madikwe East	45 minutes

### MADIKWE PRIVATE CAMPS (MPC)

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
MFT/W	Mooifontein	Madikwe West	15 minutes
MOS/E	Mosetha Bush Camp	Madikwe East	30 minutes
NGUA/E	Ngau Lodge	Madikwe East	45 minutes
NKS/W	Nkurru Safari Lodge	Madikwe West	25 minutes
ROC/W	Rock Fig Lodge	Madikwe West	30 minutes
TRF/E	Tree Frog Lodge	Madikwe East	01 hour
UKU/E	Ukuthula Lodge	Madikwe East	20 minutes
TAM/W	Tamboti	Madikwe West	01 hour

### MADIKWE COMMERCIAL CAMPS (MPC)

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
BFR/W	Buffalo Ridge Safari Lodge	Madikwe West	15 minutes
ETL/E	Etali Lodge	Madikwe East	20 minutes
IPD/W	Impodimo Lodge	Madikwe West	20 minutes
JAC/E	Jaci's Lodge	Madikwe East	35 minutes
MDH/E	Madikwe Hills Lodge	Madikwe East	20 minutes
JAM/E	Jamala Madikwe Lodge	Madikwe East	30 minutes
MRL/E	Madikwe River Lodge	Madikwe East	20 minutes
MDS/E	Madikwe Safari Lodge	Madikwe East	10 minutes
MAT/E	Mateya Safari Lodge	Madikwe East	10 minutes
MOL/E	Molori Safari Lodge	Madikwe East	12 minutes
MOR/E	Morukuru Lodge	Madikwe East	45 minutes
MSW/W	Motswiri Private Safari	Madikwe West	20 minutes
RLS/W	Rhulani Safari	Madikwe West	30 minutes
RMD/W	Royal Madikwe Luxury Safari	Madikwe West	30 minutes
TAU/W	Tau Game Lodge	Madikwe West	45 minutes
MBH/W	Madikwe Bush House	Madikwe West	45 minutes
THK/E	Thakadu River Camp	Madikwe East	45 minutes
TNS/W	Tuningi	Madikwe West	45 minutes

# BAGGAGE, DANGEROUS GOODS & SECURITY

## BAGGAGE

- All passengers travelling on our Federal Airlines shuttle flights are entitled to one free piece of checked luggage and one small carry on item.
- Due to the nature of the environment in which we operate, our aircraft are smaller than a typical airliner. As a result of this we have small luggage holds which means that we have weight and size limitations. The Federal Airlines luggage specifications are as follows:
  - SOFT (all-sides) luggage/duffel bags with ONE flat side will be allowed. We offer soft sided bags which can be purchased at our lounge at an additional cost.
  - Maximum luggage weight (including photographic/filming equipment) is 20kg/44lbs (in the hold); maximum luggage size per piece is 40cm (16 inches) wide x 30cm (12 inches) high x 60cm (24 inches) long.
  - Maximum hand luggage is 5kg/11lbs (1 soft piece allowed with ONE flat side only)
- Should your luggage exceed the above limitations, we will NOT BE ABLE to load it. We do provide a COMPLIMENTARY LUGGAGE STORING FACILITY (provided guests are booked on a return Johannesburg basis). Excess luggage remains the responsibility of the affected passenger at all times.
- Oversized luggage CANNOT be carried on your lap. Your safety is our first priority and unsecured objects inside the cabin are hazardous.
- At times, due to an aircraft constraints, excess luggage can be an operational problem. Therefore any excess luggage over 20kgs needs to be pre-booked and pre-advised. We might not always be able to assist should excess luggage not have been pre-booked.
- For less than 10kg extra luggage, there will be an R800 surcharge and carriage is subject to aircraft operational weight and balance restrictions. Should the guest require between 10kg and 20kg of extra baggage the surcharge is R1500, for more than 20kg we would allocate a freight seat for R2,000 (up to max of 40kg). For flight safety and operational reasons, all additional freight allowances are subject to weight and balance constraints. We cannot guarantee acceptance or carriage.
- It remains the responsibility of the booking agent to inform their client of Federal Airlines baggage policies. Full details and terms are found on our **Terms & Conditions of Carriage**. A copy is available from our Commercial Department and via our website.

## DANGEROUS GOODS & SECURITY RESTRICTED ITEMS

- Dangerous goods are articles or substances capable of posing a risk to health, safety, property or the environment when transported by air. A full list of such items is published by our Operations Department, including details on which items can be carried by passengers and the conditions for such.
- Typical examples of Dangerous Goods **forbidden for carriage includes:**
  - **Flammable liquids and solids** such as lighter or heater fuel, paint and matches. **Radio-active material, oxidizing materials and organic peroxides** such as bleaches and fiberglass repair kits;
  - **Firearms and explosives**, handguns, automatic weapons, munitions, ammunitions including blank cartridges, pistol caps, fireworks, flares, smoke canisters and crackers.
  - Infectious substances such as bacteria and viruses; including lab equipment.
  - Corrosives such as mercury, acids, alkalis and wet-cell batteries;
  - **Compressed gases**. Deeply refrigerated flammable, non-flammable and poisonous gases such as butane, oxygen propane and aqualung cylinders;
- Guests will be asked at Check-In questions to check they are not carrying any Dangerous Goods or Security Restricted Items. It remains the responsibility of the booking agent to inform their clients of the Federal Airlines policies and requirements regarding Dangerous Goods and Security Restricted items. Full details on the what can be and cannot be carried is available from our Commercial Department and via our website.
- We do not accept human remains for carriage on any routes. However, the carriage of ashes is permitted provided a copy of the death certificate and the cremations certificate accompanies them. You must ensure the ashes are securely packed in an appropriate container and should be included in your hand luggage.



# FLYING WITH FEDERAL AIRLINES

## ADDITIONAL INFORMATION ABOUT OUR FLIGHTS & OPERATIONS

- Federal Airlines operates as a point-to-point airline and will not be held responsible or liable should incoming / connecting flights be missed/delayed resulting in passengers missing their shuttle connection to the bush or onward flights. We will endeavour to assist them on a later departure from/to the bush, subject to seat and flight availability.
- Aircraft landing and/or departure may be delayed due to circumstances beyond our control and Federal Airlines cannot be held liable in such events. This could include air traffic control delays, weather and at some airstrips animals obstructing the runway or landing strips.
- Guests booked on shuttle flights are not guaranteed to be on the same aircraft. Federal Airlines will do all possible to assist families/groups together, subject to operational requirements.
- In the event of bad weather (low cloud or water-logged runways), Federal Airlines reserves the right, in the interest of safety, to either cancel the flight or divert to the nearest suitable and serviceable airstrip. This might mean a road transfer for the guests to get to/from their final destination. Upon a decision being made, either Federal Airlines or the Agent will make the necessary arrangements. This diversion will only be done in the interest of safety and when weather and/or runway conditions are not suitable to land at your original destination.
- Transport between game lodge airstrips and the actual lodges will be provided by the lodge. We constantly update the lodge staff with all flight details so that they are well prepared for our guests' arrival.
- Confirmed bookings are subject to automatic release if passengers' full names are not received at time of confirmation.
- We reserve the right to include technical stops enroute due to operating conditions at the time, which is in the interest of safety and at the sole discretion of the Captain.
- Smoking is not permitted on any of our flights.
- Guests are required to adhere to all COVID-19 protocols and requirements as relevant to the time of travel.

## GUESTS WITH SPECIAL REQUIREMENTS

- Should passengers with disabilities require any extra assistance or mobility aids this must be booked and pre-advised in advance.
- At all times, we will endeavour to accommodate and carry mobility aids free of charges, however should the total weight of the extra equipment exceed 15kg, extra charges may become necessary, limited to a maximum of R2,000. This charge will depend on the following factors: number of passengers booked, remaining available payload and luggage space capacity on the flight.
- Manually operated wheelchairs are allowed on Federal Airlines flights. At all times; however consideration must be taken in terms of size as not all aircraft in the Federal Airlines fleet can accommodate the bulk / shape of a fold-away wheelchair in cargo pods, etc
- Expectant mothers may travel with Federal Airlines up to and including the 27th week of their pregnancy. This must be inclusive of their return flight and must be able to produce a doctors certificate confirming the stage of their pregnancy and that they are fit to fly.

# FLYING WITH FEDERAL AIRLINES

## GROUP BOOKINGS

- For group bookings on shuttle flights to/from Johannesburg, bookings are restricted to 18 passengers per departure time. Any additional passengers can be accommodated on a private charter basis.
- For group bookings on all other shuttle routes, bookings are restricted to 9 passengers per departure time. Any additional passengers can be accommodated on a private charter basis.

## CANCELLATION POLICY

- 15 + Days prior to departure date - NO CHARGE
- 14 - 7 Days prior to departure date - 30% of total fare
- 6 - Within 24 hours of departure time - 75% of total fare
- Within 24 hours of departure time - 100% of total fare

## CHILD FARES

- Child fares are available on the following routes: ORT, Lowveld (MQP and Inter-Lodge), Madikwe.
- Child fares are priced at 25% off the published fare. Child rates are applicable for ages 2 to 12 (up to 12th birthday).
- Child fares are not applicable on the SA and SADC rates.
- Infant Fares are available on: ORT, Lowveld (MQP and Inter-Lodge), Madikwe. Infant fares are priced at 75% off the published fare. Infant rates are applicable for ages 0 up to 2nd birthday.

## CHANGES POLICY

- Unlimited changes permitted on all bookings at no charge, up to 72 hours prior to the departure time.
- Changes permitted must be to a future travel date, which must be specified at the time of requesting the change.





## FASTJET

Our sister airline, Fastjet is a multi-award-winning African value airline that began flight operations in 2012. Its awards include Leading African Low-Cost Carrier World Travel Awards 2016, 2017, 2018, 2019, 2020 and 2021, and Skytrax World Airline Awards Best Low-Cost Airline in Africa 2017 and 2019, and in the top ten finalists for 2021. The airline operates a fleet of Embraer ERJ145 aircraft, with seating capacity for up to 50 passengers.

Today, fastjet connects the three major cities in Zimbabwe by flying between Harare & Victoria Falls and Harare & Bulawayo. Internationally the airline offers flights from Harare, Bulawayo & Victoria Falls to Johannesburg in South Africa. Since commencing operations fastjet has flown over 3.5 million passengers and has established itself as a punctual and reliable airline brand, with a range of value-added products and services which includes free baggage allowances, flexible change options, and airport lounge access on select routes.

Starting in March 2022 fastjet will commence new flights connecting Victoria Falls & Nelspruit's, Kruger Mpumalanga International Airport in South Africa. Flights connecting Victoria Falls and Maun, Botswana commence 30 June 2022.

For convenience all Federal Airlines travel partners will be able to book their key fastjet tourism connections with the Federal Airlines reservations team and online in the Federal Airlines reservations system.

## ROUTE MAP



# FASTJET CONNECTIONS TO VICTORIA FALLS TO SOUTH AFRICA

01 JANUARY 2023 to 31 DECEMBER 2023

JOHANNESBURG to VICTORIA FALLS				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	11:10	Victoria Falls	12:50	→ Mo, Fr, Su (Jan to Mar) → Mo, Tu, We, Th, Fr, Sa, Su (Apr to Dec)

VICTORIA FALLS to JOHANNESBURG				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Victoria Falls	13:20	Johannesburg	14:55	→ Mo, Fr, Su (Jan to Mar) → Mo, Tu, We, Th, Fr, Sa, Su (Apr to Dec)

NELSPRUIT KMIA to VICTORIA FALLS				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Nelspruit	12:45	Victoria Falls	14:30	→ Mo, We, Fri

VICTORIA FALLS to NELSPRUIT KMIA				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Victoria Falls	10:30	Nelspruit	12:15	→ Mo, Wed, Fri

RATES	
Johannesburg to Victoria Falls	Victoria Falls to Johannesburg
R 3,410 per person	R 3,410 per person
Nelspruit to Victoria Falls	Victoria Falls to Nelspruit
R 5,270 per person	R 4,420 per person
→ All rates are net and non-commissionable	

## Other Information

- Carriage is in accordance with the Fastjet Terms & Conditions of Carriage.
- Booking / Commercial terms for Agents as per Federal Airlines agreed policies.
- Times/Days of operation are subject to change. Check with our Reservations Department.



# FASTJET CONNECTIONS TO VICTORIA FALLS TO BOTSWANA

01 JANUARY 2023 to 31 DECEMBER 2023

VICTORIA FALLS - MAUN				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Victoria Falls	11:30	Maun	12:25	→ Tu, Th, Sa, Su

MAUN - VICTORIA FALLS				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Maun	13:30	Victoria Falls	14:20	→ Tu, Th, Sa, Su

RATES	
Victoria Falls - Maun	Maun - Victoria Falls
R 3,030 per person	R 3,030 per person
→ All rates are net and non-commissionable	

## Other Information

- Carriage is in accordance with the Fastjet Terms & Conditions of Carriage.
- Booking / Commercial terms for Agents as per Federal Airlines agreed policies.
- Times/Days of operation are subject to change. Check with our Reservations Department.



# CONTACT DETAILS

## SHUTTLE SERVICES

Email: [shuttle@fedair.com](mailto:shuttle@fedair.com)

## INTERNATIONAL DIALLING

Tel: +27 11 395 9000

Fax: +27 11 395 9010

Emergency Number: +27 71 517 4385

## DOMESTIC DIALLING

### FEDERAL AIRLINES JOHANNESBURG

Tel: 011 395 9000

Fax: 011 395 9010

Emergency Number: 071 517 4385

## AIR CHARTER SERVICES

### INTERNATIONAL DIALLING

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## DOMESTIC DIALLING

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