

# SHUTTLE 2023 AGENTS MANUAL

Version 03| Effective 01 December 2022



federal Airlines  






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# The federal Airlines Experience







# EXCLUSIVE GUEST EXPERIENCE

Guest Services, Private Terminal Facilities, Lounge & Garden

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

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- Private terminal facility located in an exclusive part of the airport, a few minutes away from the main terminal at OR Tambo International Airport.
- Complimentary transport to and from the main terminal building at O.R. Tambo.
- Exclusive check in facilities for all federal Airlines flights, with baggage storage facilities.
- Comfortable lounge with shower facilities and an outdoor garden area.
- Complimentary range of hot and cold beverages, fresh sweet and savoury snacks.
- Complimentary wi-fi.
- Direct access to the apron to board the aircraft, with exclusive security channel.

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**We welcome all of our guests** upon their arrival in Johannesburg, at OR Tambo International Airport.

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- Guest Services Welcome Centre located at the Shuttle Bus Terminal at OR Tambo Airport, available from 07:30am. A few minutes walk from the arrivals concourse.
- Guests arriving at OR Tambo International Airport need to make their way to the Guest Services Welcome Desk from where complimentary transfers will be provided from the Guest Services Welcome Centre to our exclusive terminal and lounge facilities.
- On request, with 72 hours prior notice:
  - Transfers from OR Tambo International Airport to our facilities as from 07:00am.
  - Meet & Greet Service from the main arrivals area of OR Tambo International Airport. After guests have been met they will be escorted to Guest Services Welcome Centre where they will be assisted onto the complimentary transfer bus service.



# Shuttle Flights

## Timetable & Flight Information





# JOHANNESBURG - LOWVELD SHUTTLE

## 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 for the above flight at the federal Airlines facility - from 07:30 - up to 30 minutes before the departure time stated above.

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

## 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

### Flight Information

- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- 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.

*Note: Whilst every effort is made for guests to make all connections, we are not responsible for any missed connections as a result of delays or any other operational matters.*

### Guest Services

- Airport Service Desk at our Guest Services Welcome Centre (Located at the OR Tambo Shuttle Bus Terminal) is available between 07:30 and 12:00 Noon.
- Complimentary bus transfers from our Guest Services Welcome Centre to our private facilities are available from 07:30.
- Private terminal facilities and check-in for federal Airlines flights open at 07:30.
- Early Transfers from OR Tambo International Airport & early check-in for federal Airlines between 07:00 & 07:30 is available on request with 72 hours prior notice.



# JOHANNESBURG - MADIKWE SHUTTLE

## 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 for the above flight at the federal Airlines facility - from 07:30 - up to 30 minutes before the departure time stated above.

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

## 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

### Flight Information

- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- 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.

#### Note(s):

Whilst every effort is made for guests to make all connections, we are not responsible for any missed connections as a result of delays or any other operational matters.

A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement. Refer to Rates sheet for further details.

### Guest Services

- Airport Service Desk at our Guest Services Welcome Centre (Located at the OR Tambo Shuttle Bus Terminal) is available between 07:30 and 12:00 Noon.
- Complimentary bus transfers from our Guest Services Welcome Centre to our private facilities are available from 07:30.
- Private terminal facilities and check-in for federal Airlines flights open at 07:30.
- Early Transfers from OR Tambo International Airport & early check-in for federal Airlines between 07:00 & 07:30 is available on request with 72 hours prior notice.



# JOHANNESBURG - WATERBERG / MARAKELE

## JOHANNESBURG DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	15:30	Lodges	17:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times for the above flight at the federal Airlines facility - from 07:30 - up to 30 minutes before the departure time stated above.

## WATERBERG / MARAKELE LODGES DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	08:30	Johannesburg	10:30	→ 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.

### Flight Information

- Lodges served are Tintswalo Lapalala, Jembisa Private Bush Home, Ant's Nest, Ant's Hill, More's Marataba Safari Lodge, More's Matataba Mountain Lodge, Marataba Conservation's Explorers and Matatba Conservation's Founders.
- Runways used are Lapala, Ant's Nest and Marataba.
- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- 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 Waterberg / Marakele Shuttle onto the Lowveld Shuttle or Madikwe Shuttle may be accommodated for same day travel. These flights also connect with the Tswalu air service.

### Note(s):

*Whilst every effort is made for guests to make all connections, we are not responsible for any missed connections as a result of delays or any other operational matters.*

*A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement. Refer to Rates sheet for further details.*

### Guest Services

- Airport Service Desk at our Guest Services Welcome Centre (Located at the OR Tambo Shuttle Bus Terminal) is available between 07:30 and 12:00 Noon.
- Complimentary bus transfers from our Guest Services Welcome Centre to our private facilities are available from 07:30.
- Private terminal facilities and check-in for federal Airlines flights open at 07:30.
- Early Transfers from OR Tambo International Airport & early check-in for federal Airlines between 07:00 & 07:30 is available on request with 72 hours prior notice.



# KRUGER (NELSPRUIT MQP/KMIA) - LOWVELD SHUTTLE

## NELSPRUIT DEPARTURES

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

→ Check In times at Nelspruit—Kruger Mpumalanga International Airport KMIA is available from 09:00, up to 30 minutes before departure time stated above.

## LOWVELD LODGES DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	09:30	Nelspruit KMIA	11:00	→ 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.  
→ Connecting flight information is vital to allow flight times to be planned to meet connections at MQP.

### Flight Information

- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- Flights above incorporate Airlink Lodgeline flights, including all lodges that use Skukuza Airport.
- 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.
- For guests connecting onto flights at Nelspruit MQP we require onward flight information. This will assist us in facilitating transfer arrangements.
- On request, with 72 hours notice:
  - We may provide additional flights departing from Nelspruit MQP to the lodges at 16:00.
  - Late flights into the lodges may require approval due to late landing restrictions.
  - Late flights out of Nelspruit MQP are subject to daylight operating hours during winter months.

### Note(s):

Whilst every effort is made for guests to make all connections, we are not responsible for any missed connections as a result of delays or any other operational matters. A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement. Refer to Rates sheet for further details.

### Guest Services

- Our Airport Service Desk at Nelspruit Kruger Mpumalanga International Airport (MQP) is available from 09:00.
- Private lounge facility at MQP is available from 09:00.



# NELSPRUIT (MQP/KMIA) - PHINDA SHUTTLE

NELSPRUIT DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Nelspruit KMIA	13:30	Lodges	14:40	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

PHINDA LODGES DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	10:00	Nelspruit KMIA	11:10	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

## Flight Information

- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- Flights above incorporate Airlink Lodgelink flights.
- 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.
- For guests connecting onto flights at Nelspruit MQP we require onward flight information. This will assist us in facilitating transfer arrangements.
- For passengers connecting with Airlink flights to LVI and VNX earlier departures will be required. Please inform Reservations when making booking.

### Note(s):

*Whilst every effort is made for guests to make all connections, we are not responsible for any missed connections as a result of delays or any other operational matters. A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement. Refer to Rates sheet for further details.*

## Guest Services

- Our Airport Service Desk at Nelspruit Kruger Mpumalanga International Airport (MQP) is available from 09:00.
- Private lounge facility at MQP is available from 09:00.



# LOWVELD INTERLODGE SHUTTLE

## 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

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### Flight Information

- Departure and arrival times will be between 09:00 and 15:00.
- Flight timings will be confirmed to the lodges by the federal Airlines Operations team the day before travel.
- Flights above incorporate all lodges that use Skukuza Airport.
- Routings and departure times from lodges may vary depending on actual lodge and guest requirements as well as landing conditions.
- 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.

#### Note(s):

A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement. Refer to Rates sheet for further details.

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# **Additional Information**

## **For agents & customers**







# STANDARD RATES & SOUTH AFRICA & SADC RESIDENT RATES

Z CLASS FARES APPLICABLE UNTIL 07 JANUARY 2024

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## Standard Rates

- Details of our standard published rates are found on the rates page included with this Agents manual.
- Updates to rates will be communicated to all agents by the federal Airlines Commercial & Reservations agents, and will be published on our website.

## South Africa & SADC Resident Rates

- Special reduced rates are available for South African & SADC residents.
- 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.
- We offer exclusive rates for South African ID / Passport and SADC Passport Holders (ID or Passport copy required). These rates offer a discount over our standard rates.

# 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. Refer to our Terms & Conditions of Carriage for further details.
- 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 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 days up to 24 hours of departure time - 75% of total fare
- Within 24 hours of departure time - 100% of total fare

## CHILD & INFANT FARES

- Child fares are available on the following routes: ORT, Lowveld (MQP and Inter-Lodge), Madikwe & Phinda.
- 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 and Phinda. 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

Connecting South Africa, Zimbabwe & Botswana

## 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, and between Victoria Falls and Nelspruit Kruger, South Africa and Maun, Botswana. 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.

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.

As from March 2023, fastjet will commence scheduled flights to Kariba and Hwange National Park from Victoria Falls & Harare.

## ROUTE MAP



# FASTJET CONNECTIONS VICTORIA FALLS-SOUTH AFRICA-BOTSWANA

JOHANNESBURG to VICTORIA FALLS				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	09:55	Victoria Falls	11:45	→ Mo, Tu, We, Th, Fr, Sa, Su
Johannesburg	11:10	Victoria Falls	13:00	→ Mo, Tu, We, Th, Fr, Sa, Su
Johannesburg	12:40	Victoria Falls	14:30	→ Mo, Tu, We, Th, Fr, Sa, Su

VICTORIA FALLS to JOHANNESBURG				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Victoria Falls	10:30	Johannesburg	12:15	→ Mo, Tu, We, Th, Fr, Sa, Su
Victoria Falls	13:00	Johannesburg	14:45	→ Mo, Tu, We, Th, Fr, Sa, Su
Victoria Falls	13:20	Johannesburg	15:10	→ Mo, Tu, We, Th, Fr, Sa, Su

NELSPRUIT KMIA to VICTORIA FALLS				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Nelspruit	12:45	Victoria Falls	14:30	→ Mo, We, Fri (Up to 26 March 2023) → Mo, Tu, We, Th, Fr, Sa, Su (From 27 March 2023)

VICTORIA FALLS to NELSPRUIT KMIA				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Victoria Falls	10:30	Nelspruit	12:15	→ Mo, We, Fri (Up to 26 March 2023) → Mo, Tu, We, Th, Fr, Sa, Su (From 27 March 2023)

MAUN to VICTORIA FALLS				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Maun	13:30	Victoria Falls	14:20	→ Tu, Th, Sa (01 Jan-30 June 2023 / 30 Oct to 26 Mar 2024) → Mo, Tu, We, Th, Fr, Sa, Su (From 01 July 2023 - 29 Oct 2023)

VICTORIA FALLS to MAUN				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Victoria Falls	12:00	Maun	12:50	→ Tu, Th, Sa (01 Jan-30 June 2023 / 30 Oct to 26 Mar 2024) → Mo, Tu, We, Th, Fr, Sa, Su (From 01 July 2023 - 29 Oct 2023)

KARIBA to VICTORIA FALLS				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Kariba	10:40	Victoria Falls	11:40	→ Mo, Tu, We, Th, Fr, Sa, Su

VICTORIA FALLS to KARIBA				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Victoria Falls	13:30	Kariba	14:30	→ Mo, Tu, We, Th, Fr, Sa, Su

HWANGE NATIONAL PARK to VICTORIA FALLS				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Hwange	11:30	Victoria Falls	11:55	→ Mo, Tu, We, Th, Fr, Sa, Su

VICTORIA FALLS to HWANGE NATIONAL PARK				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Victoria Falls	10:30	Hwange	10:55	→ Mo, Tu, We, Th, Fr, Sa, Su

KARIBA to HARARE				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Kariba	15:00	Harare	15:50	→ Mo, Tu, We, Th, Fr, Sa, Su

HARARE to KARIBA				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Harare	09:00	Kariba	09:50	→ Mo, Tu, We, Th, Fr, Sa, Su





# 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

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

Tel: +27 11 395 9000

After Hours cell: +27 82 946 2962

Fax: +27 11 395 9010

## DOMESTIC DIALLING

Tel: 011 395 9000

After Hours cell: 082 946 2962

Fax: 011 395 9010

**HOEDSPRUIT**

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
JAB	Jabulani	Kapama or Hoedspruit Eastgate	20 minutes
KAP	Kapama	Kapama or Hoedspruit Eastgate	10 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
KAM	Kambaku	Rock Fig (Tanda Tula)	15 minutes
SBI	Simbavati	Rock Fig (Tanda Tula)	01 hour 15 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 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
MAK/E	Makanyane Safari Lodge	Madikwe East	40 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

**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
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



**SOUTHERN SABI 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	Londolozhi	Londolozhi	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

**NORTHERN SABI 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

**WATERBERG / MARAKELE**

Code	Lodge	Airstrip	Driving Time Airstrip to Lodge
LAP	Tintswalo Lapalala	Lapalala	20 minutes
JEM	Jembisa Private Bush Home	Lapalala	30 minutes
ANT	Ant's Nest	Ant's Nest	10 minutes
ANT	Ant's Hill	Ant's Nest	30 minutes
MRS	More's Marataba Safari Lodge	Matla Mamba	25 minutes
MRM	More's Marataba Mountain Lodge	Matla Mamba	25 minutes
MCE	Marataba Conservation's Explorers	Matla Mamba	15 minutes
MCF	Matatava Conservation's Founders	Matla Mamba	15 minutes

Effective dates means that these airfares will only apply to any bookings made after 1 March 2023. Any Bookings made before the effective date will be at the applicable issued fares prior to this airfare sheet

ALL AIRFARES QUOTED IN SOUTH AFRICAN RAND - ZAR. All fares are gross and include applicable taxes & VAT

Johannesburg - Lowveld Shuttle			Low Season Per Person	High Season Per Person
Johannesburg OR Tambo	to	Southern Sabi Sands	R6,870	R7,000
Johannesburg OR Tambo	to	Northern Sabi Sands*/ Timbavati / Ngala / Kambaku / Simbavati	R7,000	R7,370
Johannesburg OR Tambo	to	Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama	R7,390	R7,780
Southern Sabi Sands	to	OR Tambo	R6,870	R7,000
Northern Sabi Sands*/ Timbavati / Ngala / Kambaku / Simbavati	to	OR Tambo	R7,000	R7,370
Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama	to	OR Tambo	R7,390	R7,780

**Fare Notes**

\*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 Elephant Plains runway arrival and departure fee applies to the guests staying at the following: ARA, ELE, CHP, CHI, DJM, JSH, NKO, SLV and SIM. This fee is excluded from the above rates.

\*The Rock Fig runway arrival and departure fee applies to the guests staying at the following lodges: KAM TAN SBI UML MOT. This fee is excluded from the above rates.

Johannesburg - Madikwe Shuttle			Low Season Per Person	High Season Per Person
Johannesburg OR Tambo	to	Madikwe Lodges	R5,415	R5,525
Madikwe Lodges	to	OR Tambo	R5,415	R5,525

**Fare Notes**

\* A minimum of two guests per booking is required. A single guest supplement may apply.

NEW ROUTE - Johannesburg - Waterberg / Marakele Shuttle			Low Season Per Person	High Season Per Person
Johannesburg OR Tambo	to	Waterberg/Marakele Lodges	R5,415	R5,415
Waterberg/Marakele Lodges	to	OR Tambo	R5,415	R5,415

**Fare Notes**

Serving Tintswalo Lapalala, Jembisa Private Bush Home, Ant's Nest & Ant's Hill, Marataba Safari Lodge, Marataba Mountain Lodge, Marataba Conservation's Eplorers & Founders

\* A minimum of two guests per booking is required. A single guest supplement may apply.



Kruger / Nelspruit - Phinda Shuttle			Low Season Per Person	High Season Per Person
KMIA (Nelspruit MQP)	to	Phinda	R5,610	R5,610
Phinda	to	KMIA (Nelspruit MQP)	R5,610	R5,610
<b>Fare Notes</b>				
* A minimum of two guests per booking is required. A single guest supplement may apply.				

Kruger / Nelspruit - Lowveld Shuttle			Low Season Per Person	High Season Per Person
KMIA (Nelspruit MQP)	to	Southern Sabi Sands & Skukuza	R3,475	R3,475
KMIA (Nelspruit MQP)	to	Northern Sabi Sands*/ Timbavati / Ngala / Kambaku / Simbavati	R3,475	R3,475
KMIA (Nelspruit MQP)	to	Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama	R3,475	R3,475
Southern Sabi Sands & Skukuza	to	KMIA (Nelspruit MQP)	R3,475	R3,475
Northern Sabi Sands*/ Timbavati / Ngala / Kambaku / Simbavati	to	KMIA (Nelspruit MQP)	R3,475	R3,475
Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama	to	KMIA (Nelspruit MQP)	R3,475	R3,475
<b>Fare Notes</b>				
*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 Elephant Plains runway arrival and departure fee applies to the guests staying at the following: ARA, ELE, 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.				
*The Skukuza runway arrival and departure fee applies to the guests staying at the following lodges: LNS KIR TEN RHW JOC NOT TIN. This fee is excluded from the above rates.				
*The Rock Fig runway arrival and departure fee applies to the guests staying at the following lodges: KAM TAN SBI UML MOT. This fee is excluded from the above rates.				
* A minimum of two guests per booking is required. A single guest supplement may apply.				

Lowveld Interlodge Flights			Low Season Per Person	High Season Per Person
Lodge	to	Lodge	R3,475	R3,475
<b>Fare Notes</b>				
*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 Elephant Plains runway arrival and departure fee applies to the guests staying at the following: ARA, ELE, 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.				
*The Skukuza runway arrival and departure fee applies to the guests staying at the following lodges: LNS KIR TEN RHW JOC NOT TIN. This fee is excluded from the above rates.				
*The Rock Fig runway arrival and departure fee applies to the guests staying at the following lodges: KAM TAN SBI UML MOT. This fee is excluded from the above rates.				
* A minimum of two guests per booking is required. A single guest supplement may apply.				

SA & SADC Residents Airfares			Low Season Per Person	High Season Per Person
Johannesburg OR Tambo	to	Southern Sabi Sands	R3,475	R3,475
Johannesburg OR Tambo	to	Northern Sabi Sands*/ Timbavati / Ngala / Kambaku / Simbavati	R3,475	R3,475
Johannesburg OR Tambo	to	Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama	R4,160	R4,160
Johannesburg OR Tambo	to	Madikwe Lodges	R3,475	R3,475
Southern Sabi Sands	to	OR Tambo	R3,475	R3,475
Northern Sabi Sands*/ Timbavati / Ngala / Kambaku / Simbavati	to	OR Tambo	R3,475	R3,475
Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama	to	OR Tambo	R4,160	R4,160
Madikwe Lodges	to	OR Tambo	R3,475	R3,475
KMIA (Nelspruit MQP)	to	Southern Sabi Sands & Skukuza	R3,475	R3,475
KMIA (Nelspruit MQP)	to	Northern Sabi Sands*/ Timbavati / Ngala / Kambaku / Simbavati	R3,475	R3,475
KMIA (Nelspruit MQP)	to	Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama	R3,475	R3,475
KMIA (Nelspruit MQP)	to	Phinda	R4,160	R4,160
Southern Sabi Sands & Skukuza	to	KMIA (Nelspruit MQP)	R3,475	R3,475
Northern Sabi Sands*/ Timbavati / Ngala / Kambaku / Simbavati	to	KMIA (Nelspruit MQP)	R3,475	R3,475
Singita Lodges (SS & KNP) Garonga / Hoedspruit / Simbavati / Kapama	to	KMIA (Nelspruit MQP)	R3,475	R3,475
Phinda	to	KMIA (Nelspruit MQP)	R4,160	R4,160
Fare Notes				
*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 Elephant Plains runway arrival and departure fee applies to the guests staying at the following: ARA, ELE, 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.				
*The Skukuza runway arrival and departure fee applies to the guests staying at the following lodges: LNS KIR TEN RHW JOC NOT TIN. This fee is excluded from the above rates.				
*The Rock Fig runway arrival and departure fee applies to the guests staying at the following lodges: KAM TAN SBI UML MOT. This fee is excluded from the above rates.				
* A minimum of two guests per booking is required. A single guest supplement may apply.				

fastjet Flights			Low Season Per Person	High Season Per Person
Hwange National Park (HWN)	to	Victoria Falls (VFA)	R2,715	R2,715
Kariba (KAB)	to	Victoria Falls (VFA)	R3,675	R3,675
KMIA (Nelspruit MQP)	to	Victoria Falls (VFA)	R5,270	R5,270
Maun (MUB)	to	Victoria Falls (VFA)	R3,415	R3,415
Johannesburg OR Tambo (JNB)	to	Victoria Falls (VFA)	R3,750	R3,750
Victoria Falls (VFA)	to	Hwange National Park (HWN)	R2,715	R2,715
Victoria Falls (VFA)	to	Kariba (KAB)	R3,675	R3,675
Victoria Falls (VFA)	to	KMIA (Nelspruit MQP)	R4,420	R4,420
Victoria Falls (VFA)	to	Maun (MUB)	R3,415	R3,415
Victoria Falls (VFA)	to	OR Tambo (JNB)	R4,375	R4,375