



# 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<br>→ 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<br>→ 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<br>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<br>→ 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<br>→ 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<br>→ 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<br>→ 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<br>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<br>→ 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<br>→ 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<br>→ 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<br>→ 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<br>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<br>→ 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<br>→ 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<br>→ 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<br>→ 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<br>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<br>→ 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<br>→ 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<br>→ 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<br>→ Stops may vary |

| RATES                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| LODGES                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | LOW SEASON<br>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.<br>→ 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.<br>→ 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<br>→ 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<br>→ Stops may vary |

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

| LODGES                          | RATES<br>089Jan 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)<br>→ 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)<br>→ 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

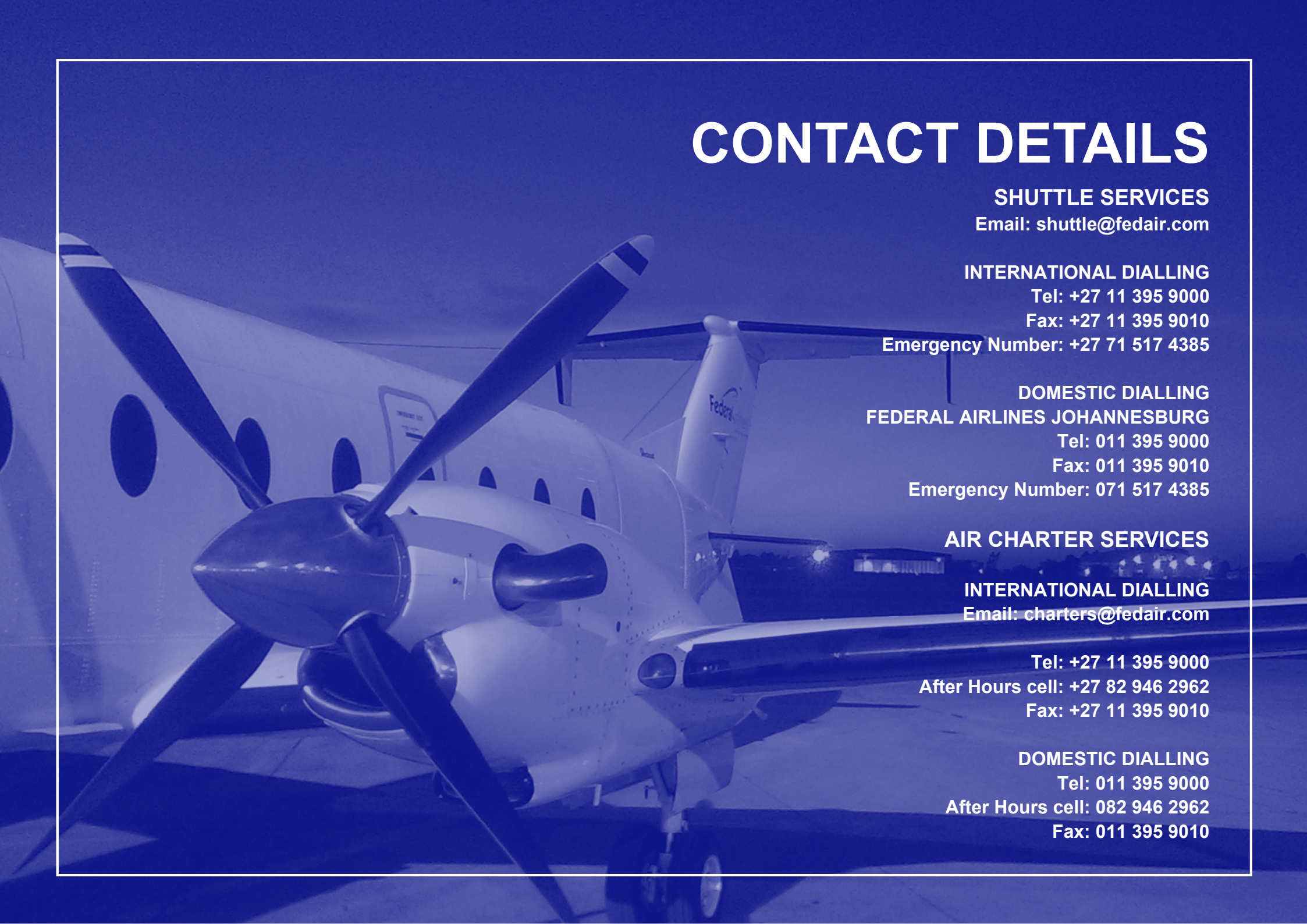
| VICTORIA FALLS - MAUN |       |         |       |                  |
|-----------------------|-------|---------|-------|------------------|
| DEPARTURE             | TIME  | ARRIVAL | TIME  | DAYS             |
| Victoria Falls        | 11:30 | Maun    | 12:25 | → Tu, Th, Sa, Su |

| 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

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

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After Hours cell: 082 946 2962

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