



# **SHUTTLE 2021 AGENTS MANUAL**

**RATES | REVISION 2 | EFFECTIVE 1 DECEMBER 2020**



# The Federal Airlines Experience







**COMPLIMENTARY  
MEET & GREET**



**TRANSFER TO  
OUR PRIVATE LOUNGE**



**ENJOY COMPLIMENTARY  
CANAPES & REFRESHMENTS**



**SHOP IN OUR  
SAFARI BOUTIQUE**



**ENJOY HOSPITALITY IN OUR  
INCLUSIVE SAFARI LOUNGE**



**HASSLE FREE BOARDING**



**MEET OUR  
EXPERIENCED CREW**



**ARRIVE AT YOUR LODGE  
READY FOR ADVENTURE**





1 JANUARY TO 31 DECEMBER 2021

## JOHANNESBURG SHUTTLE TIMETABLE - INTERNATIONAL TRAVELLERS

### JOHANNESBURG DEPARTURE: JHB TO LODGE

AIRPORT	STANDARD TIMES	OTHER INFORMATION
Departure: Johannesburg	Departure: 11:30	Day of the week: Mon - Sun
Arrival: All lodges	Arrival: 13:00	Stops: Varies

LODGES & RATES	RATE
Sabi Sands	R 5 655
Northern Sabi Sands / Thornybush / Timbavati / Ngala	R 5 765
Singita Lodges (SS & KNP) / Garonga / Hoedspruit / Simbavati / Kapama / Kambaku (excl. Pamushana)	R 6 085

#### Check in for this flight will be open from 07:00

- Pax must be checked in at the Federal Airlines kiosk latest 10:30 to connect onto this flight;
- Pax must be checked in at the Federal Airlines departure lounge latest by 10:45 to connect onto this flight;
- Departure and arrival times may vary up to one hour.
- The ARATHUSA arrival and departure fee applies to the following lodges: JSH, CHP, CHI, NKO, DJM, SLV and SIM and is excluded from the above fare;
- The Rockfig landing and departure fee applies to the following lodges: TAN & UML and is excluded from the above fare.
- Should demand necessitate it, additional departures might be added from mid 2021

### LODGE DEPARTURE: LODGE TO JHB

AIRPORT	STANDARD TIMES	OTHER INFORMATION
Departure: All lodges	Departure: 13:30	Day of week: Mon-Sun
Arrival: Johannesburg	Arrival: 16:00	Stops: Varies

LODGES & RATES	RATE
Sabi Sands	R 5 655
Northern Sabi Sands / Thornybush / Timbavati / Ngala	R 5 765
Singita Lodges (SS & KNP) / Garonga / Hoedspruit / Simbavati / Kapama / Kambaku (excl. Pamushana)	R 6 085

- **IMPORTANT** – Please note this departure could depart anytime between 13:30 and 14:00, this is done to accommodate guests departing from various lodges, therefore we recommend no Domestic connections for flights departing before 17:30 from Johannesburg;
- **IMPORTANT** – Please note this departure could depart anytime between 13:30 and 14:00, this is done to accommodate guests departing from various lodges, therefore we recommend no International connections for flights departing before 18:30 from Johannesburg;
- Departure and arrival times may vary up to one hour.
- Connections onto Tswalu and Madikwe can be accommodated;
- The ARATHUSA arrival and departure fee applies to the following lodges: JSH, CHP, CHI, NKO, DJM, SLV and SIM and is excluded from the above fare;
- The Rockfig landing and departure fee applies to the following lodges: TAN & UML and is excluded from the above fare.



## RATES OPEN FOR BOOKING UP TO 31 DEC 2021 SA AND SADC RESIDENT RATES - “Z” CLASS

### ROUTES: ORTIA – LODGE AND/OR LODGE – ORTIA

LODGES & RATES	RATE
Sabi Sands / Madikwe / Northern Sabi Sands / Timbavati  (including Singita KNP, Singita Sabi Sands, Ulusaba, Londolozi, Sabi Sabi, Mala Mala)	RSA rate one way (p/p): R 2 850

*Above rate excludes Arathusa / Rockfig arrival / departure fees*

LODGES & RATES	RATE
Hoedspruit lodges / Garonga	RSA rate one way (p/p): R 3 420

#### Terms & Conditions for SA Resident tickets:


- 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 will be charged a single supplement;



#### Baggage policy:

- 1 x checked-in bag of 20kg per guest
- 1 x hand-carry bag of 5kg per guest
- No hard bags are permitted. Please make use of soft sided bags, allowing ease of loading of baggage.





1 JANUARY TO 31 DECEMBER 2021

## MADIKWE SHUTTLE TIMETABLE - INTERNATIONAL TRAVELLERS

### MORNING FLIGHT SCHEDULE

AIRPORT	JOHANNESBURG DEPARTURE: JOHANNESBURG TO LODGE	OTHER INFORMATION
Departure: Johannesburg	Departure: 11:00	Days: Mon - Sun
Arrival: Madikwe	Arrival: 12:00	Stops: Varies

LODGES & RATES	RATE
Madikwe Lodges	R 4 460

**Check in for this flight will be open from 07:00;**

- Pax must be checked in at the Federal Airlines kiosk latest 10:00 to connect onto this flight;
- Pax must be checked in at the Federal Airlines departure lounge latest 10:15 to connect onto this flight;
- Departure and arrival times may vary up to one hour.
- **IMPORTANT** - We recommend no Domestic connections for the 12:15 flight to Johannesburg before 16:00
- **IMPORTANT** - We recommend no International connections for the 12:15 flight to Johannesburg before 17:30.

### AFTERNOON FLIGHT SCHEDULE

AIRPORT	LODGE DEPARTURE: LODGE TO JOHANNESBURG	OTHER INFORMATION
Departure: Madikwe	Departure: 12:15	Days: Mon - Sun
Arrival: Johannesburg	Arrival: 13:15	Stops: Varies

LODGES & RATES	RATE
Madikwe Lodges	R 4 460

**With the above Shuttle, we will always be able to offer the below for agents / lodges:**

- Connections to / from Tswalu, Lowveld and International and Domestic flights
- Connections to Rovos Rail





1 JANUARY TO 31 DECEMBER 2021

# LOWVELD SHUTTLE TIMETABLE - INTERNATIONAL & DOMESTIC TRAVELLERS

## NELSPRUIT / KMIA (MQP) TIMETABLE

AIRPORT / AIRSTRIP		OPERATING TIMES		RATES
DEPARTURE	ARRIVAL	DEPARTURE	ARRIVAL	RATES
Nelspruit (MQP)	Southern Sabi Sands	✂ 09:00	✂ 15:00	R 2 850
Nelspruit (MQP)	Northern Sabi Sands / Timbavati / Singita KNP	✂ 09:00	✂ 15:00	R 2 850
Nelspruit (MQP)	Hoedspruit (Lodges) / Garonga / Simbavati	✂ 09:00	✂ 15:00	R 2 850
Sabi Sand	Nelspruit (MQP)	✂ 09:00	✂ 15:00	R 2 850
Northern Sabi Sands / Timbavati / Singita KNP	Nelspruit (MQP)	✂ 09:00	✂ 15:00	R 2 850
Hoedspruit (Lodges) / Garonga / Simbavati	Nelspruit (MQP)	✂ 09:00	✂ 15:00	R 2 850

### TERMS AND CONDITIONS FOR NELSPRUIT/KMIA AND INTER-LODGE SERVICE:

**IMPORTANT** - A minimum of 2 passengers are required per booking. Single passengers will be charged a single supplement

**IMPORTANT** - For special requests or flights outside of the stipulated MQP shuttle please contact Federal Airlines' reservations at [shuttle@fedair.com](mailto:shuttle@fedair.com) or phone Fedair on (011) 395 9000

- Late departures out of MQP are subject to daylight operating hours during winter months
- MQP and Inter-lodge hop flights operate between 09:00 and 15:00. The confirmed departure/arrival times will be sent to lodges the day prior to departure by the Federal Airlines OPS team **(Marked with an ✂ on the arrival/ departure times above)**

CONTINUED ON NEXT PAGE



1 JANUARY TO 31 DECEMBER 2021

## LOWVELD SHUTTLE TIMETABLE - INTERNATIONAL & DOMESTIC TRAVELLERS

### INTER-LODGE TIMETABLE

DEPARTURE	ARRIVAL	OPERATING TIMES		RATES
Timbavati / Northern Lodges / Singita KNP	Lowveld Lodges (All Lodges)	✂ 09:00	✂ 15:00	R 2 550
Lowveld Lodges (All Lodges)	Northern Lodges / Singita KNP / Timbavati	✂ 09:00	✂ 15:00	R 2 550
Sabi Sands	Sabi Sands	✂ 09:00	✂ 15:00	R 2 550
Hoedspruit (Lodges) / Garonga / Simbavati / Kapama / Kambaku / Makanyi	Singita KNP (Lebombo / Sweni)	✂ 09:00	✂ 15:00	R 2 850
Hoedspruit (Lodges) / Garonga / Simbavati / Kapama / Kambaku / Makanyi	Northern Sabi Sands / Timbavati	✂ 09:00	✂ 15:00	R 2 850
Hoedspruit (Lodges) / Garonga / Simbavati / Kapama / Kambaku / Makanyi	Southern Sabi Sands	✂ 09:00	✂ 15:00	R 2 850

#### TERMS AND CONDITIONS FOR NELSPRUIT/KMIA AND INTER-LODGE SERVICE:

**IMPORTANT** – A minimum of 2 passengers are required per booking. Single passengers will be charged a single supplement;

Passenger taxes at Ulusaba are not included in these rates;

- For special requests or flights outside of the stipulated MQP shuttle please contact Federal Airlines' reservations at shuttle@fedair.com or phone Fedair on (011) 395 9000;
- Please note that Federal Airlines offers a shuttle service and is NOT a scheduled carrier. Routings and departure times from lodges may vary depending on actual lodge and guest requirements as well as landing conditions.
- Times subject to change without notice;
- MQP and Inter-lodge hop flights operate between 09:00 and 15:00. The confirmed departure/arrival times will be sent to lodges the day prior to departure by the Federal Airlines OPS team **(Marked with an ✂ on the arrival/departure times above)**;
- 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.
- All prices and times subject to change without notice;

#### PLEASE NOTE

- A landing fee and departure fee will be levied for all guests flying into and out of the Ulusaba airstrip, guests staying at the Ulusaba lodge are exempt from landing and departure fees.
- The ARATHUSA arrival and departure fee applies to the following lodges: JSH, CHP, CHI, NKO, DJM, SLV and SIM and is excluded from the above fare;
- Child rate - 25% off published fare;
- Infant rate - 75% off published fare.
- The Rockfig landing and departure fee applies to the following lodges: TAN & UML and is excluded from the above fare.





## SHUTTLE LODGE CODES & AIRSTRIPS

### SABI SANDS

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
SNG	Singita	Singita	5 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	5 Minutes
ULS	Ulusaba	Ulusaba	5 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

### SABI SANDS

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
IDB	Idube	Ulusaba	30 Minutes
DUL	Dulini	Ulusaba	15 Minutes
MAL	Mala Mala	Mala Mala	8 Minutes

### NORTHERN SABI SANDS

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
TNT	Tintswalo	Manyaleti	10 Minutes
IMB	Imbali	Manyaleti	1 Hour 30 Minutes
HAM	Hamiltons	Manyaleti	1 Hour 40 Minutes
HOY	Hoyo Hoyo	Manyaleti	1 Hour 20 Minutes
HNG	Honeyguide	Manyaleti	45 Minutes





## SHUTTLE LODGE CODES & AIRSTRIPS

### NORTHERN SABI SANDS

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
ARA	Arathusa	Arathusa	5 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	5 Minutes
ELE	Elephant Plains	Elephant Plains	2 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
MYI	Makanyi Private Game Lodge	Hoedspruit Eastgate	1 Hour
SBI	Simbavati	Hoedspruit Eastgate	1 Hour 15 Minutes

### KRUGER NATIONAL PARK

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
LEB	Singita Lebombo and Sweni	Satara	45 Minutes





## SHUTTLE LODGE CODES & AIRSTRIPS

### 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	5 Minutes
RLM	Royal Malewane	Jackalberry	15 Minutes
JAK	Jackalberry	Jackalberry	10 Minutes
TBR	Thornybush River Lodge	Jackalberry	20 Minutes
WBK	THB Waterbuck Game Lodge	Jackalberry (THB lodge)	20 Minutes
SHU	Shumbalala	Thornybush	15 Minutes
SER	Serondella	Thornybush	15 Minutes
CHA	Chapungu	Thornybush	5 Minutes

### TIMBAVATI

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
THB	Thornybush	Thornybush	5 Minutes
SSK	Saseka Tented Camp	Thornybush	5 Minutes
MON	Monwana Game Lodge	Thornybush	15 Minutes
NKA	Nkaya Game Lodge	Thornybush	20 Minutes
KUB	Kubili House	Thornybush	15 Minutes
WAS	THB Waterside Lodge	Thornybush	20 Minutes
NGL	Ngala (Main)	Ngala	5 Minutes
NGT	Ngala (Tented)	Ngala	45 Minutes

### MAKALALI

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
GAR	Garonga Safari Camp	Garonga	5 Minutes



# SHUTTLE LODGE CODES & AIRSTRIPS

## MADIKWE PRIVATE CAMPS (MPC)

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
BOS/E	Bosman Lodge	Madikwe East	1 Hour
HIL/E	Hillside Lodge	Madikwe East	45 Minutes
MHH/E	Hill House	Madikwe East	1 Hour
KKA/W	Kukama Lodge	Madikwe West	1 Hour
LPR/E	Leopard Rock Lodge	Madikwe East	45 Minutes
MTL/E	Maroela Tree Lodge	Madikwe East	1 Hour
MLA/E	Matla Lodge	Madikwe East	45 Minutes
MFT/W	Mooifontein	Madikwe West	15 Minutes
MOS/E	Mosetlha 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

## MADIKWE PRIVATE CAMPS (MPC)

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
TRF/E	Tree Frog Lodge	Madikwe East	1 Hour
UKU/E	Ukuthula Lodge	Madikwe East	20 Minutes
TAM/E	Tamboti Lodge	Madikwe East	1 Hour

## MADIKWE COMMERCIAL CAMPS

CODE	LODGE	AIRSTRIP	DRIVING TIME: AIRSTRIP TO LODGE
BFR/W	Buffalo Ridge Safari Lodge	Madikwe West	15 Minutes
ETL/E	Etali	Madikwe East	20 Minutes
IPD/W	Impodimo	Madikwe West	20 Minutes
JAC/E	Jaci's	Madikwe East	35 Minutes
MDH/E	Madikwe Hills	Madikwe East	20 Minutes



A close-up photograph of an elephant's head and trunk, splashing water. The elephant's trunk is raised, and a large spray of water is being thrown into the air. The elephant's skin is dark and wrinkled, and its tusks are visible. The background is a clear blue sky with some dry grass at the bottom.

## SHUTTLE LODGE CODES & AIRSTRIPS

### MADIKWE COMMERCIAL CAMPS

CODE	LODGE	AIRSTRIp	DRIVING TIME: AIRSTRIp TO LODGE
JAM/E	Jamala Madikwe	Madikwe East	30 Minutes
MRL/E	Madikwe River Lodge	Madikwe East	20 Minutes
MDS/E	Madikwe Safari	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 Lodge	Madikwe West	20 Minutes
RLS/W	Rhulani Safari	Madikwe West	30 Minutes
RMD/W	Royal Madikwe Luxury Safari	Madikwe West	30 Minutes

### MADIKWE COMMERCIAL CAMPS

CODE	LODGE	AIRSTRIp	DRIVING TIME: AIRSTRIp TO LODGE
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





## FEDERAL AIRLINES BAGGAGE LIMITATIONS

All passengers travelling on our Federal Airlines shuttle flights are entitled to one free piece of checked luggage and one small carry on item. Please see below details for checked in bags:

### TYPE OF BAG

Due to the nature of the environment in which we operate, our aircraft are, generally speaking, smaller than a typical airliner. As a result, we have much smaller luggage holds which results in 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;
- **Maximum luggage weight** is 20kg/44lbs (in the hold); **luggage size** 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);
- We offer soft sided bags which can be purchased at our lounge at an additional cost.
- 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 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.
- **EXCESS/ ADDITIONAL LUGGAGE:** At times, due to an aircraft's constraints, excess luggage and overweight luggage is problematic. 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, this is subject to aircraft operational payload availability.
- Should any passenger require more than 10kg extra luggage, we would allocate a "freight seat" for R2,000. This will allow for an additional 40kg luggage capacity.
- For flight safety and operational reasons, all additional freight allowances always remains subject to availability.
- It remains the responsibility of the booking agent to inform their client of Federal Airlines' baggage policy.





## DANGEROUS GOODS

**The following dangerous goods are not permitted on board the aircraft:**

- 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;
- 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;
- 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.





## IMPORTANT INFORMATION

### FEDERAL AIRLINES DEPARTURE LOUNGE

**We are always proud to welcome all of our passengers to our departure lounge; we offer the following facilities to all departing and arriving passengers**


- Complimentary flavoured teas, espresso, cappuccino, mochachino, latte, hot chocolate, soft drinks, fruit juice and homemade biscuits available;
- Complimentary fresh sandwiches, fruit and snacks available;
- Complimentary wi-fi inside our departure lounge;
- Boutique shopping experience;
- Complimentary shower facilities;
- Complimentary baggage storage facilities available between the hours of 8am and 4pm, offered on a return flight basis;
- Beautiful private lounge with private garden to enjoy while you are waiting for your flight to depart;
- Complimentary return transport back to O.R. Tambo for passengers returning from our shuttle flights;
- Guest relations contact e-mail: [guestrelations1@fedair.com](mailto:guestrelations1@fedair.com).

### FEDERAL AIRLINES MEET AND GREET SERVICE

**We provide a complimentary meet and greet service to all of our passengers upon arrival at Johannesburg, please note the following regarding this service:**

- Federal Airlines offers this service on a complimentary basis;
- We offer this service for all passengers arriving on any scheduled flight landing after 6am, provided we receive the flight information 72hrs before departure;
- Passengers arriving before 6am need to make their own way to our kiosk, a 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.
- Our lounge is operational from 7am daily, and our airport kiosk is operational from 8am daily;
- 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.





# FEDERAL AIRLINES GENERAL TERMS AND CONDITIONS

We offer a shuttle service and NOT a scheduled service therefore times and routes may vary from day-to-day depending on actual bookings. All shuttle departure times are subject to change

- 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;
- Aircraft landing and/or departure may be delayed due to animals obstructing the runway;
- O.R. Tambo International Airport is one of the busiest airports in the southern hemisphere. As such we often incur air traffic control delays due to aircraft congestion;
- 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 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;
- 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;
- We cannot be held liable or responsible for any delays due to weather, air traffic control or technical delays, we will rectify the situation to the best of our ability;

- 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.
- Federal Airlines (Pty) Ltd. Trading as Federal Airlines cannot be held liable or responsible for any delays due to weather, resulting in missed connections when returning from any lodge.
- 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.
- Child fares are applicable to International rates only.
- Child fares are priced at 25% off the published fare. Child rates are applicable for ages 2 to 11.
- Infant fares are applicable to International and Domestic rates.
- Infant fares are priced at 75% off the published fare. Infant rates are applicable for ages 0 to 2.
- 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 doctor's certificate confirming the stage of their pregnancy and that they are fit to fly.

***Federal Airlines cannot be held responsible for any failure to perform its obligations under the terms and conditions as laid out in this document, if it is prevented or delayed in performing those obligations by an event of force majeure.***



## IMPORTANT INFORMATION

### SHUTTLE SERVICES – CANCELLATION POLICY

- 15 + Days prior to departure date - NO CHARGE
- 14 - 7 Days prior to departure date - 30% of total fare
- 6 - 1 Days prior to departure date - 75% of total fare
- Day of departure - 100% of total fare

Unlimited changes permitted on all bookings at no charge.

### NON-STANDARD PASSENGERS AND EQUIPMENT

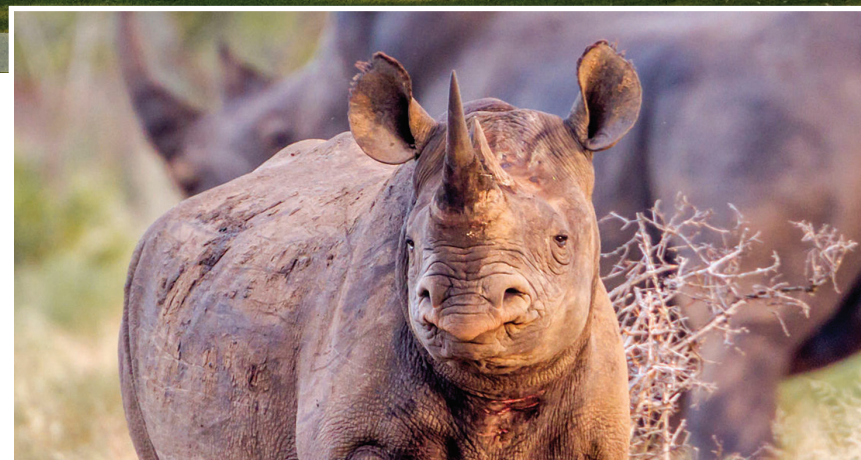
#### Wheelchair / Disabled Passengers

- Should passengers with disabilities require any extra equipment, this must be booked and pre-advised in advance.
- At all times, we will endeavor to accommodate and carry this equipment 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.

#### Wheelchairs: Manually Operated Wheelchairs

Manually operated wheelchairs may be allowed on Federal Airlines flights:

**NOTE:** Extra seats are to be booked for the extra equipment travelling per passenger accordingly.



- 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.
- The Captain of the flight must be informed of the particular cargo on board his/her flight the day before hand or at the very least 15 minutes before the flight departs.

### TRANSPORT OF LIVE ANIMALS

Carriage of live animals is permitted on board Federal Airlines flights. For more information, terms and conditions, please view our website, [www.fedair.com](http://www.fedair.com)



# Get on board with Federal Airlines

## CONTACT US

### INTERNATIONAL DIALLING FEDERAL AIRLINES JOHANNESBURG

Tel: +27 11 395 9000  
Fax: +27 11 395 9010  
Emergency Number: +27 71 517 4385  
Email: [shuttle@fedair.com](mailto:shuttle@fedair.com)

### DOMESTIC DIALLING FEDERAL AIRLINES JOHANNESBURG

Tel: 011 395 9000  
Fax: 011 395 9010  
Emergency Number: 071 517 4385  
Email: [shuttle@fedair.com](mailto:shuttle@fedair.com)

### AIR CHARTER SERVICES

Tel: +27 11 395 9000  
After Hours cell: +27 82 946 2962  
Fax: +27 11 395 9010  
Email: [charters@fedair.com](mailto:charters@fedair.com)

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For any further information please visit [www.fedair.com](http://www.fedair.com)

