



PROFLIGHT ZAMBIA

September 2008 Newsletter

Gold Class

Dear All,

With only two months (the hottest and busiest!) left of the season we would like to thank you for all your continued support. We would also like to thank you for the positive and supportive responses we have received since announcing the new rates. But there have been questions and so here are the answers and a summary of changes.

Proflight Zambia would like to take this opportunity to update you all on the plans for the Emerald season and 2009 Safari season and to answer your frequently asked questions.

If you need any further information please do not hesitate to contact us and we look forward to working with you for the rest of this season and through the seasons to come.

Best wishes,
Tony Irwin

Schedules

The new schedules for the Emerald Season and 2009 Safari Season have been released. The Emerald Season schedule was amended from what we initially put out at Indaba and we do apologise for any inconvenience this has caused.

- Emerald Season Schedule 01 November 2008- 31 May 2009
 - Lusaka/ Mfuwe daily
 - Lusaka/ Mfuwe ex BA on Tues, Thurs and Sat
 - Lusaka/ Mfuwe ex KQ on Mon, Wed, Fri and Sun
 - Lusaka/ Mfuwe ex SAA on Sundays
 - Lusaka/ Livingstone daily
 - Mfuwe- Livingstone on Wednesdays and Fridays
 - Livingstone- Mfuwe on Wednesdays, Fridays and Sundays
- Safari Season Schedule 01 June 2009- 31 October 2009
 - Lusaka/ Mfuwe twice daily
 - Lusaka/ Livingstone daily
 - Mfuwe/ Livingstone daily
 - Lusaka- Mfuwe ex BA on Tues, Thurs and Sat
 - Lusaka- Mfuwe ex SAA daily
- Lower Zambezi 2008
 - "Schedules" have been extended to 15 November 2008
 - Flights will not operate between 15 November 2008 and 31 March 2009
- Lower Zambezi 2009
 - Will operate from 01 April - 15 November 2009
 - 2009 "schedule" will be released on 15 September 2008
 - the "schedule" will service Royal and Jeki airstrips only (no seat rates outside the "schedule" times to these airstrips)
 - Kulefu airstrip will be serviced by "seat rates" (no times allotted but on request) and charters only
 - Daily seat rates to/from LZ Mfuwe (min 2) and Livingstone (min 4) available from all airstrips.

Rates

Proflight Zambia had to increase rates earlier this month due to the increases in fuel which we were unable to sustain for any longer and we do apologise for the inconvenience this has caused. The new rates were increased as follows:

- Schedules
 - Effective 29 August the rates were increased on the Lusaka/ Mfuwe and Lusaka/ Livingstone routes.
 - All existing confirmed bookings till 31 October 2008 will be honoured at the old rates
 - Any new bookings for 2008 will be at the new rate
 - ALL bookings from 01 November onwards will be invoiced at the new rates and no existing bookings confirmed or quoted for travel after 01 November 2008 will be honoured
 - Lusaka/ Mfuwe is now US \$250 pp one way
 - Lusaka/ Livingstone is now US \$230 pp one way
 - rates remain subject to change without notice

Daily Scheduled
Flights Between
Lusaka
Ndola
Solwezi
Mfuwe
Livingstone
Lower Zambezi

LAST MINUTE
LUANGWA
SPECIAL
Extended until
December 31
2008.

New M Class
Fares added
to the
Lusaka/
Livingstone
routes

Just Plane Smart...



- Lower Zambezi
 - Effective 29 August the rates were increased effective till 15 November 2008 for all NEW bookings
 - Existing bookings for Lower Zambezi will be honoured at the old rates but new bookings will be invoiced at the new rates
 - A further increase was implemented for 2009 Lower Zambezi bookings
 - ALL 2009 bookings for Lower Zambezi will be invoiced at the new rates and none of these bookings will be honoured at the old rates

- Charters
 - Charter rates were increased with immediate effect on 29 August 2008
 - Only charters that have already been prepaid will remain at the old rate.
 - All new charter bookings will be invoiced at the new rate
 - No quotations at the old rate will be honoured

- Child Fares
 - Children aged 2- 12 yrs pay 75% of the full fare on all schedules and seat rates
 - Infants (0- 2 yrs) travel free

Baggage Restriction

Proflight Zambia has strict policies on excess baggage and baggage restrictions need to be adhered to for safety reasons. The old saying is that 'Just because there is space, doesn't mean it will fit' as the baggage restriction is a safety issue and not a financial one.

- The baggage restriction on schedules between Lusaka/ Mfuwe and Lusaka/ Livingstone is 15 kg's per person in soft bags
- The baggage restriction on Lower Zambezi flights and charter flights is 12 kg's per person in soft bags
- All baggage on all flights must be in soft bags and meet the following dimensions: 25 cm x 30 cm x 62 cm
- Proflight Zambia accepts no responsibility or liability for any items in checked in baggage which are not covered in our liability limit. Proflight Zambia assumes no responsibility for lost, delayed or damaged baggage and clients will not be entitled to reimbursement for items which are not covered in our standard baggage liability.

Bookings, Tickets and Confirmations

Bookings for Proflight Zambia Schedule flights can be made in the following ways:

1. GDS- Bookings can be made by any IATA registered travel agent through the GDS (Galileo, Amadeus, Worldspan, etc) e-tickets can then be issued on HR 169 through the BSP and given to the client
2. Email- Bookings can be made through any one of our reservations consultants via email. When the booking is made you will be emailed confirmation with an order and itinerary attached. The order has a breakdown of the booking with the net amount on it. The itinerary has the pax details and flight details without the costs. To ticket the booking you merely email Reservations to say the booking is 100% confirmed and they will ticket the booking and send you an amended itinerary which will be marked as paid and this can be sent to the client. This itinerary has a unique PNR number for each client which is used for ticketless travel and can be used to check in for the flight.
3. Proflight Reservations System- Proflight Zambia's in house Reservations system, Whiz Res is a low bandwidth booking engine. This system is a desktop application and needs to be loaded on your computer. Once this is done, you can book, ticket, view invoices, view orders, reconfirm bookings and view reports. Please email us if you would like access to the reservations system.

Sales Offices

• Head Office	Lusaka Airport	Helen Liswani	+260 (0) 211 271032 +260 (0) 211 271035
• Lusaka Town	Holiday Inn	Carol Mutwali	+260 (0) 211 252348
• Lusaka Airport	Main Terminal	Christabel Mwansa	+260 (0) 211 252348 +260 (0) 977 120078
• Ndola Airport	Main Terminal	Nora Siwali	+260 (0) 212 611796 +260 (0) 977 335563
• Mfuwe Airport	Main Terminal	Tamara Mutale	+260 (0) 6 245270
• Livingstone Airport	Main Terminal	Sharon Sibanda	+260 (0) 213 324745 +260 (0) 979 222729

Email enquiries to reservations@proflight-zambia.com
www.proflight-zambia.com

Gold Class

For the Month of
September 2008
Fly between Ndola
& Lusaka for just
US\$ 65
one way. And
fly between Lusaka
& Livingstone for
US\$83
one way.

New Emerald Season
schedules and
2009 Safari Season
schedules now added

With new Schedules
added and our
unbeatable
punctuality,
it is now even
easier to get where
you are going.