

## **UNACCOMPANIED CHILDREN**

### **Children Travelling Alone**

- On Proflight Zambia flights, an Unaccompanied Minor (UM) is a child between 5-11 years of age (11 inclusive) who is NOT accompanied by a passenger 12 years of age or older having the same reservation status and capable of taking full responsibility for the child.
- A maximum of **2** Unaccompanied Minors may be carried on each flight.
- An Unaccompanied Minor is charged the available adult fare instead of charging a handling fee.
- Proflight Zambia can only accept UM's for flights that have cabin crew on board. For those flights that do not have cabin crew to attend to the UM's Proflight Zambia will only permit them to fly if accompanied by a child 15 years and older who can take responsibility for the minor.

### **Unaccompanied Minor Travel Guidelines**

- Unaccompanied Minors must be checked-in by an adult guardian who must provide photo identification and contact information, as well as the relationship to the child. On arrival in the destination city, the Proflight Zambia ground agent will also check photo identification and contact information before releasing the child to the guardian, who is predetermined in the child's reservation documents.
- Travel documents for the Unaccompanied minor must be placed in a secure bag and handed to the ground agent upon check-in.
- If your child is travelling as an Unaccompanied Minor, they must be in possession of the UM form which can be downloaded on our website or obtained from any of our sales offices.
- Please note that in addition to filling out the form, all Unaccompanied Minors must be confirmed in advanced before travelling on Proflight Zambia. Please contact our reservations and sales offices or your travel agent to make a reservation for them.

### **How to Make a Booking:**

#### **NB It is not possible to book a child travelling alone via the Website**

To book an Unaccompanied Minor, please contact Proflight Zambia Reservations on Tel:+260(0) 977 335 563 or +260 211 845944/45 or call in at one of our sales offices or through your local travel agent.

Unaccompanied Minors must be confirmed at least 3 days before the flight, so please allow for advance purchase.



## **When Your Child Travels:**

### **Check-in at the airport**

You will need to accompany your child to the airport and go to the Proflight Zambia office, to hand your child into our care.

- Please be at the airport early, with your child, to check in - at least one hour before the flight's scheduled departure - and we recommend that you remain at the airport until their flight has actually departed.
- You will be asked for the completed and signed **Handling Advise UM form**, that advises us who will be collecting your child at the end of their journey.
- We will also ask for alternative contact details in case there is any disruption to flights or the person collecting the child at the destination is not present.

### **The Handling Advice Form will require the following information:**

- age of your child
- languages your child speaks if they do not speak English
- whether they have any allergies or other health issues
- name, address and telephone number both of the person delivering your child into our care and the name, address and telephone number of the person collecting your child at the destination. We regret that we cannot take responsibility for a UM onto an International Connection.
- a further contact telephone number on which nominated parents/guardians can always be contacted both at the departing and arrival airport. This is particularly important should there be any disruption to flights.

### **Arrival at Destination:**

Our ground staff will accompany your child from the aircraft through all the arrival procedures until they have met up with the person nominated to collect them.

If the person collecting your child is delayed, it is essential that you advise us as we have limited hours of operation at some airports. We will not accept anyone to take responsibility of your child if we do not have your authority.

The safety and security of your child is of utmost importance and we do ask for photographic identification of the person collecting your child to make sure it is the person you have asked to meet them.