



EXPLORING NEW HORIZONS

PRIVATE SHUTTLE SERVICE



THE FEDERAL AIRLINES SHUTTLE EXPERIENCE



1

MEET & GREET SERVICE WILL COLLECT YOU FROM YOUR FLIGHT



2

YOU WILL BE DRIVEN TO OUR PRIVATE DEPARTURE LOUNGE



3

COMPLIMENTARY FRESH SNACKS & DRINKS ARE ALWAYS AVAILABLE



4

INDULGE IN RETAIL THERAPY AT OUR EXCLUSIVE BOUTIQUE

COMPLIMENTARY, SAFE AND SECURE EXCESS BAGGAGE STORAGE ONLY IF DEPARTING & ARRIVING FROM OR TAMBO INTERNATIONAL AIRPORT



5

SIT BACK AND RELAX AND ENJOY THE COMPLIMENTARY WIFI & TV



6

NO QUEUES OR HASSLE BOARDING THE PLANE FROM OUR PRIVATE LOUNGE



7

OUR EXPERIENCED CREW LOOK FORWARD TO WELCOMING YOU ON BOARD



8

ARRIVE AT YOUR GAME LODGE READY FOR ADVENTURE



OUR TRAVEL TIMETABLE

2015 TIMETABLE Revised as of 1 April 2014 JANUARY 2015 – 31 DECEMBER 2015

MORNING JOHANNESBURG DEPARTURE: Johannesburg to Lodge							
Airport		Standard Times		Other information			RATE
Departure	Arrival	Departure	Arrival	Day of Week	Available Seats	Stops	
Johannesburg	All lodges	10:30	12:00	1234567	41	Varies	
Sabi Sand							R 3195*
Northern Sabi Sand /Thornybush/Timbavati							R 3295*
Singita Lodges (EXCL Pamushana) / Garonga / Hoedspruit							R 3595*
<ul style="list-style-type: none">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 by 10:10 to connect onto this flightDeparture and arrival times may vary up to one hour. This is done to accommodate guests on connecting flights.NOTE : 41 available seats equal up to 5 x light aircraft departures tailored to lodges booked.							
AFTERNOON JOHANNESBURG DEPARTURE one flight: Johannesburg / Lodge							
MORNING LODGE DEPARTURE: Lodge to Johannesburg							
Airport		Standard Times		Other information			RATE
Depart	Arrival	Departure	Arrival	Day of Week	Available Seats	Stops	
All lodges	Johannesburg	11:00	12:30	1234567	34	Varies	
Sabi Sand							R 3195*
Northern Sabi Sand /Thornybush/Timbavati							R 3295*
Singita Lodges (EXCL Pamushana) / Garonga / Hoedspruit							R 3595*
<ul style="list-style-type: none">IMPORTANT - Fare excludes a fuel surcharge of R200*IMPORTANT - Please note this departure could depart anytime between 11h00 and 11h30, this is done to accommodate guests departing from various lodges, therefore we recommend no Domestic connections for flights departing before 15:00 from JohannesburgIMPORTANT - Please note this departure could depart anytime between 11h00 and 11h30, this is done to accommodate guests departing from various lodges, therefore we recommend no International connections permitted for flights departing before 16:30 from JohannesburgNOTE: 34 available seats equal up to 4 x light aircraft departures tailored from lodges booked.Departure and arrival times may vary up to one hour.This is done to accommodate guests on connecting flights.Connections onto Tswalu and Madikwe can be accommodated <p>Scheduled services operated by SA Airlink will commence on the Johannesburg to Skukuza route from the 2nd of June 2014. For the month of June & July both Federal Airlines & SA Airlink will operate to Skukuza from Johannesburg. SA Airlink will fly the morning flight, whilst Federal Airlines will operate the afternoon return flight to Skukuza. From the 1st of August 2014, SA Airlink will operate both morning and afternoon flights to Skukuza and Federal Airlines will no longer offer a Johannesburg to Skukuza service. The Lodges that will be affected by the change in scheduling are Lions Sands, Jocks Safaris, Rhino Walking, Kirkmans and Nottens Federal Airlines would like to clarify that it will continue to operate its normal Lowveld direct shuttle service from Johannesburg to all other lodges as per its current timetable and fare structure.</p>							

OUR TRAVEL TIMETABLE

AFTERNOON JOHANNESBURG DEPARTURE: Johannesburg to Lodge							
Airport		Standard Times		Other information			RATE
Departure	Arrival	Departure	Arrival	Day of Week	Available Seats	Stops	
Johannesburg	All lodges	12:30	14:00	1234567	34	Varies	
Sabi Sand							R 3195*
Northern Sabi Sand /Thornybush/Timbavati							R 3295*
Singita Lodges (EXCL Pamushana) / Garonga/ Hoedspruit							R 3595*
<ul style="list-style-type: none">Check in for this flight will be open from 07:00;Pax must be checked in at the Federal Airlines Kiosk latest 12:00 to connect onto this flight;Departure and arrival times may vary up to one hour.This is done to accommodate guests on connecting flights.Pax must be checked in at the Federal Airlines Departure lounge latest by 12:00 to connect onto this flightPassengers booked on the Air France, Emirates, Air Singapore, Swiss Air & Lufthansa will be accommodated on this departure providing the aircraft arrives as per its regular schedule time.NOTE: 34 available seats equal up to 4 x light aircraft departures tailored to lodges booked.Connections from Madikwe can be accommodated							
AFTERNOON LODGE DEPARTURE: Lodge to Johannesburg							
Airport		Standard Times		Other information			RATE
Depart	Arrival	Departure	Arrival	Day of Week	Available Seats	Stops	
All lodges	Johannesburg	12:30	15:00	1234567	41	Varies	
Sabi Sand							R 3195*
Northern Sabi Sand /Thornybush/Timbavati							R 3295*
Singita Lodges (EXCL Pamushana) / Garonga / Hoedspruit							R 3595*
<ul style="list-style-type: none">IMPORTANT - Fare excludes a fuel surcharge of R200*IMPORTANT - Please note this departure may depart anytime between 12h30 and 13h00, this is done to accommodate guests departing from various lodges, therefore we recommend no Domestic connections for flights departing before 17:00IMPORTANT - Please note this departure may depart anytime between 12h30 and 13h00, this is done to accommodate guests departing from various lodges, therefore we recommend no International Connections for flights departing before 17:50NOTE: 41 available seats equal up to 5 x light aircraft departures tailored from lodges booked.Departure and arrival times may vary up to one hour.This is done to accommodate guests on connecting flights.							



OUR TRAVEL TIMETABLE

MADIKWE TIMETABLE

*REVISED 2015 MADIKWE TIMETABLE
1 JANUARY 2014 – 31 DECEMBER 2015*

BRUNCH DEPARTURE: Madikwe / Johannesburg

Airport		Standard Times		Other information			RATE
Depart	Arrival	Departure	Arrival	Day of Week	Available Seats	Stops	
Madikwe	Johannesburg	11:15	12:15	1234567	24	Varies	R 2675*

- No domestic connections permitted for flights departing before 15:00 from Johannesburg
- No international connections permitted for flights departing before 16:30 from Johannesburg
- CONNECTIONS ONTO TSWALU and LOWVELD can be accommodated.

LUNCH DEPARTURE: Johannesburg / Madikwe

Airport		Standard Times		Other information			RATE
Depart	Arrival	Departure	Arrival	Day of Week	Available Seats	Stops	
Johannesburg	Madikwe	13:00	14:00	1234567	24	Varies	R 2675*

- IMPORTANT** - Fare excludes a fuel surcharge of R200*
- Check in for this flight will be open from 09:30
- Pax must be checked in at the Federal Airlines Departure lounge latest by 12:30 to connect onto this flight
- Pax must be checked in at the Federal Airlines Kiosk latest 12:15 to connect onto this flight
- Connections from the Lowveld, booked on the early flight, can be accommodated.
- Please note all bookings to / from Madikwe require a minimum of 2 guests. Bookings for 1 guest carry a single supplement.
- Federal Airlines operates as a Point to Point airline and is NOT responsible for missed connections

Eastern and Western lodges will be serviced on all above routes on all departure times

BENEFITS OF NEW MADIKWE TIMETABLE

*More accommodating to domestic arrivals
Greater seat capacity
Accommodating Sabi Sand connections
Coincides with lodge "check-out" and "check-in" times*

SUPPLEMENTARY SHUTTLE SERVICE AVAILABLE ALL YEAR ROUND

*Supplementary flights departure and arrival times are subject to Operations discretion and may operate before or after the Shuttle times.
R3450 pp one-way excluding applicable fuel surcharge
Minimum 4 or 6 passengers
No child or infant fare
Non-exclusive basis*

OUR TRAVEL TIMETABLE

PHINDA - SCHEDULE

Day Of Week	Airport	Depart	Arrive	Fares
Monday	Johannesburg to Phinda (via Ulundi)	10:30	12:30	R3195*
Monday	Phinda to Johannesburg	12:45	14:45	R3195*
Thursday	Johannesburg to Phinda (via Ulundi)	10:30	12:30	R3195*
Thursday	Phinda to Johannesburg	12:45	14:45	R3195*
Friday	Johannesburg to Phinda (via Ulundi)	10:30	12:30	R3195*
Friday	Phinda to Johannesburg	12:45	14:45	R3195*
Sunday	Johannesburg to Phinda (via Ulundi)	10:30	12:30	R3195*
Sunday	Phinda to Johannesburg	12:45	14:45	R3195*

****Please note on the Phinda schedule there is a possible stop en-route at Ulundi Airport****

TERMS AND CONDITIONS FOR PHINDA AIRWING

- IMPORTANT** - Fare excludes a fuel surcharge of R200*
- For special requests or flights outside of the stipulated schedule please contact Federal Airlines phinda@fedair.com or shuttle@fedair.com
- A minimum of 2 passengers are required per flight. Single passengers will be charged a Single Supplement
- All Fares, Taxes, Levies and times subject to change without prior notice
- Cancellation Fees:**

Tourism Market:

0 – 72 hours	-	100% fee is applicable
4 – 7 days	-	75% fee is applicable
8 – 14 days	-	50% fee is applicable.
15 or more days	-	None



OUR TRAVEL TIMETABLE

SCHEDULED SERVICES

ULUNDI - JOHANNESBURG – PIETERMARITZBURG - VIRGINIA

Airport	Depart	Arrive	Fares
Monday			
Johannesburg – Ulundi (enroute Phinda)	10:30	12:30	R1680
Ulundi – Johannesburg (via Phinda)	12:45	14:45	R1680
Virginia – Pietermaritzburg	07:30	08:00	R980
Pietermaritzburg– Ulundi	08:15	09:00	R980
Ulundi – Pietermaritzburg	15:30	16:15	R980
Pietermaritzburg– Virginia	16:30	17:00	R980
Tuesday			
Virginia – Ulundi	07:30	08:15	R980
Ulundi – Virginia	15:30	16:15	R980
Wednesday			
Johannesburg – Ulundi	07:30	09:00	R1680
Ulundi – Virginia	09:15	10:00	R980
Virginia– Ulundi	15:00	15:45	R980
Ulundi – Johannesburg	16:00	17:30	R1680
Thursday			
Johannesburg – Ulundi (enroute Phinda)	10:30	12:30	R1680
Ulundi – Johannesburg (via Phinda)	12:45	14:45	R1680
Virginia – Pietermaritzburg	07:30	08:00	R980
Pietermaritzburg– Ulundi	08:15	09:00	R980
Ulundi – Pietermaritzburg	15:30	16:15	R980
Pietermaritzburg– Virginia	16:30	17:00	R980
Friday			
Johannesburg – Ulundi (enroute Phinda)	10:30	12:30	R1680
Ulundi – Johannesburg (via Phinda)	12:45	14:45	R1680
Virginia – Ulundi	07:30	08:15	R980
Ulundi - Virginia	15:30	16:15	R980
Sunday			
Johannesburg – Ulundi (enroute Phinda)	10:30	12:30	R1680
Ulundi – Johannesburg (via Phinda)	12:45	14:45	R1680

TERMS AND CONDITIONS FOR ULD/VIR/PZB/JNB

- For special requests or flights outside of the stipulated schedule please contact Federal Airlines chantelle.hickley@fedair.com 033 3462580/0826334781 or shuttle@fedair.com
- All Fares, Taxes, Levies and times subject to change without prior notice
- Transport can be pre-arranged in Ulundi for an additional cost, please request this with patricia.gumede@fedair.com or chantelle.hickley@fedair.com

SPECIAL NOTES:

- Children - No children rates apply;
- Infants - 0-2 years of age on date of travel: 50 % of full fare (on lap / NO SEAT)
- BAGGAGE - 15 Kgs plus additional 5 Kg - TOTAL 20 KG only;**
- Federal Airlines operates a Point to Point service and is NOT responsible for missed connections.
- Cancellation Fees:**

Tourism Market

- 0 – 72 hours - 100% fee is applicable
- 4 – 7 days - 75% fee is applicable
- 8 – 14 days - 50% fee is applicable.
- 15 or more days - None

Business Market (Government Officials)

Changes and cancellations are permitted, with no cancellations fees for ZDM Agents.

Airport Codes

- PZB – Pietermaritzburg
- VIR – Virginia (Durban North)
- ULD – Ulundi
- JNB – Johannesburg
- PHD – Phinda

OUR TRAVEL TIMETABLE

2015 TIMETABLE

1 January 2015 - 31 December 2015

PHINDA AIRWING - RACK RATES

Airport / Airstrip		BASE FARE	FUEL SURCHARGE	TOTAL FARE
DEPART	ARRIVAL	RATES VALID FOR 2015		
Phinda	Richards Bay	R1780	R100	R1880
Phinda	Sabi Sand	R6450	R100	R6550
Phinda	Ngala / Singita KNP	R7250	R100	R7350
Phinda	Timbavati / Hoedspruit	R7250	R100	R7350
Phinda	KSIA / Virginia	R5200	R100	R5300
Phinda	Rocktail / Thonga / Mkuze Falls	R1780	R100	R1880

TERMS AND CONDITIONS FOR PHINDA AIRWING

- Please note that all flight times will be confirmed 24 hours prior to departure;
- Richards Bay drop off's / Pick up's can be done on any flight provided it is during day light hours - ie flights arriving from Johannesburg between **08h00 and 14h40**. Flights departing from Richards Bay between **07h40 to 18h10**;
- All flights require a minimum of 2 guests;
- All times subject to change without notice.

GROUP RATES : PHINDA - SABI SAND

No of passengers:	Base Fare	Fuel Surcharge	Total Fare
1 - 2	R6450	R100	R6550
3 - 6	R5790	R100	R5890
7 - 8	R5010	R100	R5110
9 - 10	R4450	R100	R4550

GROUP RATES: PHINDA - Singita KNP / Hoedspruit

1 - 2	R7250	R100	R7350
3 - 6	R6680	R100	R6780
7 - 8	R5790	R100	R5890
9 - 10	R5230	R100	R5330

TERMS AND CONDITIONS FOR GROUP RATES:

- Rates are quoted per person one way and includes 14 % VAT;
- Rates and departure times are subject to change;
- PLEASE NOTE A R500 per person landing fee will be levied for all landings at Ulusaba.
- We require a minimum of 2 guests on all flights and no child rates will be applicable;
- Routings and times will vary from day to day and is subject to lodge airstrip operating times;
- THE ABOVE RATES ARE INDICATIVE AND FORECASTED FOR A 12 MONTH PERIOD;
- Please contact us if a more comprehensive quote is received from another operator;
- We have several flights per day between destinations and may be able to offer unused legs at discounted price;
- Cancellation fee's as follows:
 - 0 - 72 hours - 100 %
 - 4 - 7 days - 75 %
 - 8 - 14 days - 50 %
 - >14 days - No charge



OUR TRAVEL TIMETABLE

NELSPRUIT / KMIA (MQP) TIMETABLE

2015 TIMETABLE

1 January 2015 - 31 December 2015

FROM NELSPRUIT / KMIA (MQP)

Airport / Airstrip		AM departure and arrival	PM departure and arrival	RATE:
Depart	Arrival			
Nelspruit (MQP)	Sabi Sand / Skukuza	09:30 / 10:30	13:15 / 14:15	R2080
Nelspruit (MQP)	Northern Lodges / Timbavati / Singita KNP	09:30 / 10:30	13:15 / 14:15	R2410
Nelspruit (MQP)	Hoedspruit (HDS)/Garonga	09:30 / 10:30	13:15 / 14:15	R2520
Sabi Sand / Skukuza	Nelspruit (MQP)	09:00 / 10:00	11:00 / 12:00	R2080
Timbavati / Northern Lodges / Singita KNP	Nelspruit (MQP)	09:00 / 10:00	11:00 / 12:00	R2410
Hoedspruit (HDS)/Garonga	Nelspruit (MQP)	09:00 / 10:00	11:00 / 12:00	R2520
Timbavati / Northern Lodges / Singita KNP	Lowveld Lodges/Skukuza	09:00 – 15:00	09:00 – 15:00	R2125
Lowveld Lodges/Skukuza	Northern Lodges / Singita KNP / Timbavati	09:00 – 15:00	09:00 – 15:00	R2125
Sabi Sand/Skukuza	Sabi Sand/Skukuza	09:00 – 15:00	09:00 – 15:00	R1640
Hoedspruit (HDS)/Garonga	Lowveld Lodges/Skukuza	09:00 – 15:00	09:00 – 15:00	R2425
Lowveld Lodges/Skukuza	Hoedspruit (HDS)/Garonga	09:00 – 15:00	09:00 – 15:00	R2425

TERMS AND CONDITIONS FOR NELSPRUIT / KMIA (MQP) BRANCH:

- o All MQP, HDS and Inter Lodge Transfers require a Minimum of 2 guests per flight.
- o Passenger Taxes at Skukuza and Ulusaba are not included in these rates;
- o For special requests or flights outside of the stipulated MQP schedule please contact Federal Airline's Reservations at shuttle@fedair.com or phone Fedair on (011) 395 9000;
- o 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;
- o Inter Lodge Hop Flights operate between 09h00 and 15h00. The confirmed departure/arrival times will be sent to the lodges the day prior to departure by the Federal Airlines OPS team. (Marked with an X on the arrival/departure times above)
- o All Hoedspruit (HDS) arrivals / departures are subject to airstrip operational hours.
- o Hoedspruit (HDS) flights are operated as Inter Lodges flights, between 0900 and 15h00, with no guarantee of commercial flight connections.
- o Children / infant discounts not applicable on the Lowveld routes;
- o All prices and times subject to change without notice
- o **PLEASE NOTE A R500 per person landing fee will be levied for all landings at Ulusaba.**

OUR TRAVEL TIMETABLE

NEW FOR 2015

INTRODUCING
THE LODGE HOP
SCHEDULE

NEW FOR 2015

Skukuza Lodge Hop Schedule

02 June 2014 - 31 December 2015

Airport / Airstrip	Airport / Airstrip	AM departure	AM arrival	Connect at Skukuza	Day	Rate
Ulusaba	Londolozi/ Singita	10:15	10:25	CPT DEPARTURE/JNB ARRIVAL	Daily	R 1 495
Londolozi/ Singita	Skukuza	10:35	10:45		Daily	R 1 495
Skukuza	Londolozi/ Singita	11:10	11:20		Daily	R 1 495
Londolozi/ Singita	Ulusaba	11:30	11:40		Daily	R 1 495
Airport / Airstrip	Airport / Airstrip	PM departure	PM arrival	Connect at Skukuza	Day	Rate
Ulusaba	Londolozi/ Singita	12:20	12:30	JNB DEPARTURE / CPT ARRIVAL	Daily	R 1 495
Londolozi/ Singita	Skukuza	12:40	12:50		Daily	R 1 495
Skukuza	Londolozi/ Singita	13:20	13:30		Daily	R 1 495
Londolozi/ Singita	Ulusaba	13:40	13:50		Daily	R 1 495

NOTE:

- These lodge hops work in conjunction with SA Ailink scheduled flights to and from Johannesburg and Cape Town and serves to transfer guests to their respective lodges in the Greater Sabi Sands region.
- Standard Federal Airlines terms and conditions apply to these flights. Rates are inclusive of all Skukuza passenger services charges. Rates do not include any other landing fees or passenger service charges.



GET IN TOUCH

Federal Airlines (Pty) Ltd - Johannesburg

Tel: + 27 (0) 11 395 9000
Fax: + 27 (0) 11 395 1071
Fax to E-mail: +27 (0) 86 667 1789
Emergency Number: + 27 (0) 071 517 4385
(Weekends and public holidays only)
E-mail: shuttle@fedair.com (not manned on Saturday afternoon,
Sundays & public holidays) 8am -5pm

Bateleur Air Charter Services - Johannesburg

tel: + 27 (0) 11 395 9000
after hours cell: + 27 (0) 82 946 2962 / +27 (0) 78 801 9727
fax: + 27 (0) 11 395 9010
e-mail: charters@fedair.com

Federal Airlines - Nelspruit (MQP)

*Please note that as of 1 March 2013 all reservations for the Lowveld
will be done from the Johannesburg office:*
tel: + 27 (0) 13 750 3140
e-mail: shuttle@fedair.com

Tanzania - Tanganyika Flying Company

tel: +255 732 978 992
tel: +255 773 944 344
e-mail: res@flytfconline.co.tz
www.flytfconline.com

Federal Airlines - Pietermaritzburg Office:

tel: + 27 (0) 33 346 2580
tel: + 27 (0) 71 127 2119
fax: + 27 (0) 33 346 2578
cell: + 27 (0) 82 633 4781
e-mail: chantelle.hickley@fedair.com
e-mail: Grace.booi@fedair.com

Federal Airlines - Ulundi Office:

tel: + 27 (0) 35 870 0887
cell: + 27 (0) 71 127 2119
e-mail: ulundi@fedair.com

Federal Airlines – Phinda Office:

cell: + 27 (0) 82 652 1626
fax: + 27 (0) 86 645 3391
e-mail: Phinda@fedair.com

IATA Code: 7V

GDS: Galileo, Sable, Apollo, Abacus,
Worldspan, Amadeus

IMPORTANT INFORMATION

BAGGAGE TERMS & CONDITIONS:

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 no rigid sides.
- Maximum luggage weight is 20kg/44lbs (in the hold)
- Maximum hand luggage is 5kg/11lbs (1 piece allowed)
- Suggested luggage size is 40cm (16 inches) wide x 30cm (12 inches) high x 60cm (24 inches) long
- Should you need to repack, we offer soft sided bags which can be purchased at our lounge at a cost of 200 ZAR



NOT PERMITTED



NOT PERMITTED

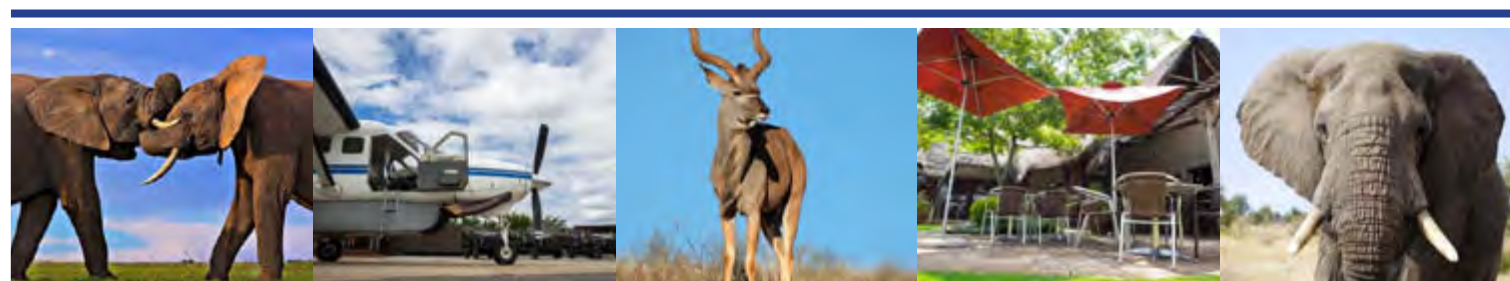


PERMITTED



PERMITTED

- ** Should your luggage exceed the above limitations and we are not able to fit it we do provide a complimentary luggage storing facility. Excess luggage remains the responsibility of the affected passenger at all times.
- ** Oversized bags cannot be carried on your lap - your safety is key to our operation and unsecured objects inside the cabin are hazardous.
- ** To accommodate additional luggage on our flights please book and pay for an additional seat in advance on any of our shuttle flights. It may not be an available option on the day of departure if this has not been pre-booked. The extra seat will allow for an extra 60kgs of luggage allowance, this extra luggage must still meet the Baggage Restriction





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. Note: as an exception, sporting / competition firearms and a maximum of five (5) kg of ammunition may be carried in the aircraft/s luggage hold/s if declared at check-in and properly packed;
- Infectious substances such as bacteria and viruses;
- Corrosives such as mercury, acids, alkalis and wet-cell batteries;
- Compressed gasses. Deeply refrigerated flammable, non-flammable and poisonous gasses such as butane, oxygen, propane and aqualung cylinders;
- The carriage of live animals, including pets, insects, reptiles or any other form of livestock is forbidden under any circumstances, with the exception of guide dogs for blind and / or deaf passengers on domestic flights only;
- We do not accept human remains for carriage on ay 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.

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, Mocaccino, Latte, Hot Chocolate, soft drinks, fruit juice and homemade biscuits available.
- Complimentary fresh sandwiches, fruit and snack available;
- Complimentary Wi-Fi inside our departure lounge;
- Boutique shopping experience;
- Complimentary shower facilities;
- Complimentary baggage storage facilities
- Beautiful private lounge with private garden to enjoy while you are waiting for your flight to depart.
- Complimentary return transport back to OR Tambo for passengers returning from our shuttle flights.
- *Guest relations contact e-mail: guestrelations1@fedair.com*

FEDERAL AIRLINES MEET & GREET SERVICE:

We provide a complimentary meet & 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 72 hrs before departure.
- 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.
- Should a meet & greet service be required for passengers arriving before 6am please let us know so that we may put you in contact with a private handling company.



SHUTTLE SERVICES - CANCELLATION POLICY:

- 30 – 15 Days – 15 %
- 14 – 08 Days – 50 %
- 07 - 04 Days - 75%
- 3 Days – Day of Travel – 100 %
- Any amendment to a booking within 72 hours that is not a cancellation will attract the following charges:
- Date change: R750.00
- Time change on day of travel: R250.00

FEDERAL AIRLINES GENERAL TERMS & 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.T. 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 en-route 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, ATC 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 to drop-off clients “at the nearest suitable and serviceable airstrip”. This might mean a road transfer for guests to get to their final destination, this road transfer will not be for Federal Airlines’ account, but will be for the guests’ account. 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.





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