

## Proflight Zambia Fare Type Rules & Baggage Allowance

Fare Rules means the rules governing the use of the ticket according to the category of ticket purchased. Fare Rules are subject to change. Tickets shall be subject to the Fare Rules as published at the time of purchase.

### Changes

- Changes to your flight (*subject to availability*) can be made up to the flight's scheduled departure time. Tickets that were not changed or flown are subject to the refund policy specific to the fare type booked
- Depending on the fare type, changes may involve payment of a fee that is applied per person per flight, plus any difference in cost between the original fare paid and the fare available at the time the change is being made, including differences caused by fluctuation in exchange rates, fare increases and/or tax additions/increases
- For tickets that have been upgraded from a non-refundable/ restrictive fare category to a refundable/less restrictive fare category, the value of the original fare remains non-refundable; only the fare upgrade amount is refundable, less any applicable admin fee. All of the rules of the original fare apply to the new fare (with the exception of checked baggage allowances)
- Name changes are not permitted.
- Change of route is permitted for an additional fee of USD25 per person, per flight plus applicable change fee and fare difference
- At the passenger request, changes can be made by Proflight on behalf of a travel agent, this will be subject to service fee ZMW600 per ticket over and above all other fees
- Child/Youth (2-17 years) 25% discount [no Youth discount on fares involving other carriers, no Child/Youth discount on Flash/Group fares (X/G)]
- Fuel surcharge (YR tax) will be part of the fare element for consideration of refund fees. Booking fees, distribution surcharge (YQ tax), excess baggage, change fee, etc are non-refundable.
- Tickets are valid for travel dates within one year of the original issue date or one year from the date you first travelled using the ticket, provided that your first flight took place within a year of the ticket being issued.

### Fare Type: Firecracker

- Changes made prior to flight departure at USD25\* per person, per flight plus applicable fare difference
  - Unused tickets not changed prior to flight are non-refundable and have no value
  - Fare Classes in this Type include: S, M, K, L, Q, H, O, T, V, Z, X, N
- \* charged only on one sector on directional through-fare*

### Fare Type: Classic

- Changes made prior to flight departure: No change fee but applicable fare difference payable
- Unused tickets cancelled prior to flight departure: 50% refund in original form of payment
- Unused tickets not changed prior to flight are non-refundable and have no value
- Fare Classes in this Type include G, Y

### Fare Type: Flexible

- Changes made prior to flight departure: No change fee; Changes made after flight departure: USD25 per person, per flight
- Unused tickets cancelled prior to flight departure: 100% refund in original form of payment; Unused tickets not changed prior to flight: 90% refund in original form of payment.
- Fare Classes in this Type include B

### Adult/Youth/Child Checked Baggage Allowance (Total Weight Limit only, no Piece Limit)

Fare Type	Domestic	International
Firecracker (S,M,K,L,Q,H,O,T,V,Z,X,N Class)	15kgs	30kgs
Classic (G & Y Class)	23kgs	30kgs
Flexible (B Class)	30kgs	30kgs
Joburg/ Ndola (direct or via Lusaka)	40kgs	40kgs
Joburg-Mfuwe-Joburg return fare (via Lusaka)	46kgs	46kgs