

Flight Availability Terms & Conditions

By using our services you are deemed to have accepted and agreed to the following terms and conditions and disclaimer.

* Flight prices, schedules and routes are subject to change without notice



Green & High Season Quick View T&Cs

- Charter seats are subject to availability.
- Rates include Royal Airstrip passenger access fee.
- Rates exclude: 1. Departure Tax of USD16 per person when flying out of Lusaka, Livingstone & Mfuwe. 2. Passenger Safety Tax of USD5 per person per way.
- Child Policy: Children under 2 sitting on their parent's lap fly free of charge.
- Departure tax: Children aged under 2 years (infants) shall pay a Departure Tax of 50% of adult rate (\$8).
- Passenger Safety Tax: An adult rate of \$5 per person per way is payable for all ages from 2 years and above (inclusive).
- Identification documentation: Upon check-in please present valid Passport/Visa documents. (Applicable to Zambian border entry)
- Allow a minimum of 1 hour prior to departure for check-in with RZL Flights and 30 minutes for connections.
- Total baggage allowance: strictly 15kg per person in soft bags plus 5kg hand luggage.
- Charter tickets can be sold for general consumption with other Lower Zambezi operators.
- Flights catered for with water, basic refreshments & light snacks.
- Rates are subject to change without notice.
- No ablutions available in flight for routes operated by Caravan.
- Payment policy: 20% deposit at the time of booking with the balance due 90 days prior to travel.

Please see below for further T&Cs & cancellation policy.

Boarding, Closure and Check-in times

1. Royal Zambezi Lodge requires a minimum of 24 hours' notice for flight clearances in order to operate the relevant route.
2. Guests arriving less than 30 minutes before the stipulated departure time are at risk of having their seat cancelled to avoid knock-on effects with the route schedule for the rest of the day.
3. All flights operate during daylight hours only.

Flight Availability

4. The flight availability is subject to change, depending on confirmed seats per route, weather, airstrip conditions and mechanical issues beyond our control.

Liability

5. The organisation accepts no responsibility for any delays caused by unforeseen circumstances, mechanical breakdowns, diversions due to weather, or any other cause. However, we will do everything in our power to assist where possible.
6. Royal Zambezi Lodge will be contracting Royal Air Charters and reserves the right to sub-charter where necessary.
7. All flights are strictly subject to runway conditions and serviceability. In the event that the destination airport/airstrip is unsuitable to land the aircraft, we will divert to the nearest available airport/airstrip.
8. The quotation is subject to availability at the time of confirmation.

Excess/Lost Luggage

9. Royal Zambezi Lodge will assist, where possible, with excess or lost luggage to getting it to your end destination, however additional charges may apply.

Payment Policy

10. A Deposit of 20% is payable at the time of confirmation of the flight.
11. Balance shall be paid 90 days prior to travel.

Bookings

12. Flights booked 89 days from date of departure will be held for 24hrs by which time full payment should have been made.
13. Flights booked 90 days plus from date of flight departure will be held for a maximum of 48hrs without payment, by which time a deposit needs to be paid to secure the flight. If no payment is received, our reservation team reserves the right to release the provisional booking for resale without notice

Cancellation Policy

The following cancellation policy is applicable to charter flights booked:

- 20% deposit secures a booking, full payment no later than 90 days before arrival
- Less than 1 week's notice- 100% of total forfeited
- Less than 4 weeks' notice - 80% forfeited
- Less than 8 weeks' notice - 50% forfeited
- Over 8 weeks' notice- 20% deposit forfeited

Pricing

14. Prices are based on current fuel prices in Zambia and Royal Zambezi Lodge reserves the right to adjust seat prices without notice if any increases in fuel prices arise.

RZL Bank details:

15.

Account Name	Chiawa Investments and Development Limited
Account Number	9130004427207 (Zambian Kwacha)
Account Number	9130004427681 (US Dollar)
Bank Name	Stanbic Bank Zambia
Branch Name	Head Office
Swift Code:	SBICZMLX

Flight Connections

16. Royal Zambezi Lodge is not responsible for missed onward connections or providing overnight accommodation due to unforeseen circumstances.

17. It is imperative that all passengers have comprehensive travel insurance.

Weather Affected Flights

18. During Zambia's rainy season, which is November to April, it is imperative to ensure passengers have comprehensive travel insurance to cover the costs of cancelled flights, accommodation and logistics, and missed connections due to unsuitable weather conditions.

19. Royal Zambezi Lodge will do everything they possibly can to get passengers safely to their destinations.

Guest Weights

20. Where necessary and in the case a flight route reaches maximum capacity, our reservations team may be required to request guest weights so pilots can arrange the balance and overall weight of the plane in order to safely transport guests.

21. Passengers are thus required to provide the reservations team with their weight details when requested in order to avoid guests being refused boarding for safety reasons.

Luggage restrictions

22. Due to the size of the luggage compartments in the planes used to get guests into the camps, luggage is limited to soft bags with dimensions of 25cm (10 inches) wide by 30cm (12 inches) high and 62cm (24 inches) long.

23. No wheels or frames allowed because this restricts the possibility to get them into the hold under the plane.

24. Guests travelling with luggage outside those permitted in paragraph 22 above may have their luggage left behind or transported to the end location at an additional cost.

25. The Total Baggage Limit is capped at 15Kg's each plus 5kgs hand luggage.

26. Additional seats may be purchased prior to departure for additional camera equipment or overweight luggage. The "additional" seat allows an extra 75kg's of luggage.



Estimated Flying Times – Caravan

Lusaka <small>(RZL Flights)</small>	Royal Airstrip	30 minutes
Livingstone <small>(Charter)</small>	Royal Airstrip	2 hours
Mfuwe <small>(Charter)</small>	Royal Airstrip	1 hour 30 minutes

* Flying times may vary slightly and will be confirmed upon booking confirmation.

Airstrips & Camps Per Scheduled Routes

Airstrip	Airstrip Code	Camps
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Royal	RYL	All Lower Zambezi accommodation & transfers*
Lusaka	LUN	All Lusaka accommodation & transfers
Livingstone	LVI	All Livingstone & Victoria Falls accommodation & transfers
Mfuwe	MF U	All South Luangwa accommodation & transfers

*Please ensure you arrange with the respective accommodation you are booking into all relevant transfer details, distances and timings from Royal Airstrip.

Emergency contact details

1st Contact

Nancy
Royal Air Charters
Operations Manager
+260969783265

2nd Contact

Gerrard
Reservations Manager
+260969783128

3rd Contact

Emergency Landline
Royal Air Charters
Operations Between 8:00hrs – 17:00hrs (local time)
+260211271411

Bookings & enquiries contact details

Email: flights@royalzambezilodge.com

Phone: +260960445247

www.royalzambezilodge.com

Connecting flight list attached

GREEN SEASON – 1st November – 30th April HIGH SEASON – 1st May – 31st October

* Flight connection details provided by RZL are merely a guideline and are subject to changes by the independent airline. RZL & RAC will not be held accountable for any missed connections due to a change in third-party flight times. Please ensure you check with the airline on connections.

PLEASE NOTE:

Connecting flight list - due the impact of the pandemic on the aviation industry, there is the possibility of airlines changing their schedules. As a result, our schedule is subject to change without notice in line with any third-party timetables. Please understand that any changes will be communicated as quickly as possible and will be made in the best interest of travelers connecting to other flights.

www.royalzambezilodge.com

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