



federal Airlines

SHUTTLE 2024 AGENTS MANUAL

Version 03 | Effective 11 January 2024



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The **federal** Airlines Experience





EXCLUSIVE GUEST EXPERIENCE

Guest Services, Private Terminal Facilities, Lounge & Garden

Our exclusive terminal facility, where departing and arriving guests can enjoy comfort, privacy and a hospitable oasis of tranquillity.

- ➔ Private terminal facility located in an exclusive part of the airport, a few minutes away from the main terminal at OR Tambo International Airport.
- ➔ Complimentary transport to and from the main terminal building at OR Tambo International Airport.
- ➔ Exclusive check in facilities for all federal Airlines flights, with baggage storage facilities.
- ➔ Comfortable lounge with shower facilities and an outdoor garden area.
- ➔ Complimentary range of hot and cold beverages, fresh sweet and savoury snacks.
- ➔ Complimentary wi-fi.
- ➔ Direct access to the apron to board the aircraft, with an exclusive security channel.

We welcome all of our guests upon their arrival in Johannesburg, at OR Tambo International Airport.

- ➔ Guest Services Welcome Centre located at the Shuttle Bus Terminal at OR Tambo International Airport, available from 07:30am. A few minutes walk from the arrivals concourse.
- ➔ Guests arriving at OR Tambo International Airport need to make their way to the Guest Services Welcome Desk from where complimentary transfers will be provided to our exclusive terminal and lounge facilities.
- ➔ On request, with 72 hours prior notice:
 - ➔ Transfers from OR Tambo International Airport to our facilities as from 07:00am.
 - ➔ Meet & Greet Service from the main arrivals area of OR Tambo International Airport. After guests have been met they will be escorted to Guest Services Welcome Centre where they will be assisted onto the complimentary transfer bus service.

Shuttle Flights

Timetable & Flight Information



JOHANNESBURG - LOWVELD SHUTTLE

JOHANNESBURG DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	11:30	Lodges	13:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times for the above flight at the federal Airlines facility - from 07:30 - up to 30 minutes before the departure time stated above.

LOWVELD LODGES DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	10:00	Johannesburg	12:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	13:00	Lodges	14:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	13:30	Johannesburg	15:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

Flight Information

- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times.
- For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- Guests connecting to and from our Madikwe Shuttle onto the Lowveld Shuttle may be accommodated for same day travel. These flights also connect with the Tswalu air service.
- Skukuza Airport and surrounding Skukuza lodges are only serviced on our Kruger (Nelspruit MKIA/MQP) - Lowveld Shuttle and Interlodge services.

Note:

Whilst every effort is made for guests to make all connections, we shall not be responsible for any missed connections as a result of delays or any other operational matters.

Guest Services

- Our Guest Services Welcome Centre (Located at the OR Tambo International Airport Shuttle Bus Terminal) is available between 07:30 and 12:00 Noon.
- Complimentary bus transfers from our Guest Services Welcome Centre to our private facilities are available from 07:30.
- Private terminal facilities and check-in for federal Airlines flights open at 07:30.
- Early transfers from OR Tambo International Airport & early check-in for federal Airlines between 07:00 & 07:30 is available on request with 72 hours prior notice.

JOHANNESBURG - MADIKWE SHUTTLE

JOHANNESBURG DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	10:00	Lodges	11:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times for the above flight at the federal Airlines facility - from 07:30 - up to 30 minutes before the departure time stated above.

MADIKWE LODGES DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	11:30	Johannesburg	12:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	13:00	Lodges	14:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	14:30	Johannesburg	15:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

Flight Information

- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times.
- For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- Guests connecting to and from our Madikwe Shuttle onto the Lowveld Shuttle may be accommodated for same day travel. These flights also connect with the Tswalu air service.

Note(s):

Whilst every effort is made for guests to make all connections, we shall not be responsible for any missed connections as a result of delays or any other operational matters.

A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement.

Guest Services

- Our Guest Services Welcome Centre (Located at the OR Tambo International Airport Shuttle Bus Terminal) is available between 07:30 and 12:00 Noon.
- Complimentary bus transfers from our Guest Services Welcome Centre to our private facilities are available from 07:30.
- Private terminal facilities and check-in for federal Airlines flights open at 07:30.
- Early transfers from OR Tambo International Airport & early check-in for federal Airlines between 07:00 & 07:30 is available on request with 72 hours prior notice.

JOHANNESBURG - MARAKELE

(Flights operating from 01st January 2024 up to and including 22nd March 2024)

JOHANNESBURG DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	15:30	Lodges	17:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times for the above flight at the federal Airlines facility - from 07:30 up to 30 minutes before the departure time stated above.

MARAKELE LODGES DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	08:30	Johannesburg	10:30	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.

Flight Information

- Lodges served are More's Marataba Safari Lodge, More's Marataba Mountain Lodge, Marataba Conservation's Explorers and Marataba Conservation's Founders.
- Runway is Thabazimbi.
- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times.
- For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- Guests connecting to and from our Marakele Shuttle onto the Lowveld Shuttle or Madikwe Shuttle may be accommodated for same day travel. These flights also connect with the Tswalu air service.

Note(s):

Whilst every effort is made for guests to make all connections, we shall not be responsible for any missed connections as a result of delays or any other operational matters.

A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement.

Guest Services

- Our Guest Services Welcome Centre (Located at the OR Tambo International Airport Shuttle Bus Terminal) is available between 07:30 and 12:00 Noon.
- Complimentary bus transfers from our Guest Services Welcome Centre to our private facilities are available from 07:30.
- Private terminal facilities and check-in for federal Airlines flights open at 07:30.
- Early transfers from OR Tambo International Airport & early check-in for federal Airlines between 07:00 & 07:30 is available on request with 72 hours prior notice.

JOHANNESBURG - MARAKELE

(Flights starting from 23rd March 2024 up to and including 31st December 2024)

JOHANNESBURG DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Johannesburg	13:00	Lodges	14:45	→ Mo, Tu, We, Th, Fr, Sa, Su → One stop at Madikwe (E)

→ Check In times for the above flight at the federal Airlines facility - from 07:30 up to 30 minutes before the departure time stated above.

MARAKELE DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	10:30	Johannesburg	12:30	→ Mo, Tu, We, Th, Fr, Sa, Su → One stop at Madikwe (E)

→ The lodge will inform guests of the time they need to be ready for the flight.

Flight Information

- Lodges served in Marakele are More's Marataba Safari Lodge, More's Marataba Mountain Lodge, Marataba Conservation's Explorers and Marataba Conservation's Founders.
- Runways used are Thabazimbi Airstrip and Madikwe Eastern Airstrip.
- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times.
- For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- Guests connecting to and from our Marakele Shuttle onto the Lowveld Shuttle or Madikwe Shuttle may be accommodated for same day travel. These flights also connect with the Tswalu air service.

Note(s):

Whilst every effort is made for guests to make all connections, we shall not be responsible for any missed connections as a result of delays or any other operational matters.

A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement.

Guest Services

- Our Guest Services Welcome Centre (Located at the OR Tambo International Airport Shuttle Bus Terminal) is available between 07:30 and 12:00 Noon.
- Complimentary bus transfers from our Guest Services Welcome Centre to our private facilities are available from 07:30.
- Private terminal facilities and check-in for federal Airlines flights open at 07:30.
- Early transfers from OR Tambo International Airport & early check-in for federal Airlines between 07:00 & 07:30 is available on request with 72 hours prior notice.

MADIKWE MARAKELE INTERLODGE SHUTTLE

(Flights starting from 23rd March 2024)

MARAKELE DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Marakele	10:30	Madikwe	11:00	→ Mo, Tu, We, Th, Fr, Sa, Su

MADIKWE DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Madikwe	14:15	Marakele	14:45	→ Mo, Tu, We, Th, Fr, Sa, Su

Flight Information

- Lodges served in Marakele are More's Marataba Safari Lodge, More's Marataba Mountain Lodge, Marataba Conservation's Explorers and Marataba Conservation's Founders.
- Runways used are Thabazimbi Airstrip and Madikwe Eastern Airstrip.
- Departure and arrival times stated above may vary up to one hour.
- Flight timings will be confirmed to the lodges by the federal Airlines Operations team the day before travel.

Note(s):

*Whilst every effort is made for guests to make all connections, we shall not be responsible for any missed connections as a result of delays or any other operational matters
A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement.*

KRUGER (NELSPRUIT KMIA/MQP) - LOWVELD SHUTTLE

NELSPRUIT DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Nelspruit KMIA/MQP	13:00	Lodges	15:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ Check In times at Nelspruit Kruger Mpumalanga International Airport KMIA (MQP) is available from 09:00, up to 30 minutes before departure time stated above.

LOWVELD LODGES DEPARTURES

DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	09:30	Nelspruit KMIA/ MQP	11:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

→ The lodge will inform guests of the time they need to be ready for the flight.
→ Connecting flight information is vital to allow flight times to be planned to meet connections at Kruger Mpumalanga International Airport KMIA (MQP) .

Flight Information

- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- Flights above incorporate all lodges that make use of Skukuza Airport.
- For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times.
- For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- For guests connecting onto flights at Nelspruit Kruger Mpumalanga International Airport KMIA (MQP) we require onward flight information. This will assist us in facilitating transfer arrangements.

Note(s):

*Whilst every effort is made for guests to make all connections, we shall not be responsible for any missed connections as a result of delays or any other operational matters
A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement.*

Guest Services

- Our Airport Service Desk at Nelspruit Kruger Mpumalanga International Airport (MQP) is available from 09:00.
- Private lounge facility at Kruger Mpumalanga International Airport KMIA (MQP) is available from 09:00.

NELSPRUIT (MQP/KMIA) - PHINDA SHUTTLE

NELSPRUIT DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Nelspruit KMIA	13:30	Lodges	14:40	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

PHINDA LODGES DEPARTURES				
DEPARTURE	TIME	ARRIVAL	TIME	DAYS
Lodges	10:00	Nelspruit KMIA	11:10	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

Flight Information

- Departure and arrival times stated above may vary up to one hour.
- Updated departure times from the lodges, and the time to be ready for the flight, will be communicated by the lodge.
- For guests connecting onto domestic flights we recommend they allow a minimum of 2 (two) hours from the above arrival times.
- For guests connecting onto international flights we recommend they allow a minimum of 3 (three) hours from the above arrival times.
- For guests connecting onto flights at Nelspruit Kruger Mpumalanga International Airport KMIA (MQP) we require onward flight information. This will assist us in facilitating transfer arrangements.
- For guests connecting with Airlink flights to Livingstone (LVI) and Vilanculos (VNX) earlier departures will be required. Please inform Reservations when making the booking.

On

Note(s):

*Whilst every effort is made for guests to make all connections, we shall not be responsible for any missed connections as a result of delays or any other operational matters
A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement.*

Guest Services

- Our Airport Service Desk at Nelspruit Kruger Mpumalanga International Airport (MQP) is available from 09:00.
- Private lounge facility at Kruger Mpumalanga International Airport KMIA (MQP) is available from 09:00.

LOWVELD INTERLODGE SHUTTLE

LOWVELD INTERLODGE SHUTTLE FLIGHTS		
ROUTING	OPERATING TIMES	DAYS
Lowveld Lodges (All Lodges)	Between 09:00 - 15:00	→ Mo, Tu, We, Th, Fr, Sa, Su → Stops may vary

Flight Information

- Departure and arrival times will be between 09:00 and 15:00.
- Flight timings will be confirmed to the lodges by the federal Airlines Operations team the day before travel.
- Flights above incorporate all lodges that use Skukuza Airport.
- Routings and departure times from lodges may vary depending on actual lodge and guest requirements as well as landing conditions.
- Hoedspruit (HDS) arrivals/departures are subject to airstrip operational hours. If outside of operational hours, an alternative airstrip will be used. Road transfer costs to/from the airstrip will be for the clients account.

Note(s):

*Whilst every effort is made for guests to make all connections, we shall not be responsible for any missed connections as a result of delays or any other operational matters
A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement. Refer to Rates sheet for further details.*

Additional Information

For agents & customers





STANDARD RATES & SOUTH AFRICA & SADC RESIDENT RATES

South Africa & SADC Resident Rates

These rates offer a discount over our standard rates.

- Special reduced rates are available for South African & SADC residents.
- Only available to South African ID / Passport and SADC Passport Holders (ID or Passport copy required when booking).
- No child discounts.
- Infants charged at 25% of quoted rates.
- IMPORTANT – A minimum of 2 passengers are required per booking. Single passengers may be charged a single supplement.

BAGGAGE, DANGEROUS GOODS & SECURITY

BAGGAGE

- All passengers travelling on our federal Airlines shuttle flights are entitled to one free piece of checked luggage and one small carry on item.
- Due to the nature of the environment in which we operate, our aircraft are smaller than a typical airliner. As a result of this we have small luggage holds which means that we have weight and size limitations. The federal Airlines luggage specifications are as follows:
 - Preferably soft (all-sides) luggage/duffle bags with ONE flat side. We offer soft sided bags which can be purchased at our lounge at an additional cost.
 - Maximum luggage weight (including photographic/filming equipment) is 20kg/44lbs (in the hold); maximum luggage size per piece is 40cm (16 inches) wide x 30cm (12 inches) high x 60cm (24 inches) long.
 - Maximum hand luggage is 5kg/11lbs;
- Should your luggage exceed the above limitations, we will NOT BE ABLE to load it. We do provide a COMPLIMENTARY LUGGAGE STORING FACILITY (provided guests are booked on a return to Johannesburg basis). Excess luggage remains the responsibility of the affected passenger at all times.
- Oversized luggage CANNOT be carried on your lap. Your safety is our first priority and unsecured objects inside the cabin are hazardous.
- At times, due to aircraft constraints, excess luggage can be an operational problem. Therefore any excess luggage over 20kgs needs to be pre-booked and pre-advised. We might not always be able to assist should excess luggage not have been pre-booked.
- For less than 10kg extra luggage, there will be an R800 surcharge and carriage is subject to aircraft operational weight and balance restrictions. Should the guest require between 10kg and 20kg of extra baggage the surcharge is R1500, for more than 20kg we would allocate a freight seat for R2,000 (up to max of 40kg). For flight safety and operational reasons, all additional freight allowances are subject to weight and balance constraints. We cannot guarantee acceptance or carriage.
- It remains the responsibility of the booking agent to inform their client of federal Airlines baggage policies. Full details and terms are found on our **Terms & Conditions of Carriage**. A copy is available from our Commercial Department and via our website.

DANGEROUS GOODS & SECURITY RESTRICTED ITEMS

- Dangerous goods are articles or substances capable of posing a risk to health, safety, property or the environment when transported by air. A full list of such items is published by our Operations Department, including details on which items can be carried by passengers and the conditions for such.
- Typical examples of Dangerous Goods **forbidden for carriage includes:**
 - **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.
 - Infectious substances such as bacteria and viruses; including lab equipment.
 - Corrosives such as mercury, acids, alkalis and wet-cell batteries;
 - **Compressed gases**. Deeply refrigerated flammable, non-flammable and poisonous gases such as butane, oxygen propane and aqualung cylinders;
- Guests will be asked at Check-In questions to check they are not carrying any Dangerous Goods or Security Restricted Items. It remains the responsibility of the booking agent to inform their clients of the federal Airlines policies and requirements regarding Dangerous Goods and Security Restricted items. Full details on the what can be and cannot be carried is available from our Commercial Department and via our website.
- We do not accept human remains for carriage on any 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.

FLYING WITH FEDERAL AIRLINES

ADDITIONAL INFORMATION ABOUT OUR FLIGHTS & OPERATIONS

- 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.
- Aircraft landing and/or departure may be delayed due to circumstances beyond our control and federal Airlines cannot be held liable in such events. Refer to our Terms & Conditions of Carriage for further details.
- 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.
- In the event of bad weather (low cloud or water-logged runways), federal Airlines reserves the right, in the interest of safety, to either cancel the flight or divert to the nearest suitable and serviceable airstrip. This might mean a road transfer for the guests to get to/from their final destination. Upon a decision being made, either federal Airlines or the Agent will make the necessary arrangements. 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.
- 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 are subject to automatic release if passengers' full names are not received at time of confirmation.
- We reserve the right to include technical stops enroute 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.

GUESTS WITH SPECIAL REQUIREMENTS

- Should passengers with disabilities require any extra assistance or mobility aids this must be booked and pre-advised in advance.
- At all times, we will endeavour to accommodate and carry mobility aids free of charges, however should the total weight of the extra equipment exceed 15kg, extra charges may become necessary, limited to a maximum of R2,000. This charge will depend on the following factors: number of passengers booked, remaining available payload and luggage space capacity on the flight.
- Manually operated wheelchairs are allowed on federal Airlines flights. At all times; however consideration must be taken in terms of size as not all aircraft in the federal Airlines fleet can accommodate the bulk / shape of a fold-away wheelchair in cargo pods, etc
- Expectant mothers may travel with federal Airlines up to and including the 27th week of their pregnancy. This must be inclusive of their return flight and must be able to produce a doctors certificate confirming the stage of their pregnancy and that they are fit to fly.

FLYING WITH FEDERAL AIRLINES

GROUP BOOKINGS

- For group bookings on shuttle flights to/from Johannesburg, bookings are restricted to 18 passengers per departure time. Any additional passengers can be accommodated on a private charter basis.
- For group bookings on all other shuttle routes, bookings are restricted to 9 passengers per departure time. Any additional passengers can be accommodated on a private charter basis.

CHILD & INFANT FARES

- Child fares are available on the following routes: ORT, Lowveld (MQP and Inter-Lodge), Madikwe & Phinda.
- Child fares have a 25% discount of the published fare. Child fares are applicable for ages 2 to 12 (up to 12th birthday).
- Child fares are not applicable on the SA and SADC rates.
- Infant fares are available on: ORT, Lowveld (MQP and Inter-Lodge), Madikwe and Phinda. Infant fares are priced at 75% off the published fare. Infant rates are applicable for ages 0 up to 2nd birthday.

CANCELLATION POLICY

- 15 + Days prior to departure date - NO CHARGE.
- 14 - 7 Days prior to departure date - 30% of total fare.
- 6 days up to 24 hours of departure time - 75% of total fare.
- Within 24 hours of departure time - 100% of total fare.

CHANGES POLICY

- Unlimited changes permitted on all bookings, up to 72 hours prior to departure time.
- Changes are subject to fare differences as applicable.
- Changes to travel dates must be specified at the time of requesting the change.

Note: This Cancellation Policy also applies to fastjet flights booked via the federal Airlines Shuttle Reservations Department.



FASTJET

Our sister airline, fastjet is a multi-award-winning African airline that began flight operations in 2012. Today, fastjet connects three major cities in Zimbabwe by flying between Harare & Victoria Falls, as well as between Harare & Bulawayo.

In addition, the airline offers international flights from Harare, Bulawayo & Victoria Falls to Johannesburg in South Africa and from Victoria Falls to Mbombela (Kruger) Nelspruit Mpumalanga in South Africa.

Its awards include World Travel Awards in 2016, 2017, 2018, 2019 2020, 2021 and 2022, Skytrax World Airline Awards in 2017 and 2019, and in the top ten finalists for 2021, 2022 and 2023.

Since commencing operations, fastjet has flown over 4 million passengers and has established itself as a reliable African airline brand, with a range of value-added products and services.

As part of the airline's commitment to offering choice, flexibility and value, customers benefit from generous free baggage allowances, flexible change options, multiple payment channels, airport lounge access on select routes, and ancillary services such as car hire.

For convenience all federal Airlines travel partners will be able to book their key fastjet tourism connections with the federal Airlines reservations team.

ROUTE MAP



FASTJET CONNECTIONS ZIMBABWE-SOUTH AFRICA

From	To
Nelspruit KMIA (MQP)	Victoria Falls (VFA)
Victoria Falls (VFA)	Nelspruit KMIA (MQP)
Johannesburg OR Tambo (JNB)	Victoria Falls (VFA)
Victoria Falls (VFA)	Johannesburg OR Tambo (JNB)

- All fastjet flights are available to be booked directly through the federal Airlines Shuttle Reservations team.
- The federal Airlines Cancellation Policy and terms apply to all fastjet flights booked through federal Airlines Shuttle Reservations Department.

CONTACT DETAILS

RESERVATIONS (SHUTTLE)

Email: shuttle@fedair.com

Tel: +27 11 395 9000

Tel: +27 71 517 4385

For Queries Within 72 hours of Travel Date/Time

Tel: +27 72 394 6230

AIR CHARTER SERVICES

Email: charters@fedair.com

Tel: +27 11 395 9000

After Hours: +27 82 946 2962

KRUGER NATIONAL PARK

Code	Lodge	Airstrip	Drive Time to/from Lodge
LEB	Singita Lebombo & Sweni	Satara	45 minutes

TIMBAVATI

Code	Lodge	Airstrip	Drive Time to/from Lodge
KNG	Kings Camp	Rock Fig	15 minutes
TAN	Tanda Tula	Rock Fig	15 minutes
UML	Umlani	Rock Fig	20 minutes
RFS	Rock Fig	Rock Fig	10 minutes
KAM	Kambaku	Rock Fig	15 minutes
WPC	Walkers Plains Camp	Rock Fig	20 minutes
NYA	Nyala Camp	Rock Fig	45 minutes
SBI/TIM	Simbavati	Rock Fig	01 hour 15 minutes
SBI/TIM	River Lodge	Rock Fig	30 minutes
MOT	Motswari	Motswari / Rock Fig	05 minutes / 1 hour
RLM	Royal Malewane	Royal Malewane	15 minutes
JAK	Jackalberry	Royal Malewane	10 minutes
SIV	Siviti Timbavati Plains	Royal Malewane	20 minutes
WBK	Waterbuck Game	Royal Malewane	20 minutes
WAS	Waterside	Royal Malewane	20 minutes
SHU	Shumbalala	Thornybush	15 minutes
SER	Serondella	Thornybush	15 minutes
CHA	Chapungu	Thornybush	05 minutes
THB	Thornybush	Thornybush	05 minutes
SSK	Saseka Tented Camp	Thornybush	05 minutes
MON	Monwana Game	Thornybush	15 minutes
NKA	Nkaya Game	Thornybush	20 minutes
KUB	Kubili House	Thornybush	15 minutes
NGL	Ngala (Main)	Ngala	05 minutes
NGT	Ngala (Tented)	Ngala	45 minutes
THA	Thabamati Camp	Thabamati	05 minutes
MYI	Makanyi	Thabamati	15 minutes
SHI	Shindzela Camp	Thabamati	40 minutes

KLASERIE

Code	Lodge	Airstrip	Drive Time to/from Lodge
SBI/HDE	Camp George	Hoedspruit Eastgate	01 hour
SBI/HDE	Waterside	Hoedspruit Eastgate	30 minutes
SBI/HDE	Homestead	Hoedspruit Eastgate	01 hour

MADIKWE COMMERCIAL CAMPS (MCC)

Code	Lodge	Airstrip	Drive Time to/from Lodge
BFR/W	Buffalo Ridge Safari Lodge	Madikwe West	15 minutes
ETL/E	Etali Lodge	Madikwe East	20 minutes
IPD/W	Impodimo Lodge	Madikwe West	20 minutes
JAC/E	Jaci's Lodge	Madikwe East	35 minutes
MDH/E	Madikwe Hills Lodge	Madikwe East	20 minutes
JAM/E	Jamala Madikwe Lodge	Madikwe East	30 minutes
MRL/E	Madikwe River Lodge	Madikwe East	20 minutes
MDS/E	Madikwe Safari Lodge	Madikwe East	10 minutes
MAK/E	Makanyane Safari Lodge	Madikwe East	40 minutes
MAT/E	Mateya Safari Lodge	Madikwe East	10 minutes
MOL/E	Molori Safari Lodge	Madikwe East	12 minutes
MOR/E	Morukuru Lodge	Madikwe East	45 minutes
MSW/W	Motswiri Private Safari	Madikwe West	20 minutes
RLS/W	Rhulani Safari	Madikwe West	30 minutes
RMD/W	Royal Madikwe Luxury Safari	Madikwe West	30 minutes
TAU/W	Tau Game Lodge	Madikwe West	45 minutes
MBH/W	Madikwe Bush House	Madikwe West	45 minutes
THK/E	Thakadu River Camp	Madikwe East	45 minutes
TNS/W	Tuningi	Madikwe West	45 minutes

MADIKWE PRIVATE CAMPS (MPC)

Code	Lodge	Airstrip	Drive Time to/from Lodge
BOS/E	Bosman Lodge	Madikwe East	01 hour
HIL/E	Hillside Lodge	Madikwe East	45 minutes
MHH/E	Hill House	Madikwe East	01 hour
KKA/W	Kukama Lodge	Madikwe West	30 minutes
LPR/E	Leopard Rock Lodge	Madikwe East	45 minutes
MTL/E	Maroela Tree Lodge	Madikwe East	01 hour
MLA/E	Matla Lodge	Madikwe East	45 minutes
MFT/W	Mooifontein	Madikwe West	15 minutes
MOS/E	Mosetha Bush Camp	Madikwe East	30 minutes
NGU/E	Ngau Lodge	Madikwe East	45 minutes
NKS/W	Nkurru Safari Lodge	Madikwe West	25 minutes
ROC/W	Rock Fig Lodge	Madikwe West	30 minutes
TRF/E	Tree Frog Lodge	Madikwe East	01 hour
UKU/E	Ukuthula Lodge	Madikwe East	20 minutes
TAM/E	Tamboti	Madikwe East	01 hour

SOUTHERN SABİ SANDS

Code	Lodge	Airstrip	Drive Time to/from Lodge
SNG	Singita	Singita	05 minutes
SAB	Sabi Bush Lodge	Sabi Sabi	30 minutes
SAE	Sabi Earth Lodge	Sabi Sabi	15 minutes
SAL	Sabi Little Bush	Sabi Sabi	20 minutes
SAS	Sabi Selati Camp	Sabi Sabi	40 minutes
LDZ	Londolozi	Londolozi	05 minutes
ULS	Ulusaba	Ulusaba	05 minutes
LPH	Leopard Hills	Ulusaba	10 minutes
SAV	Savanna	Ulusaba	40 minutes
INY	Inyati	Ulusaba	20 minutes
EXE	Dulini River Lodge	Ulusaba	15 minutes
LDW	Dulini Leadwood Lodge	Ulusaba	25 minutes
DUL	Dulini Moya	Ulusaba	15 minutes
IDB	Idube	Ulusaba	30 minutes
MAL	Mala Mala	Mala Mala	08 minutes

SOUTHERN SABİ SANDS / SKUKUZA (SKZ)

Code	Lodge	Airport	Drive Time to/from Lodge
JOC	Jock Safari Lodge	Skukuza	01 hour
KIR	Kirkman's Kamp	Skukuza	01 hour
LNS	Lion Sands Ivory Lodge	Skukuza	01 hour
LNS	Lion Sands Narina Lodge	Skukuza	25 minutes
LNS	Lion Sands River Lodge	Skukuza	01 hour
NOT	Nottens Bush Camp	Skukuza	01 hour
TEN	Tengile River Lodge	Skukuza	01 hour
TIN	Lion Sands Tinga Lodge KNP	Skukuza	05 minutes
RHO	Rhino Walking Safaris	Skukuza	35 minutes

MARAKELE

Code	Lodge	Airstrip	Drive Time to/from Lodge
MRS	More's Marataba Safari Lodge	Thabazimbi	25 minutes
MRM	More's Marataba Mountain Lodge	Thabazimbi	25 minutes
MCE	Marataba Conservation's Explorers	Thabazimbi	15 minutes
MCF	Marataba Conservation's Founders	Thabazimbi	15 minutes

NORTHERN SABİ SANDS

Code	Lodge	Airstrip	Drive Time to/from Lodge
TNT	Tintswalo	Manyeleti	10 minutes
IMB	Imbali	Manyeleti	01 hour 30 minutes
HAM	Hamiltons	Manyeleti	01 hour 40 minutes
HOY	Hoyo Hoyo	Manyeleti	01 hour 20 minutes
HNG	Honeyguide	Manyeleti	45 minutes
ARA	Arathusa	Arathusa	05 minutes
DJM	Djuma	Arathusa	15 minutes
CHI	Chitwa Chitwa	Arathusa	20 minutes
CHP	Cheetah Plains	Arathusa	30 minutes
JSH	Jacis Sabi House	Arathusa	30 minutes
NKO	Nkorho	Arathusa	30 minutes
SIM	Simbambili	Arathusa or Elephant Plains	20 minutes
SLV	Silvan Safari	Arathusa or Elephant Plains	05 minutes
ELE	Elephant Plains	Arathusa or Elephant Plains	02 minutes

HOEDSPRUIT

Code	Lodge	Airstrip	Drive Time to/from Lodge
JAB	Jabulani	Kapama or Hoedspruit Eastgate	20 minutes
KAP	Kapama	Kapama or Hoedspruit Eastgate	10 minutes

MAKALALI

Code	Lodge	Airstrip	Drive Time to/from Lodge
GAR	Garonga Safari Camp	Garonga	05 minutes

Code	Lodge	Airstrip	Drive Time to/from Lodge
PZL	Phinda Rock Lodge	Phinda	15 minutes
PZL	Phinda Mountain Lodge	Phinda	15 minutes
PZL	Phinda Vlei Lodge	Phinda	30 minutes
PZL	Phinda Zuka Lodge	Phinda	50 minutes
PZL	Phinda Forest Lodge	Phinda	30 minutes
PZL	Phinda Homestead	Phinda	30 minutes
PZL	Thanda Safari Private Game Res.	Phinda	40 minutes