

WEATHER POLICY – Mala Mala

(Effective: 01 January 2017)

FLIGHTS DEPARTING MALA MALA TO OR TAMBO AT 11H00

Mala Mala may, at their discretion cancel any flight within 24 hours of departure due to **bad weather concerns only!**

Such cancellations are at the discretion of Lodge Management only. They are to advise Federal Airlines Operations on 011 395 9000 or 083 611 2766, **by no later than 09h00, on the morning of departure**. It is imperative that any verbal instruction is to be followed immediately by written confirmation to the following email addresses: operations@fedair.com and shuttle@fedair.com.

Should the guests, after 09h00, elect to delay his/her flight in hopes that the weather will improve, Federal Airlines will accommodate this request if operationally possible. However, Federal Airlines cannot take responsibility or absorb any costs with regards to missed connecting flights as well as additional accommodation if required. We will however, endeavor to assist where possible.

FLIGHTS DEPARTING MALA MALA TO OR TAMBO BETWEEN AT 12H30

Mala Mala may, at their discretion cancel any flight within 24 hours of departure due to **bad weather concerns only!**

Such cancellations are at the discretion of Lodge Management only. They are to advise Federal Airlines Operations on 011 395 9000 or 083 611 2766, **by no later than 09h00, on the morning of departure**. It is imperative that any verbal instruction is to be followed immediately by written confirmation to the following email addresses: operations@fedair.com and shuttle@fedair.com.

Should the guests, after 09h00, elect to delay his/her flight in hopes that the weather will improve, Federal Airlines will accommodate this request if operationally possible. However, Federal Airlines cannot take responsibility or absorb any costs with regards to missed connecting flights as well as additional accommodation if required. We will however, endeavor to assist where possible.

No refund shall be considered should the above procedure not be followed.

Upon receipt of cancellation instructions of passengers by Lodge Management, these passengers will immediately be removed from our passenger manifest. Should these passengers wish to be reinstated at late notice; this will be subject to availability, as well as approval by our Operations Department. If this is not



operationally possible the guest/lodge does have the option of a private charter if available. (Quotes available on request).

NOTE: Federal Airlines cannot guarantee availability of seats should guest/lodge request to travel on a later flight or the following day due to cancelled flights.

Once guests have decided to cancel their flights with Federal Airlines, and elected to make use of road transfers, a **100% refund** will be made within 30 days of written cancellation received.

In the event of bad weather (low cloud or water logged runways), Federal Airlines reserves the right, in the interest of safety, to divert to 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 guest/lodge account. Inclement weather is considered a force majeure or an act of God and Federal Airlines cannot be held responsible if weather and/or runway conditions are not suitable to land at your original destination.

FLIGHTS DEPART OR TAMBO TO MALA MALA

If the weather in the Park is poor, Federal Airlines will delay all departures until the weather improves.

By 13h00 latest, a final decision to depart to the Sabi Sands or NOT will be made by Federal Airlines Operations. This will be communicated to all guests and lodges.

If guests prefer to cancel before 13h00 and drive/ take a transfer to the Sabi Sands, then, one of the following will be applicable:

1. If weather permits, and the flight continues as planned, after 13h00, the 100% cancellation fee will take effect.
2. If we don't fly, the 100% refund policy will be applicable.

Upon a decision being reached to road travel, Federal Airlines would request the relevant lodges to arrange this in conjunction with the guests/ agents. However, kindly note that in both cases above, **all road transfer arrangements and costs** will be for the guest's responsibility and account.

In all cases we would suggest that the 24 hour Federal Airlines Operations cell number be used to communicate with our Operations Duty Controller on the day - the contact number is **083 611 2766**.

In the event of bad weather (low cloud or water logged runways), Federal Airlines reserves the right, in the interest of safety, "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.

NB. FEDERAL AIRLINES OPERATIONS DEPARTMENT WILL NOTIFY THE LODGE MANAGER BY NO LATER THAN 16:00 THE DAY BEFORE DEPARTURE SHOULD ANY ADVERSE WEATHER BE FORECASTED.

What should a guest do if he/she misses his/her connecting flight due to weather delays?

Although Federal Airlines is not responsible for missed connecting flights due to weather delays, we are at your disposal to assist guests/passengers where we possibly can.

Should guests/passengers need accommodation or transport we will assist in the arrangement of this within good reason. Federal Airlines will also be able to provide a letter to assist passengers in claiming from their travel insurance should they wish to do so.

We welcome you onboard again soon and provide you the positive Federal Airlines Experience you have come to expect from us!

With Kind Regards,

The Federal Airlines Team



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