

## **WEATHER POLICY – MQP and Inter Lodge**

(Effective: 01 January 2017)

### **FLIGHTS DEPARTING MQP AT 09H00 or LODGES AT 09h30 OR ANY INTER LODGE FLIGHT**

Any lodge in the Sabi Sands 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 16h00, the day prior to departure**. It is imperative that any verbal instruction is to be followed immediately by written confirmation to the following email addresses: [operations@fedair.com](mailto:operations@fedair.com) and [shuttle@fedair.com](mailto:shuttle@fedair.com) .

**Should the guests, after 16h00, 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 LODGES AT 11H00 or MQP AT 13h15 OR ANY INTER LODGE FLIGHT**

Any lodge in the Sabi Sands 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 16h00, the day before departure**. It is imperative that any verbal instruction is to be followed immediately by written confirmation to the following email addresses: [operations@fedair.com](mailto:operations@fedair.com) and [shuttle@fedair.com](mailto:shuttle@fedair.com) .

**Should the guests, after 16h00, 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.

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**.

**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 in 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

