



Federal *Air*

Passenger Handbook



www.fedair.com

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Welcome

Thank you for choosing Federal Air to fly you to your dream destination. We trust that you will enjoy a relaxing and enjoyable transfer to your final destination. To make your transfer as efficient as possible, please take a moment to read through this document.

About Federal Air

Federal Air operates a scheduled shuttle service that transports game lodge guests from the airport to their final destinations. Our premier shuttle service flies daily from Johannesburg International Airport (OR Tambo International Airport) and Nelspruit's Kruger-Mpumalanga International Airport to selected lodges in Sabi Sands private game reserve in the Kruger National Park, Madikwe private game reserve in North West Province and selected reserves in Northern Kwa-Zulu Natal.

Meet and Greet services

Our Meet & Greet service is available at O.R. Tambo International Airport (Johannesburg International Airport; JNB) on receipt of updated flight details. As a part of providing exceptional service to our passengers, our dedicated team of Meet & Greet personnel are here to assist.

With only 72 hours notification, one of our team members will be waiting for our passengers at the terminal at International or Domestic arrivals at Johannesburg International Airport (JNB)



Welcome Booth

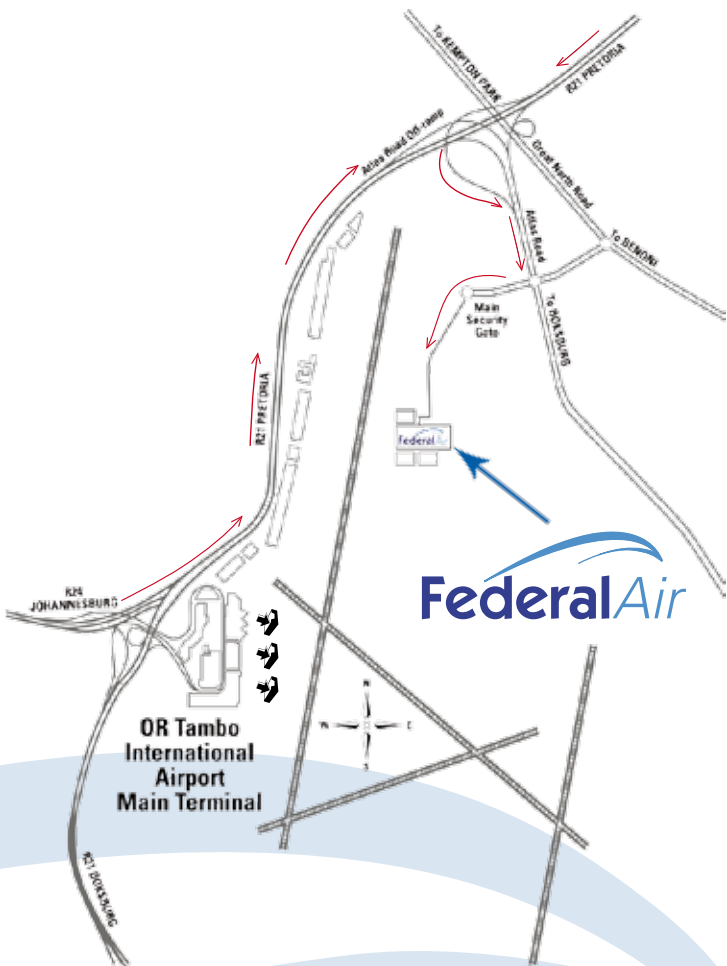


Departure Lounge

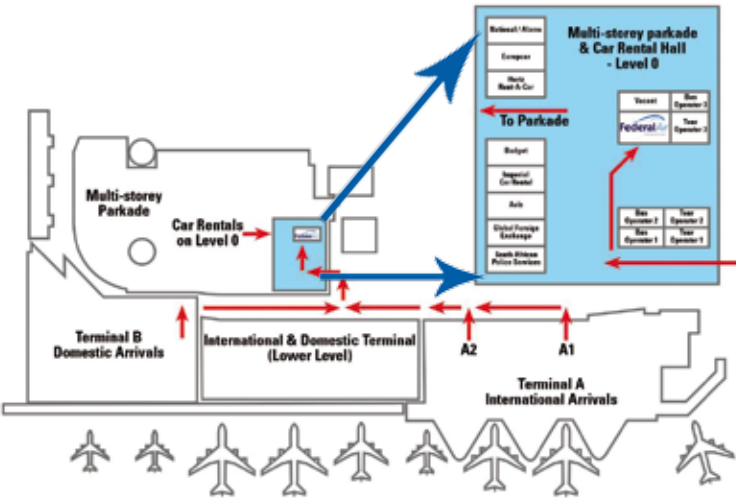
Meeting point times

Johannesburg-Sabi Sand	08:15am for 09:15am	departure
Johannesburg-Ngala/Lebombo	08:15am for 09:15am	departure
Johannesburg-Phinda	09:00am for 10:00am	departure
Johannesburg-Madikwe	09:30am for 10:30am	departure
Johannesburg-Timbavati	11:15am for 12:15pm	departure
Johannesburg-NorthernSabi Sand	11:15am for 12:25pm	departure
Johannesburg-Sabi Sand	11:40am for 12:40pm	departure
Johannesburg-Ngala/Lebombo	11:40am for 12:40pm	departure
Johannesburg-Madikwe	12:30pm for 13:30pm	departure

How to find our departure lounge at OR Tambo (Johannesburg International Airport)



How to find our welcome booth at OR Tambo (Johannesburg International Airport)



Departure lounge

As part of our service, we offer our passengers the use of our exclusive private departure lounge at OR Tambo international Airport.

All of our Premier Shuttle Flights depart from here, and our passengers have to check-in here. Our passengers are welcome to make use of all our facilities, which include a complimentary bar service, boutique shopping, showers, and wireless and internet facilities.



Departure Lounge

When flying to the bush

Flying in the bush can be a rewarding and engaging experience. Spectacular aerial views of the African bush and the marvels of nature can be enjoyed by our passengers whilst in flight. Operating in the bush airstrips presents different challenges to a more conventional airport, and the flights are susceptible to unique situations that do not affect conventional services.

- Flight departures and arrivals can vary by as much as 45 minutes. Each day of flying is planned 24 hours in advance. Our route structure is constantly changing due to variations in the daily inbound / outbound activity of each lodge. It is not unusual on some days for a lodge not have a single guest arriving or departing. This means that we will never know our exact routing until the day before arrival or departure.
- Aircraft are often delayed due to animals obstructing the runway - especially during winter when the animals are attracted to the warmth being radiated from the airstrips. When animals are present, we coerce them off the airstrip to allow for a safe landing or take-off.



Arrival at bush game lodge

- Johannesburg International Airport is one of the busiest airports in the Southern Hemisphere. As such we often incur Air Traffic Control delays due to aircraft congestion.
- The weather in southern Africa can present spectacular thunderstorms which can affect our departure schedule. This is because we always plan our flights in the best possible weather.
- We place our guests' safety above all other concerns. Our 15 years of experience helps us to ensure that our guests always enjoy a smooth, comfortable transfer

Arriving at the game lodge

Most game lodge airstrips are located a fair distance from the actual lodge. This is to ensure that guests at the lodge are not disturbed by the sounds of incoming and departing aircraft. Transport between the airstrip and the lodge will be provided by the game lodge. We constantly update the lodge representatives with all flight details so they are well prepared for our guests' arrival.



Landing strip



Game vehicle

What may be taken on board the aircraft

Each passenger is allowed one (1) item of luggage to a maximum weight of 20 kgs (44 lbs.). The luggage should preferably be soft sided to allow for easier packing. We have complimentary luggage storage available for any excess luggage our passengers might have. (Only on return flights with Federal Air).



Aircraft Interior

The following dangerous goods are not permitted on board the aircraft:

- Flammable liquids and solids such as lighter or heater fuels, paint and matches. Radio-active material, oxidizing materials and organic peroxides such as bleaches and fibreglass repair kits.
- Firearms and explosives handguns, automatic weapons, munitions, ammunitions including blank cartridges, pistol caps, fireworks, flares, smoke canisters and crackers. Note: as an exception, sporting/competition firearms and a maximum of five (5) kg of ammunition may be carried in the aircraft/s luggage hold/s if declared at check-in and properly packaged.
- Infectious substances such as bacteria and viruses.
- 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.
- Expectant mothers may travel up to and including the 27th week of their pregnancy, and will be accepted between the 28th and 34th week on their return flight, if they are in possession of a doctor's certificate confirming the stage of their pregnancy and that they are fit to fly.
- The carriage of live animals, including pets, insects, reptiles or any other form of livestock is forbidden under any circumstances, with the exception of guide dogs for blind and/or deaf passenger on domestic flights only.
- 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 cremation certificate accompanies them. You must ensure the ashes are securely packaged in an appropriate container and should be included in your hand luggage.

Contact details:

- Johannesburg
Tel: +27 (0) 11 395 9000
Fax: +27 (0) 11 395 9010
Hangar 14, O.R. Tambo (Johannesburg) International Airport
- Nelspruit
Tel: +27 (0) 13 750 3140
Shop ARRO2, Kruger Mpumalanga International Airport, Nelspruit 1200

Website: www.fedair.com

Email: info@fedair.com