AGENDA

Welcome & Introductions

- Welcome to all participants; introductions of the HQ representative and P0 Namibia team

Proflight Zambia Overview

- Background

Direct WDH–LUN–WDH flights

- Effective November 2026
- Benefits of the only direct flight
- Schedule, fares, baggage and product offering
- Potential domestic and international network connectivity

Trade Support

- Booking channels and GDS availability

PROFLIGHT ZAMBIA OVERVIEW

About Proflight Zambia (refer to attached brochure for more information)

Proflight Zambia, established in 2005, is Zambia's leading scheduled airline and an IATA Operational Safety Audit (IOSA) registered and an IATA member airline.

Operating from its base in Lusaka, its domestic routes include Kalumbila, Kasama, Livingstone, Mansa, Mfuwe, Ndola, and Solwezi, with seasonal safari routes to Jeki/Royal airstrips in Lower Zambezi National Park.

The airline's international flights include South Africa, Botswana, and Namibia, operating between Lusaka and Johannesburg Lusaka and Cape Town (via Livingstone),Livingstone and Cape Town direct, Lusaka and Windhoek (via Livingstone), Livingstone and Windhoek direct, with seasonal safari routes operating between Lusaka and Maun (via Livingstone) and between Livingstone and Maun.

The airline prides itself in providing a **safe, reliable, efficient, and friendly service**, and offering good value to business and leisure travellers locally and internationally.

The airline operates five Bombardier CRJ-200 50 seat jets, one Bombardier CRJ-100 parcel freighter jet, and seven BAE Jetstream 41 29 seat turbo prop aircraft.



OUR BRAND VALUES

SAFETY	EFFICIENCY	RELIABILITY	FRIENDLY SERVICE
OUR TOP PRIORITY	SMART STREAMLINED OPERATIONS	CONSISTENT PERFORMANCE	WARM CUSTOMER FOCUSED EXPERIENCE

NEW DIRECT FLIGHT WDH-LUN-WDH

Why the Proflight Zambia direct flight?

The introduction of the **Windhoek-Lusaka service**, combined with **IOSA accreditation** and expanding regional connectivity, presents a strong opportunity to position Proflight Zambia as a preferred regional airline for **corporate travel, tourism, MICE business, and trade partnerships** in the Namibia market.

USP

- Personalized friendly customer service
- Only direct flight between NA & ZAM
- Reliable regional carrier
- Strong domestic network within Zambia
- Convenient schedules for business and leisure travellers (departure times & 3 times a week)
- Strategic hub operation through Lusaka
- Trusted local expertise.
- Competitive pricing.
- Seamless connections.
- Excellent support for travel trade partners.

DIRECT CONNECTIVITY UNLOCKS BUSINESS AND LEISURE TRAVEL

Business Travel

- Mining sector links. (destination , type of mine. Route or pictures)
- Government travel(Bilateral, Diplomats)
- NGO and development organizations. (organization SACU)
- Trade and investment missions.

Leisure Travel

- Victoria Falls tourism. (400 falls refer captain audio)
- Safari packages.
- Family visits.
- Students (21 days Zip fares on website)
- Multi-country Southern African itineraries. (regional connectivity & INT)

Key Message

Travelers no longer need to connect through multiple hubs, saving both travel time and costs.

NEW DIRECT FLIGHT WDH-LUN-WDH

Seamless Schedule

FROM WINDHOEK (WDH)	DAY	DEP TIME	ARR TIME	ARR AIRPORT	SCH EFF DATE	SCH END DATE
P0 063	Tu, Fr, Su	12:20	15:20	LUN via LVI	current	**31-Oct**
P0 065	Th, Su	13:20	15:30	Lusaka	1-Jan-27	**28-Feb-27**
P0 065	Tu, Th, Su	13:20	15:30	Lusaka	1-Mar-27	**31-Mar-27**
P0 063	Tu, Th, Su	12:15	15:15	Lusaka	1-Apr-27	**31-Oct-27**

FROM LUSAKA	DAYS	DEP TIME	ARR TIME	ARR AIRPORT	SCH EFF DATE	SCH END DATE
P0 062	Tu, Fr, Su	8:30	11:35	WDH via LVI	current	**31-Oct**
P0 064	Tu, Fr, Su	10:35	12:40	Windhoek	1-Nov	**31-Dec**
P0 064	Th, Su	10:35	12:40	Windhoek	1-Jan-27	**28-Feb-27**
P0 064	Tu, Th, Su	10:35	12:40	Windhoek	1-Mar-27	**31-Mar-27**
P0 062	Tu, Th, Su	8:30	11:35	Windhoek	1-Apr-27	**31-Oct-27**

via JNB with SA on all other days

PROFLIGHT ZAMBIA NETWORK – POTENTIAL CONNECTIVITIES

MINIMUM CONNECTING TIMES : LUSAKA

From a Proflight Zambia flight to another Proflight Zambia flight

- 25 mins connecting time between Proflight Zambia domestic flight and Proflight Zambia domestic flight
- 40 mins connecting time between Proflight Zambia domestic flight and Proflight Zambia international flight
- 45 mins connecting time between Proflight Zambia international flight and Proflight Zambia international flight
- 55 mins connecting time between Proflight Zambia international flight and Proflight Zambia domestic flight
  (Note: P0051 Cape Town to P0308 Ndola is exceptionally permitted.)

From a Proflight Zambia flight to another airline

- 1 hour connecting time between another airline domestic scheduled or charter flight arrival and a Proflight Zambia domestic flight departure
- 1 hour 20 mins connecting time between a Proflight Zambia domestic flight arrival and another airline international flight departure
- 1 hour 20 mins connecting time between another airline international flight arrival and a Proflight Zambia domestic flight departure
- 55 mins connecting time between another airline international flight arrival/departure and a Proflight Zambia international flight departure/arrival

NEW DIRECT FLIGHT WDH-LUN-WDH- FARE TYPES

FARE TYPE: FIRECRACKER

- Changes made prior to flight departure: USD 30* per person, per flight plus applicable fare difference
- Non-refundable fare
- Unused tickets not changed prior to flight are non-refundable and have no value
- Fare Classes in this Type include - S, M, K, L, Q, H, O, T, V, Z, X, N

FARE TYPE: CLASSIC

- Changes made prior to flight departure: No change fee but applicable fare difference payable
- 50% refundable fare
- Unused tickets cancelled prior to flight departure: 50% refund in original form of payment
- Unused tickets not changed prior to flight are non-refundable and have no value
- Fare Classes in this Type include - G, Y

FARE TYPE: FLEXIBLE

- Changes made prior to flight departure: No change fee; Changes made after flight departure: USD 50* per person, per flight
- Unused tickets cancelled prior to flight departure: 100% refund in original form of payment; Unused tickets not changed prior to flight: 90% refund in original form of payment.
- Fare Classes in this Type include - B

* charged only once on directional through-fare

FARES INFORMATION

NEW ZIP FARES

If you're travelling in the next 21 days, look for our new low ZIP fares shown on the calendar below. ZIP fares are added automatically to certain flights so check the calendar on a regular basis.

LOW FARE CALENDAR

Our unique Low Fare Calendar allows you to plan and budget for your trip up to three months ahead of time. Fares increase based on demand so book early to avail of our lowest fares. Once you're ready to book simply click on your chosen day. The Low Fares Calendar displays Proflight Zambia direct flight routes only.

FARES INFORMATION

FARE TYPE RULES

Fare Rules means the rules governing the use of the ticket according to the category of ticket purchased. Fare Rules are subject to change. Tickets shall be subject to the Fare Rules as published at the time of purchase.

CHANGES

- ☐Changes to your flight (subject to availability) can be made up to the flight's scheduled departure time. Tickets that were not changed or flown are subject to the refund policy specific to the fare type booked
- ☐Depending on the fare type, changes may involve payment of a fee that is applied per person per flight, plus any difference in cost between the original fare paid and the fare available at the time the change is being made, including differences caused by fluctuation in exchange rates, fare increases and/or tax additions/increases
- ☐For tickets that have been upgraded from a non-refundable/ restrictive fare category to a refundable/less restrictive fare category, the value of the original fare remains non-refundable; only the fare upgrade amount is refundable, less any applicable admin fee. All of the rules of the original fare apply to the new fare (with the exception of checked baggage allowances)
- Change of route is permitted for an additional fee of USD30 per person, per flight plus applicable change fee and fare difference
- At the passenger request, changes can be made by Proflight on behalf of a travel agent's GDS booking, this will be subject to service fee ZMW1000 per ticket over and above all other fees

NOSHOW

* Refer to **MISSED FLIGHT INFO** on the Knowledge Portal

Fares

Why are online fares cheaper than booking directly?

Proflight maintains a consistent set of published fares across all booking channels. However, when booking directly at our sales office, a booking fee is applied. It is essential to note that if your travel is in more than five (5) days, you have the option to book online and select 'Pay Later', allowing you to pay at our sales office without incurring the booking fee. This flexibility ensures that you have choices when it comes to how you want to book your flight while avoiding additional charges.

What is the most affordable fare option?

The most budget- friendly fares are our 'Flash Fares' going for K2000 one-way on domestic flights and K4000 one-way on Johannesburg and Cape Town flights. These fares are released every Tuesday and Friday at 10:00hrs. Following closely in terms of affordability are our 'Firecracker' fares. To secure the firecracker fares at the best rates, we recommend booking in advance. Please note that for flights to/from Livingstone, firecracker fares are only available for booking within 60 days prior to departure, on Mfuwe within 45 days prior and on Lower Zambezi within 30 days prior.

NAME CHANGE – Not permitted

GDS PASSENGER NAME MISMATCH ERRORS

There has been increase in the number of GDS agents enquiring on errors they are receiving in their GDS system relating to passenger names, specifically Name Mismatch error.

- IATA definition of Pax Name on ticket is **SURNAME/FIRSTNAMES**title where the pax SURNAME and the pax FIRSTNAMES matches the passport or ID. Third names and middle names of pax are not required entries for IATA PaxName on ticket.
- VRS will only accept up to 69 characters as the PaxName. Any SURNAME/FIRSTNAMEStitle longer than 69 letters should have the FIRSTNAMES shortened to fit as 69 letters in total.
- DOCS entry (for APIS – Advanced Passenger Information Systems – as required for check-in of LUNDUR and DURLUN pax) must be ALL pax names on passport.
- The DOCS entry is unrelated to the PaxName on ticket and therefore the names can vary for the two entries. You may enter 100 letters as full pax names for DOCS whereas the PaxName on ticket will be only the maximum 69 letters.

In the event on a Name Mismatch the passenger may be refused boarding or entry to another country.

BAGGAGE ALLOWANCE

Concept: No piece concept, only weight-based allowance.

Checked Baggage Allowance (Total Weight Limit only, no Piece Limit)

- You may check-in any number of pieces/bags provided the total weight does exceed this free weight allowance

Fare Type	Domestic	International
Any	23kgs	30kgs

* Same ticket domestic + international = 30 kg

Pooled Baggage: You may share your allowance with family or friends booked with the same reservation reference or with family under different reservation reference so long as family surname matches. For other airline flights included on your ticket, shared allowance is only allowed if booked with the same reservation reference.

EXCESS BAGGAGE

NOTE: Excess Baggage: Pre purchase 15kg bundles up to 4 hours before departure via Galileo, Website or Videcom

- Charged by Ground Handlers/ Proflight Zambia airports for all flights dates effective 15May26 onwards.

<u>Airport Excess Baggage per kg</u>
Domestic: K100/kg
Regional out of Zambia and Botswana: $6/kg
Regional out of South Africa and Namibia: R100/kg

<u>Prepaid Excess Baggage Bundles (15kg bundle)</u>
Domestic: K1000/ bundle
Regional out of Zambia and Botswana: $60/bundle
Regional out of South Africa and Namibia: R1000/bundle



SPECIAL ASSISTANCE – WHEELCHAIRS

WHEELCHAIRS

- You may request airport wheelchair assistance at the time you book your flight or by contacting reservations@proflight-zambia.com at least 24 hours prior to your flight date. There may not be wheelchair available within 24 hours of flight or upon arrival at airport. Flights are limited by safety regulations as to the number of wheelchair passengers allowed onboard, so there may not be space available on your flight. Failure to request a wheelchair by these times will mean no guarantee of assistance available.
- Please note both types of wheelchair assistance require passenger to be at check-in counter at least 90 minutes prior flight departure for international flight and at least 60 minutes prior to departure for domestic flight. Failure to arrive to check-in by these times will mean no guarantee of assistance available.
- Personal wheelchairs transported on flight as checked baggage or put into hold at aircraft steps, are not counted as part of your checked baggage allowance. Your personal wheelchair will be weighed but there will be no excess baggage charges due on the wheelchair weight.
- There are two types of wheelchair assistance at airport, both of these can be used if you have your own wheelchair or if you require use of the airport-owned wheelchair.

SPECIAL ASSISTANCE – WHEELCHAIRS

WHEELCHAIRS

WHEELCHAIR THROUGH AIRPORT TERMINAL ONLY

This means you can get on/off the bus, walk up the aircraft stairs and onboard the aircraft. The wheelchair will only be used to move you through the airport terminals, between check-in desk and boarding gate. Thereafter the wheelchair assistance ends, this means you are physically able to walk yourself onto the bus which takes you between the airport terminal and the aircraft, you are able to walk off the bus and you are able to walk up the aircraft steps to take your seat. There is no charge for this service.

WHEELCHAIR COMPLETE AND/OR STEPS

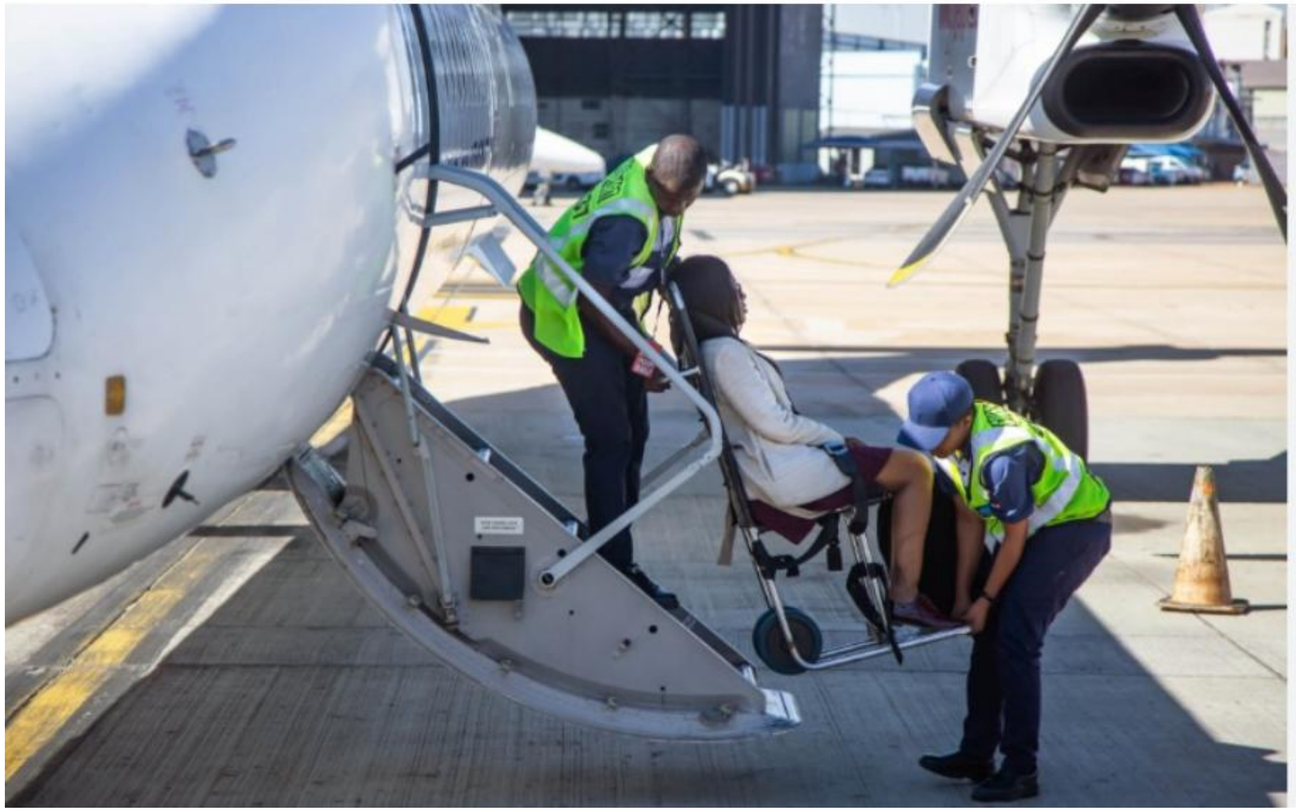
This means you cannot walk up the aircraft steps or get on/off the bus. The wheelchair will be used to move you through the airport terminals, between check-in desk and boarding gate. In Botswana, Namibia and South Africa airports, at the boarding gate a special vehicle will transport you in the wheelchair to the aircraft where a sliding chair will get you onboard the aircraft. There is a high charge for this service for this service, due to the cost of the Passenger Mobility Unit at these airports which is passed on directly to airlines by the Ground Handling company. At the Zambian airports aircraft steps, we will use manual firemen assistance to get you onboard the aircraft. There is no charge for this service at Zambian airports.

SPECIAL ASSISTANCE – WHEELCHAIRS

WHEELCHAIRS

At the Zambian airports aircraft steps, we will use manual firemen assistance to get you onboard the aircraft. There is no charge for this service at Zambian airports.

For Zambian airports, it is not possible to book Wheelchair Complete during online booking process, please book as normal Wheelchair and contact Reservations to upgrade to complete Wheelchair.



HOW TO BOOK

Flights: flyzambia.com

Cargo:

https://proflight-zambia.com/contact/contact/#cargo

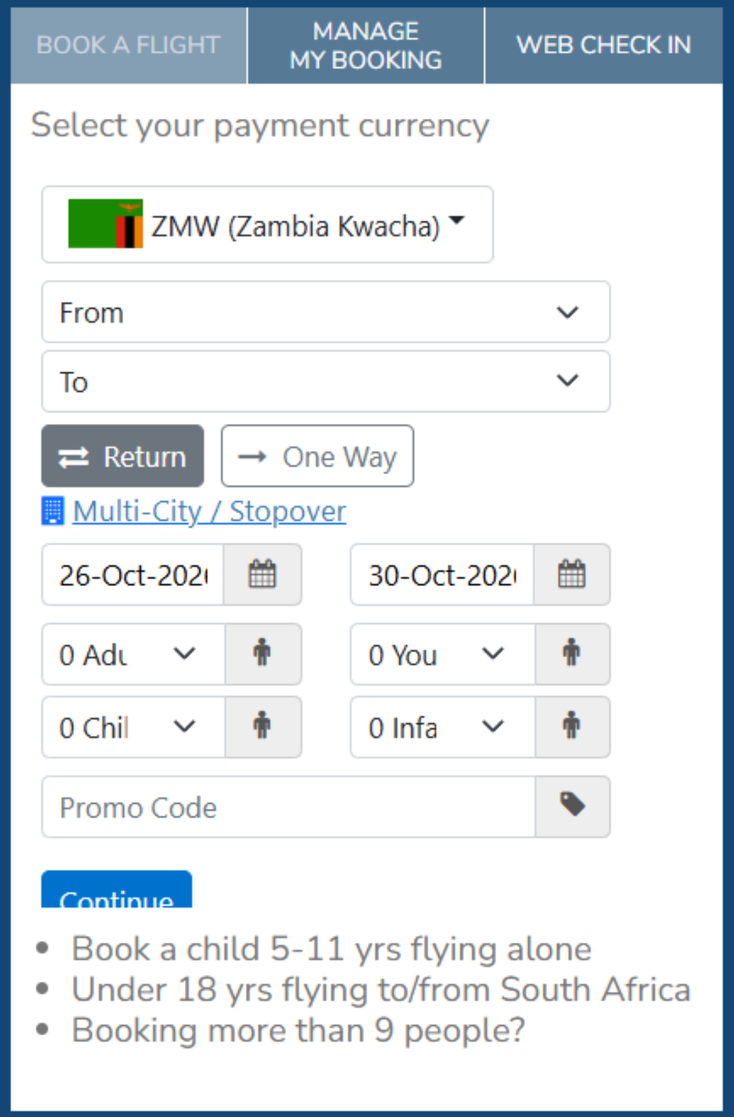
Windhoek, Namibia

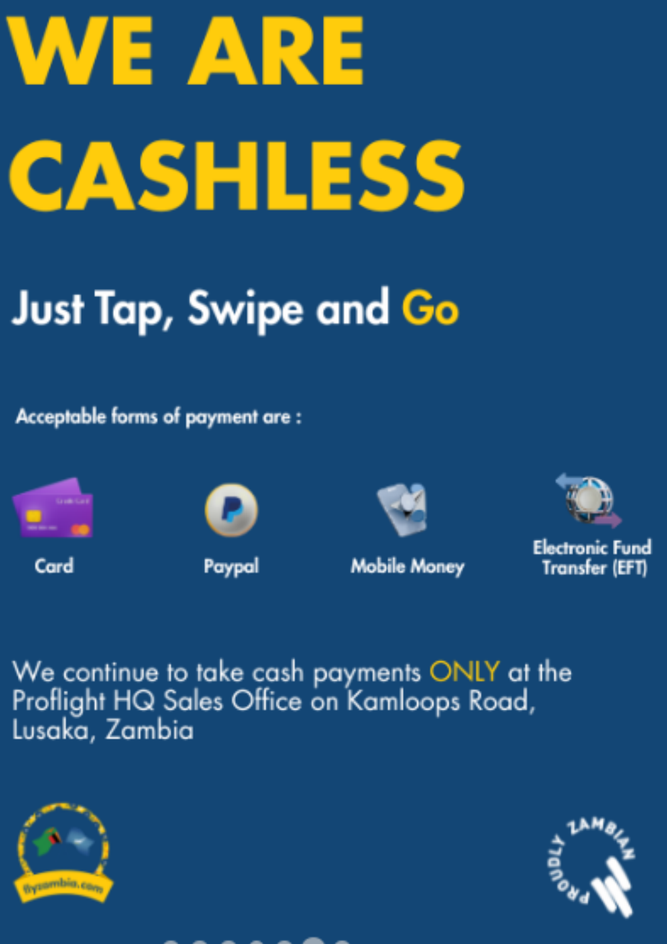
Paragon Cargo
Tel: +264 62 540 020

Cell: +264 81 327 6957
e-Mail: cargo@paragon.com.na

CHARTER A PLANE

GROUP TRAVEL





PROFLIGHT ZAMBIA

TRAVEL TRADE INFO

PROFLIGHT ZAMBIA KNOWLEDGE PORTAL

Welcome to the The Proflight Knowledge Portal online resource for Proflight staff, travel agents, tour operators, safari lodges and other trade partners. If you notice any omissions or errors please e-mail reservations@proflight-zambia.com.



BROWSE NEWS



BROWSE TOPICS



COMMERCIAL DOCUMENTS



CONTROLLED DOCUMENTS

PRODUCT NEWS

QUICK LINKS

- Charter a Plane
- Customer Service Poll
- Group Travel
- Media Centre & News
- Refund Request Form
- Sign up for eNews
- Sponsorship Application

PASSENGER INFORMATION

- Passenger Bill of Rights
- Privacy Policy
- Terms & Conditions
- Under 18's flying to/from S.Africa
- Under 12's flying alone

CONNECT WITH US

- Facebook
- Twitter
- Instagram
- Whatsapp

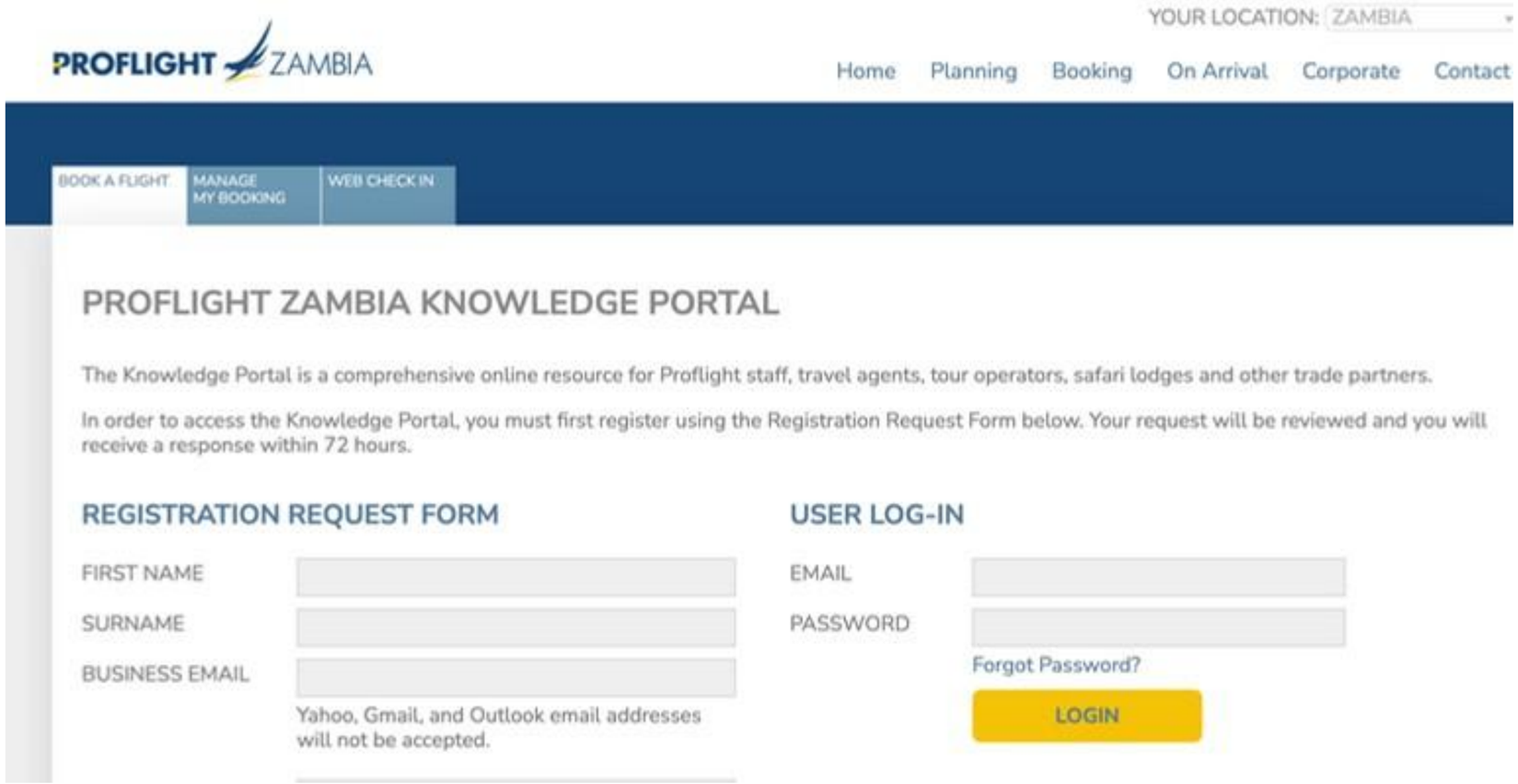
TRAVEL TRADE PARTNERS

- Knowledge Portal Sign-up & Login
- ADM Policy
- VARS Log-In

KNOWLEDGE PORTAL

The Knowledge Portal is a comprehensive online resource for travel agents, tour operators, safari lodges and other trade partners.

In order to access the Knowledge Portal, you must first register using a company email. Your request will be reviewed and you will receive a response within 72 hours.



HIGHLIGHTS



Proflight Zambia successfully completed the International Air Transport Association (IATA) Operational Safety Audit (IOSA) in January 2026. We are now listed on the IATA IOSA Registry as an IATA member airline and are Zambia's only IOSA-registered airline. This registration:

- Confirms our compliance with IATA Safety standards
- Reinforces passenger confidence
- Allows the airline to expand interline partnerships and codeshare agreements with global carriers promoting connectivity to, from and within Zambia.

MAINTENANCE AND SKILLS TRAINING



- World class maintenance facility 24-hour operation Licensed Aircraft Maintenance
- Approved Maintenance Organisation (AMO)
- Line Maintenance
- Full in-house capability for J41 and CRJ

MAINTENANCE AND SKILLS TRAINING

+J1.5million invested annually

Proflight Zambia heavily invests in training of our staff.

External courses primarily at Cranfield and Lufthansa.

Courses include DG, AvMed, AvSec.

89% of Training cost spent on Recurrency training and Upskilling

“Proflight’s greatest asset is its staff, a team of dedicated, hardworking aviation people.
Many have worked for airlines that have had to close down so we are all aware of what a tough business this is.”

Tony Irwin - Proflight Zambia Managing Director



Meet Proflight Zambia Namibia Office Team



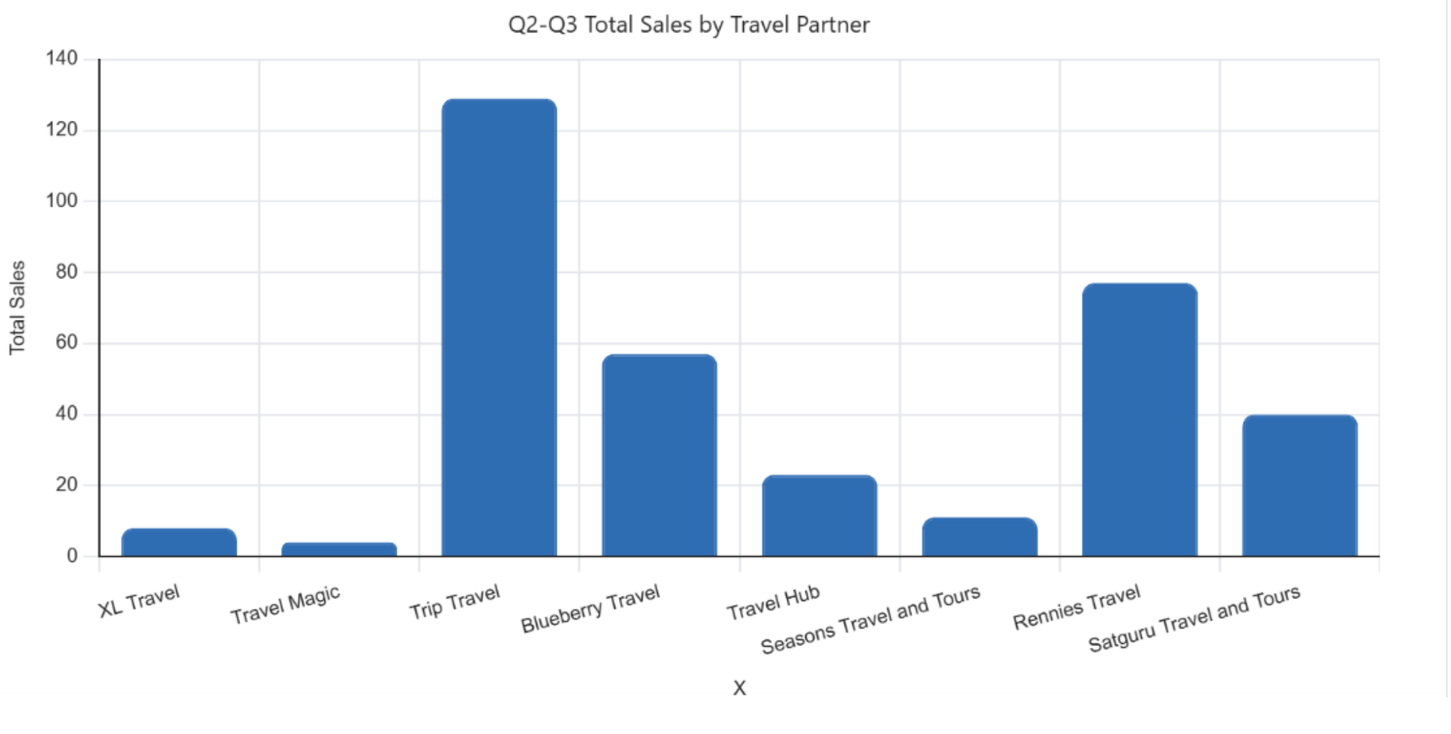




We look forward to strengthening our partnership with you to grow business, tourism, and travel opportunities between the two countries across the region

PROFLIGHT
ZAMBIA

Top 8 BSP Travel Agency Proflight Zambia Namibia



THANK YOU!

PROFLIGHT ZAMBIA

Reach out to Proflight Zambia Namibia

We believe that focused trade engagement and joint tourism promotion initiatives can drive awareness, passenger growth and route sustainability while contributing to the trade business as this means more sales and more revenue to them.

PROFLIGHT ZAMBIA

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ProflightZambia.NA@airlinepros.net

Zambia's leading scheduled airline, connecting Windhoek with Livingstone and Lusaka, with onward links across Zambia and the region.

KEY DESTINATIONS

Lusaka | Livingstone | Ndola | Mfuwe | Solwezi | Maun | Johannesburg | Cape Town

Shop No. 11, OL Haus Shopping Centre, Independence Avenue, Windhoek

THANK YOU!

Q & A

PROFLIGHT ZAMBIA