



Royal Zambezi Lodge Scheduled Charter Flights  
Terms & Conditions

By using our services you are deemed to have accepted and agreed to the following terms and conditions and disclaimer.



**KEY:**

**----- RZL flight routes**

### **Boarding, Closure and Check-in times**

1. Royal Zambezi Lodge requires a minimum of 24 hours notice for flight clearances in order to operate the relevant route.
2. Guests arriving less than 30 minutes before the stipulated departure time are at risk of having their seat cancelled to avoid knock-on effects with the route schedule for the rest of the day.
3. All flights operate during daylight hours only.

### **Charter Schedule**

4. The charter schedule is subject to change, depending on confirmed seats per route, weather, airstrip conditions and mechanical issues beyond our control.

### **Liability**

5. The organisation accepts no responsibility for any delays caused by unforeseen circumstances, mechanical breakdowns, diversions due to weather or any other cause. However, we will do everything in our power to assist where possible.
6. Royal Zambezi Lodge will be contracting Royal Air Charters and reserves the right to sub-charter where necessary.
7. All flights are strictly subject to runway conditions and serviceability. In the event that the destination airport/airstrip is unsuitable to land the aircraft, we will divert to the nearest available airport/airstrip.
8. The quotation is subject to availability at the time of confirmation.

### **Excess/Lost Luggage**

9. Royal Zambezi Lodge will assist, where possible, with excess or lost luggage to get it to your end destination, however additional charges may apply.

### **Payment Policy**

10. A Deposit of 20% is payable at the time of confirmation of the flight.
11. Balance shall be paid 90 days prior to travel.

### **Bookings**

12. Flights booked 89 days from date of departure will be held for 24hrs by which time full payment should have been made.
13. The charter schedule is run on a first book first serve basis and seats are limited. It is advised that in order to guarantee your seat you endeavor to confirm your booking in advance to allow for efficient planning and scheduling.

### **Cancellation Policy**

The following cancellation policy is applicable to charter flights booked:

- 20% deposit secures a booking, full payment no later than 90 days before arrival
- Less than 1 week notice - 100% of total forfeited
- Less than 4 weeks notice - 80% forfeited
- Less than 8 weeks notice - 50% forfeited
- Over 8 weeks notice - 20% deposit forfeited

### **Pricing**

14. Prices are based on current fuel prices in Zambia and Royal Zambezi Lodge reserve the right to adjust seat prices without notification if any increases in fuel prices arise.

### **RZL Bank details:**

15.

Account Name	Chiawa Investments and Dev.Co.Ltd
Account Number	ZMW 0100112565900
Account Number	USD 8700212565900
Bank Name	Standard Chartered Bank Zambia PLC
Branch Name	Cairo Road Lusaka
Swift Code:	SCBLZMLX

### **Flight Connections**

16. Royal Zambezi Lodge is not responsible for missed onwards connections or providing overnight accommodation due to unforeseen circumstances.
17. It is imperative that all passengers have comprehensive travel insurance.

### **Weather Affected Flights**

18. During Zambia's rainy season, which is November to April, it is imperative to ensure passengers have comprehensive travel insurance to cover the costs of cancelled flights, accommodation and logistics and missed connections due to unsuitable weather conditions.
19. Royal Zambezi Lodge will do everything they possibly can to get passengers safely to their destinations.

### **Guest Weights**

20. Where necessary and in the case a flight route reaches maximum capacity, our reservations team may be required to request guest weights so pilots can arrange the balance and overall weight of the plane in order to safely transport guests.
21. Passengers must avail the reservations team with their

weight details when requested in order to avoid guests being refused boarding for safety reasons.

### **Luggage restrictions**

22. Due to the size of the luggage compartments in the planes used to get guests into the camps, luggage is limited to soft bags with dimensions of 25cm (10 inches) wide by 30cm (12 inches) high and 62cm (24 inches) long.
23. No wheels or frames allowed because this restricts the possibility to get them into the hold under the plane.
24. Guests travelling with luggage outside those permitted in paragraph 22 above may have their luggage left behind or transported to the end location at an additional cost.
25. The Total Baggage Limit is capped at 15Kg's in the Caravan and there is no provision in the aircraft for cabin baggage with the exception of ladies handbags & small backpacks/laptop bags.
26. Additional seats may be purchased prior to departure for additional camera equipment or overweight luggage. The "additional" seat allows an extra 75kg's of luggage.



### **Estimated Flying Times – Caravan**

Lusaka	Livingstone	1 hour: 45 minutes
Livingstone	Royal Airstrip	2 hours
Royal Airstrip	Lusaka	30 minutes

\* Flying times may vary slightly and will be confirmed upon booking confirmation.

### **Airstrips & Camps Per Scheduled Routes**

<b><u>Airstrip</u></b>	<b><u>Airstrip Code</u></b>	<b><u>Camps</u></b>
Lusaka	LUN	All Lusaka accommodation & transfers
Livingstone	LVI	All Livingstone & Victoria Falls accommodation & transfers
Royal	RYL	All Lower Zambezi accommodation & transfers*
<i>*Please ensure you arrange with the respective accommodation you are booking into all relevant transfer details, distances and timings from Royal Airstrip.</i>		

### **Emergency contact details**

1 <sup>st</sup> Contact	Emmanuel	Royal Air Charters Operations Manager	+260969783249
2 <sup>nd</sup> Contact	Nancy	Royal Air Charters Ground Operations Manager	+260969783265
3 <sup>rd</sup> Contact	Emergency Landline	Royal Air Charters Operations Between 7:00hrs – 18:00hrs (local time)	+260211271411

**Bookings & enquiries contact details**

Email: [flights@royalzambezilodge.com](mailto:flights@royalzambezilodge.com)

Phone: +260960445247

[www.royalzambezilodge.com](http://www.royalzambezilodge.com)