



FLIGHTLINK LIMITED

GENERAL CONDITIONS OF CARRIAGE

FOR PASSENGERS AND BAGGAGE

Version 1

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Applies to safari, domestic and regional flights.



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Definitions

These General Conditions of Carriage set out the terms applicable to the carriage of passengers and baggage by Flightlink Limited. They apply to safari, domestic and regional services, together with any applicable fare rules, tariffs, policies and mandatory laws or regulations.

- A) **Safari flights:** scheduled services to and from Serengeti, Lake Manyara / Ngorongoro, Maasai Mara and Nairobi Wilson. Safari flights between Tanzania and Kenya are cross-border safari flights.
- B) **Domestic flights:** scheduled services between Dar es Salaam, Zanzibar, Arusha and Mwanza, and any other airports within the United Republic of Tanzania that Flightlink adds.
- C) **Regional flights:** scheduled international services between Tanzania and Nairobi Jomo Kenyatta International Airport (JKIA), and any other international routes Flightlink adds.
- D) **Adult / child / infant:** an adult is aged 12 or over; a child is aged 2 to 11; an infant is under 2 on the date of travel.
- E) **Scheduled departure:** the departure time shown on the ticket, in local time. All time limits are counted back from it.
- F) **ETD / ETA:** estimated time of departure / estimated time of arrival.
- G) **Fares:** Flightlink applies an advanced pricing structure. Fares vary by route, travel date, booking date and seat availability.
- H) **Fare difference:** the difference between the fare paid and the fare available for the new flight on the date of the change.
- I) **Taxes:** government, airport and security charges collected on the ticket. Flightlink fees and surcharges are not taxes.
- J) **Sector:** one flight from take-off to landing on the passenger's itinerary.
- K) **No-show:** means a passenger who, without having changed or cancelled the booking and unless the failure to present is attributable to Flightlink, fails to present themselves for check-in by the applicable check-in closing time for the booked flight or failure to present themselves at the boarding gate on time.
- L) **Travel Document:** Passengers are responsible for holding the travel documents required for their journey. A passenger who is refused carriage because they do not possess valid or required travel documents may be treated as having failed to travel and shall be subject to the applicable fare conditions, to the extent permitted by law.
- M) **Limitations of Liability:** Flightlink shall not be liable to the extent that loss or damage is caused or contributed to by the passenger's negligence, failure to follow reasonable instructions, or breach of these Terms, subject to applicable law.
- N) **Registered partner:** a travel agent with a Flightlink reservations system (PSS) account.
- O) **Travel Voucher:** a credit issued to a direct customer instead of any refund, valid for 12 months for Flightlink flights, excess baggage and lounge access. Registered partners receive refunds as a credit to their PSS account instead.
- P) **WCHR:** wheelchair assistance between the terminal and the aircraft steps, for passengers who can manage steps and move within the cabin.

1. Applicability and Governing Framework

These Conditions apply to passengers and to travel agents selling Flightlink tickets for safari, domestic and regional services within the scope of these Conditions.

- 1.1 Group bookings follow section 4. Corporate and charter bookings, and any group booked under a separate contract, are subject to their contract terms, which take precedence where they differ from this policy.
- 1.2 Flightlink currently has no interline or codeshare agreements. If it enters any, sectors operated by the partner airline will be subject to that airline's rules.
- 1.3 Flightlink may amend this policy. The version in force on the ticket issue date applies to that ticket. Schedules and fares may change without notice for operational, commercial or regulatory reasons and are guaranteed only once a ticket is issued.



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- 1.4 These General Conditions of Carriage are subject to applicable law, including the Civil Aviation (Carriage by Air) Regulations, 2024, the Montreal Convention where applicable and any other mandatory aviation and consumer protection requirements. Nothing in these conditions shall exclude, restrict or limit any passenger right, remedy or protection that cannot lawfully be excluded, restricted or limited. Where any provision of these conditions' conflicts with mandatory applicable law, such law shall prevail to the extent of the conflict.



- 1.5 Flightlink shall not be liable for loss or damage to the extent permitted by applicable law where a delay, cancellation or disruption results from circumstances beyond Flightlink's reasonable control, including severe weather, runway or airstrip conditions, air traffic control restrictions, airport closure, security events, government action, regulatory restrictions or third-party industrial action

2. Tickets

- 2.1 Tickets are valid for travel on the dates booked. Rebooked travel must be completed within 12 months of the original scheduled departure date.
- 2.2 Name changes and ticket transfers to another person are not permitted. Name corrections are covered below.

Name corrections

Spelling corrections and changes of title are free of charge up to 4 hours before departure; a ticket cannot be changed to a different person.

- 2.3 Free corrections cover misspelt names, first and last names entered in the wrong order, and titles or salutations (such as Mr, Mrs, Ms or Dr) as per valid travel document like Passport or National ID.
- 2.4 The corrected name must belong to the same person and match their passport or national ID, a copy of which must accompany the request.
- 2.5 Full name changes, and transfers of a ticket to another person, are not permitted.
- 2.6 Passengers must travel with ID matching the name on the ticket. On regional and cross-border safari flights the name must match the passport. A passenger refused travel because of a mismatch is treated as a no-show.
- 2.7 All passenger needs have a confirmed e-ticket.

3. Fares, Taxes, Fees and Charges

- 3.1 All fees are charged per passenger, per sector, and are non-refundable. Fees are quoted in USD and may be paid in any currency accepted under section 3.
- 3.2 Where the new fare is higher, the passenger pays the fare difference. Where it is lower, the difference is not refunded.
- 3.3 Fees charged to agents are collected before reissue.

Accepted payment methods

- 3.4 Flightlink accepts payment for tickets and services in Three currencies only: Tanzanian Shillings (TZS), Kenyan Shillings (KES), US Dollars (USD).
- 3.5 Flightlink accepts all major credit and debit cards.
- 3.6 Bank transfer charges are paid by the sender. Payment is treated as received only when the full amount reaches Flightlink.
- 3.7 Card payments are subject to verification, and Flightlink may ask to see the card or the cardholder's identification.

4. Reservations

Ticketing and payment time limits (TTL and PTL)

Every reservation must be paid for and ticketed by its time limit, or it is cancelled automatically; the time limit depends on how far ahead of departure the booking is made.

- 4.1 Payment Time Limit (PTL): the deadline by which full payment must be received by Flightlink.



4.2 Ticketing Time Limit (TTL): the deadline by which the ticket must be issued. The TTL is the same as the PTL. Agents must issue the ticket by that time.

Domestic and regional flights

Booking made	Payment and ticketing time limit
15 days or more before departure	Within 14 days of booking
14 days or less before departure	Within 2 hours of booking

Safari flights

Booking made	Payment and ticketing time limit
15 days or more before departure	Within 14 days of booking
14 days or less before departure	Within 24 hours of booking

Conditions

- 4.3 Where a time limit would fall after check-in closes for the flight, payment and ticketing are due immediately at booking.
- 4.4 A reservation not paid and ticketed by its time limit is cancelled automatically without further notice, and the seats are released.
- 4.5 The fare is guaranteed only once the ticket is issued. A cancelled reservation must be rebooked at the fare and seat availability at the time of rebooking.
- 4.6 There is no deposit option for individual bookings. Full payment is due by the time limit.
- 4.7 **Agency ticketing:** if an agent has collected payment but has not issued the ticket by the time limit, the reservation is cancelled automatically. Flightlink is not responsible for payments held by the agent.
- 4.8 Extensions to the payment and ticketing time limits are not permitted.
- 4.9 Once a ticket is issued, all changes and cancellations follow the date change, re-routing and cancellation policies, with time bands counted from the scheduled departure.

Group bookings (10 or more passengers)

A group is 10 or more passengers travelling together on one booking. More than 30 days before departure, a group can be cancelled for a USD 100 admin fee per PNR, or have its dates changed for an admin fee of 10% of the group fare. A group must stay together as one group of at least 10 passengers throughout.

This section is the complete policy for group bookings. Where it differs from the individual policies in sections 3 and 5 to 8, this section applies.

Eligibility

- 4.10 A group is at least 10 passengers occupying seats, travelling together on the same flights and booked under one booking reference (PNR). Infants under 2 not occupying a seat do not count towards the 10.
- 4.11 At least 80% of the passengers in a group must be adults (aged 12 or over). Children aged 2 to 11 may make up no more than 20% of the group.
- 4.12 All passengers must travel together on the same flights, on the same dates, under the same PNR. A request to move some passengers to different flights or dates is not accepted.



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- 4.13 If the group falls below 10 passengers for any reason, it loses group status. The remaining passengers' bookings then follow the standard individual policies from that point.
- 4.14 Safari group bookings are subject to aircraft capacity. Where a group would fill most of an aircraft, Flightlink may offer a charter quotation instead.

Deposit, payment, names and ticketing

Step	Deadline
25% deposit to block seats	Within 14 days of the group being confirmed
Final payment (remaining 75%)	30 days before departure
Final name list and ticketing	14 days before departure

- 4.15 If the deposit is not received on time, the blocked seats are released automatically.
- 4.16 Subject to applicable law, If final payment is not received 30 days before departure, the reservation is cancelled automatically and the deposit is forfeited. Groups that no longer wish to travel should cancel in writing before that date to keep the amount paid, less the USD 100 admin fee, as a Travel Voucher.
- 4.17 Groups booked less than 30 days before departure pay in full under the time limits in section 3 and supply all names at payment. No deposit option applies.
- 4.18 Until the final name list is due, names may be added or replaced free of charge. After tickets are issued, only name corrections are permitted, as set out in section 2.
- 4.19 Seats without a name when the final name list is due are cancelled under the group cancellation policy below.

Group cancellation policy

Time before scheduled departure	Charge	Travel Voucher value
More than 720 hours (30 days)	USD 100 admin fee per PNR	Amount paid, including taxes, less the admin fee
720 to 336 hours (30 to 14 days)	50% of the fare, per cancelled passenger	Balance of fare, plus taxes
Less than 336 hours (14 days), or no-show	100% of the fare, per cancelled passenger	

- 4.20 Penalties are calculated on the base fare only, excluding taxes.
- 4.21 Subject to applicable law, all amounts due back to the group are issued as Travel Vouchers under the voucher terms in section 8. There are no cash refunds.
- 4.22 The policy applies to the whole group or to individual passengers within it, as long as at least 10 passengers remain. If a cancellation takes the group below 10, the remaining passengers lose group status as set out above.
- 4.23 Subject to applicable law and mandatory refund rights, if Flightlink cancels or reschedules the group's flight, the group may choose free rebooking or a Travel Voucher for the full amount paid.

Group date change policy

Time before scheduled departure	Admin fee	Fare difference
More than 720 hours (30 days)	10% of the total group fare, per change request	Applies
720 to 336 hours (30 to 14 days)	USD 50 per passenger, per sector, or 10% of the total group fare, whichever is higher	Applies
Less than 336 hours (14 days), or no-show	Not changeable	Not applicable



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- 4.24 Date changes apply to the whole group only and are subject to availability: the new flight must have seats for every passenger. The 10% admin fee is calculated on the total base fare of the group, excluding taxes, and is charged on each change request.
- 4.25 The policy applies from the time the deposit is paid, whether or not tickets have been issued.
- 4.26 Within 14 days of departure, date changes are not permitted. Passengers who cannot travel may cancel under the group cancellation policy.
- 4.27 Re-routing applies to the whole group, follows the re-routing policy in section 7, and must be requested more than 14 days before departure.

5. Check-in and Boarding

At airports, check-in opens 2 hours and closes 1 hour before scheduled departure, and the boarding gate closes 30 minutes before. At safari airstrips, boarding starts and closes 15 minutes before departure. These times are applied strictly so that Flightlink's flights depart on time.

Airports (domestic, regional and Nairobi Wilson)

Step	Time before scheduled departure
Check-in counter opens	2 hours
Check-in counter closes	1 hour
Boarding gate closes	30 minutes

- 5.1 Check-in closes at the stated time without exception. A passenger who has not completed check-in by then, including a passenger still waiting in the check-in queue, will not be accepted for the flight.
- 5.2 A passenger who has checked in but is not at the boarding gate when it closes will not be boarded, and any checked baggage will be offloaded. And ticket will be considered as gate no-show and no-show rule applicable.
- 5.3 Passengers are advised to arrive early, particularly at congested airports such as Arusha, and to allow extra time for security screening and, on regional and cross-border safari flights, immigration formalities.

Safari airstrips (Serengeti, Lake Manyara / Ngorongoro and Maasai Mara)

Step	Time before scheduled departure
Recommended arrival at the airstrip	At least 45 minutes
Boarding starts and boarding closes	15 inutes

- 5.4 Passengers must be at the airstrip and ready to board when boarding starts, 15 minutes before the scheduled departure.
- 5.4 A passenger who arrives after boarding has started, or after the aircraft has been boarded, will be left behind.
- 5.6 Passengers and their safari operators should allow for road conditions and game-drive timings when travelling to the airstrip.

All flights

- 5.7 All times are counted back from the scheduled departure time shown on the ticket.
- 5.8 A passenger not accepted or left behind under this section is treated as a no-show, and the no-show rules of the applicable date change and cancellation policies apply.
- 5.9 Agents must inform passengers, and safari operators where relevant, of these check-in and boarding times at booking. Flightlink does not overbook its flights. A passenger with a confirmed, ticketed booking who checks in and presents for boarding on time will be carried, subject to safety, weather and operational limits.



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6. Refusal and Limitation of Carriage

Flightlink may refuse to carry, or remove from the aircraft, any passenger who:

- 6.1 appears to be under the influence of alcohol or drugs;
- 6.2 behaves in a disruptive, abusive, threatening or unsafe manner;
- 6.3 fails to follow the instructions of crew or ground staff;
- 6.4 refuses a security check, or does not have valid travel documents;
- 6.5 poses a risk to the safety, health or comfort of other passengers or crew.

Smoking, including e-cigarettes and vaping, is prohibited on board all Flightlink aircraft. A passenger refused carriage or removed from the aircraft under this clause is treated as a no-show. Flightlink may report serious misconduct to the authorities.

Where refusal is based on missing or invalid travel documentation, the passenger is treated as a no-show. Safety, weather and operational limitations remain applicable to confirmed and ticketed bookings.

7. Special Assistance and Special Categories of Passengers

Special service requests

- 7.1 Wheelchair assistance (WCHR only), unaccompanied minors (UM) and lounge access must be requested at booking and confirmed by Flightlink before travel.
- 7.2 These services are subject to availability and carry an additional fee, as set out in Flightlink's published fee schedule.
- 7.3 Wheelchairs and other mobility aids are carried free, as set out in section 9; the fee applies to the assistance service only.

Infants, children and unaccompanied minors

- 7.4 Infants must be at least 7 days old and travel on the lap of an accompanying adult aged 16 or over. Each adult may travel with one infant only.
- 7.5 Infants pay the published infant fare; children and adults pay the applicable fare.
- 7.6 Children aged 5 to 11 travelling without an adult aged 16 or over must use the unaccompanied minor (UM) service.
- 7.7 Children under 5 are not accepted travelling alone.
- 7.8 Passengers aged 12 to 15 may travel alone, and the UM service is available on request.

Fitness to fly and pregnancy

- 7.9 Passengers must be fit to fly. Passengers with a medical condition that may need medical attention, special equipment or assistance during the flight must obtain medical clearance from Flightlink at least 72 hours before departure.
- 7.10 Flightlink may be unable to carry stretcher cases or provide medical oxygen on scheduled flights.
- 7.11 Expectant mothers may travel without a medical certificate up to the end of the 28th week of pregnancy.
- 7.12 From the 29th week to the end of the 36th week (32nd week for multiple pregnancies), a doctor's letter dated within 7 days of travel, confirming fitness to fly and the expected due date, must be presented at check-in.
- 7.13 Expectant mothers are not accepted after the 36th week of pregnancy (32nd week for multiple pregnancies).
- 7.14 Flightlink may refuse carriage where a passenger's condition could endanger their own safety or that of others.

Passengers requiring extra space

Flightlink's aircraft, particularly its ATR and Cessna aircraft, have limited seat width and legroom. Passengers who cannot fit in one seat must buy an additional seat; tall passengers are seated where legroom allows, but extra legroom cannot be guaranteed.



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Passengers who cannot fit in one seat

- 7.15 An additional seat is required where a passenger cannot sit within one seat with both armrests lowered, or cannot fasten the seatbelt using one seatbelt extension, or would otherwise occupy part of a neighbouring seat.
- 7.16 The additional seat must be bought at booking, at the same fare as the passenger's own seat. Taxes that apply only to a travelling passenger are not charged on the additional seat.
- 7.17 Agents must ask about seating needs at booking and book the additional seat on the same reservation.
- 7.18 If the need is identified at check-in and a seat is available, the additional seat is sold at the airport at the published fare. If no seat is available, the passenger is rebooked on the next flight with two adjacent seats; the applicable date change fee and the fare for the additional seat apply.
- 7.19 The additional seat does not carry an extra baggage allowance.
- 7.20 Passengers requiring an additional seat, or a seatbelt extension, cannot be seated in an emergency exit row.
- 7.21 Seatbelt extensions are available on request, free of charge.
- 7.22 Seating needs are discussed privately and respectfully. The decision of the check-in supervisor or the aircraft commander on safe seating is final.
- 7.23 The additional seat follows the same date change, re-routing and cancellation rules as the passenger's own ticket.

Tall passengers

- 7.24 Legroom varies by aircraft type and seat. Flightlink does not guarantee extra legroom on any flight. Tall passengers should inform check-in staff.
- 7.25 A passenger can be carried only if they can sit with the seatbelt fastened and the seat back upright, and without their legs or knees blocking the aisle, an exit or another passenger's seat.
- 7.26 The decision of the check-in supervisor or the aircraft commander on safe seating is final.

8. Baggage

Safari passengers may carry 20 kg in total in soft bags; domestic passengers 20 kg checked and regional passengers 23 kg checked, each plus 5 kg in the cabin.

Allowance per passenger	Safari	Domestic	Regional
Checked baggage	1 soft bag, 15 kg	1 piece, 20 kg	1 piece, 23 kg
Checked bag size	30 × 35 × 60 cm	158 cm (L + W + H)	158 cm (L + W + H)
Hand baggage	1 item, 5 kg	1 piece, 5 kg, 45 × 35 × 20 cm	1 piece, 5 kg, 45 × 35 × 20 cm
Total allowance	20 kg combined	25 kg	28 kg
Excess baggage	USD 10 per kg	USD 5 per kg	USD 5 per kg

Safari flights

- 8.1 Checked baggage must be a soft-sided bag with no wheels and no rigid frame. Hard-sided and wheeled bags are not accepted.
- 8.2 Personal items (handbag, coat, duty-free, and binoculars or a camera carried around the neck) count within the 20 kg combined allowance. A camera bag counts as hand baggage.
- 8.3 Excess baggage on safari flights must be requested at check-in and is carried only where aircraft weight and space allow. Guaranteed carriage requires the purchase of an additional seat for baggage, at the applicable fare.
- 8.4 The baggage allowance must be shown on the ticket, itinerary and booking confirmation. Agents must pass it on to passengers at booking. For weight and balance reasons, baggage may occasionally be carried on a later Flightlink flight; Flightlink will deliver it to the passenger's destination airstrip or arrange collection.



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Domestic and regional flights

- 8.5 Hand baggage must fit in the overhead compartment or under the seat in front. Wheeled cabin bags and large backpacks are checked, free within the checked allowance.
- 8.6 Personal items are carried free in addition to hand baggage: a small handbag or laptop bag, a coat, binoculars or a camera carried around the neck (a camera bag counts as hand baggage), and duty-free purchases in a sealed bag.

All flights

- 8.7 **Maximum piece weight:** 32 kg on all flights. Weight above the free allowance is charged as excess baggage; on safari flights it is also subject to aircraft weight and space. Heavier items travel as cargo.
- 8.8 **Excess baggage:** charged per kg at the rates above, subject to space. Payment is taken before boarding.
- 8.9 **Infants under 2:** one baby bag (a soft bag on safari flights), plus one collapsible stroller checked free, subject to space on safari flights.
- 8.10. **Mobility aids:** wheelchairs, crutches and other mobility aids are carried free and do not count against the allowance. Battery-powered wheelchairs must be declared at booking and are subject to dangerous goods requirements.
- 8.11 **Sports equipment:** golf bags, fishing equipment and similar items are charged USD 50 per item, up to 15 kg, and must be booked in advance. On safari flights they are subject to load availability and accepted only if confirmed in writing before travel.
- 8.12 **Sporting firearms and ammunition:** accepted only by prior arrangement and subject to the aircraft commander's approval, with valid permits and in line with Tanzanian law and Flightlink's dangerous goods procedures. They are carried unloaded, in a locked case, in the hold.
- 8.13 **Live animals:** not carried.
- 8.14 **Dangerous goods:** spare lithium batteries, power banks and e-cigarettes must be carried in the cabin, never in checked baggage. All IATA Dangerous Goods Regulations apply.
- 8.15 **Valuables:** money, jewellery, medicines, documents and electronics should be carried in hand baggage. Flightlink's liability for checked items is limited.
- 8.16 **Liability:** Flightlink's liability for lost, damaged or delayed baggage is set out in section 14. On regional and cross-border safari flights it is governed by the Montreal Convention at flightlink description
- 8.17 **Claims:** damage or loss must be reported to Flightlink at the arrival airport before leaving the baggage area, and confirmed in writing within 7 days (21 days for delayed baggage).

9. Schedules, Delays, Cancellations, Rerouting and Denied Boarding

Date changes - safari fares

Safari tickets can be changed free of charge more than 14 days before departure and cannot be changed within 72 hours.

Time before scheduled departure	Change fee	Fare difference
More than 336 hours (14 days)	One free change	Applies
336 to 168 hours (14 to 7 days)	USD 50	Applies
168 to 72 hours (7 to 3 days)	USD 100	Applies
Less than 72 hours (3 days), or no-show	Not changeable	Not applicable

Within 72 hours of departure, or after a no-show, the fare is forfeited subject to applicable law. The passenger must buy a new ticket at the applicable fare.

Moving between airstrips within the same park or reserve is treated as a re-routing under section 7.



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Date changes - domestic and regional fares

Domestic and regional tickets can be changed up to 4 hours before departure, or until check-in closes for a same-day change, with changes free more than 14 days out.

Time before scheduled departure	Change fee	Fare difference
More than 336 hours (14 days)	One free change	Applies
336 to 24 hours (14 days to 1 day)	USD 50	Applies
24 to 4 hours	USD 100	Applies
Less than 4 hours, or no-show	Not changeable	Not applicable

Within 4 hours of departure, or after a no-show, the fare is forfeited subject to applicable law.

Same-day change. A passenger may move to an earlier or later flight on the same day and route for USD 50 plus any fare difference, subject to seat availability. The request must be made before check-in closes for the original flight. This option applies even within 4 hours of departure; after check-in has closed, the no-show rules apply.

On one-way tickets, the fare difference applies whenever the fare for the new flight is higher. On return tickets, it applies only where the published tariff has been revised since issue.

Re-routing

Re-routing costs USD 50 plus any fare difference and must be requested at least 24 hours before departure (72 hours on safari flights).

- 9.1 Re-routing means a change of origin, destination or intermediate point.
- 9.2 The request must be received at least 24 hours before the original scheduled departure on domestic and regional flights, and at least 72 hours before on safari flights, matching the safari no-change period.
- 9.3 A USD 50 re-routing fee applies, plus the fare difference where the new route's published fare is higher. Where it is lower, the difference is not refunded.
- 9.4 Only the sectors being changed are re-priced. Unchanged sectors keep their original fare and conditions.
- 9.5 A re-routing may be combined with a date change in the same request. The re-routing fee is then charged instead of the date change fee, not in addition to it.
- 9.6 After these deadlines, re-routing is not permitted. The passenger may change the date where the applicable date change policy allows, or cancel under the cancellation policy and buy a new ticket.
- 9.7 Re-routing required by Flightlink is free of charge, as set out in the general conditions.

Schedules, delays, cancellations and missed connections

Flight times are estimates. On domestic flights and safari flights within Tanzania, Flightlink's commitment is to carry the passenger to their final destination, and it does not compensate any costs arising from delays. On regional and cross-border safari flights, passengers are compensated in line with the Montreal Convention at FlightLink description.

Schedules

- 9.8 Published departure and arrival times are estimates. They do not form part of the contract of carriage, but Flightlink will make every reasonable effort to operate on schedule.
- 9.9 Safari flights may stop at several airstrips, and the order of stops or timings may change on the day depending on factors including but not limited to passenger loads, weather and airstrip conditions.
- 9.10. Flightlink will inform passengers of delays and cancellations as early as possible, using the contact details given at booking. Agents must provide the passenger's mobile number and email at booking.



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Connections

- 9.11. Flightlink recommends allowing at least 4 hours between a scheduled Flightlink arrival and a connecting domestic or international departure. For late-evening international departures after a safari, an overnight stop is recommended.
- 9.12. Connections on one Flightlink ticket: if a delay causes a missed connection to another Flightlink flight on the same ticket, the passenger is rebooked on the next available Flightlink flight free of charge.
- 9.13. Connections on separate tickets: Flightlink is not responsible for connections to flights on separate tickets, including international and domestic flights with other airlines. On domestic flights and safari flights within Tanzania, it does not compensate any rebooking, accommodation or other costs arising from a missed connection. On regional and cross-border safari flights, claims are handled under the Montreal Convention at FlightLink description (see Liability below).
- 9.14 Passengers are strongly advised to buy travel insurance that covers delays and missed connections.

Arriving late on another airline

Flightlink has no interline or codeshare agreements, so a delay on another airline does not protect a passenger's Flightlink booking.

- 9.15 Flightlink is not responsible when a passenger misses a Flightlink flight because an inbound flight with another airline arrived late, was cancelled or was diverted, on any Flightlink route (safari, domestic or regional).
- 9.16 A passenger who does not check in before check-in closes is recorded as a no-show, and the no-show rules of the applicable date change and cancellation policies apply. The fare is forfeited.
- 9.17 Late inbound concession: if the passenger, or their agent, tells Flightlink before the scheduled departure of the booked flight and provides evidence of the inbound delay (such as the other airline's delay notice or boarding pass), the ticket may instead be amended to the next available Flightlink flight for a USD 100 fee, subject to seat availability. This concession is available once per ticket, at Flightlink's discretion.
- 9.18 Otherwise, the passenger must buy a new ticket at the applicable fare.
- 9.19 Flightlink does not pay for accommodation, meals, transport or any other costs while the passenger waits for a later flight.
- 9.20 Passengers and agents are advised to book Flightlink flights with the same connection times recommended above, counted from the scheduled arrival of the inbound international flight.

Flightlink's commitment when a flight is delayed or cancelled (all flights)

Flightlink will carry the passenger to their final destination on the next available Flightlink flight at no extra fare, or by alternative arrangement at Flightlink's discretion.

Situation	Passenger's options
Delay of 3 hours or more	Travel on the delayed flight, rebook free of charge on the next available Flightlink flight, or a Travel Voucher for the full value of the unused ticket, including taxes
Cancellation, or delay of 5 hours or more	Free rebooking on the next available Flightlink flight, or a Travel Voucher for the full value of the unused ticket, including taxes

Domestic flights and safari flights within Tanzania

Flightlink's obligation is limited to carrying the passenger to their final destination, or issuing a Travel Voucher where the passenger chooses not to travel. Flightlink does not compensate any expenses incurred by the passenger arising from any disruption, whatever its cause, including but not limited to meals, accommodation, ground transport, missed connections, pre-booked lodges, safari packages and tours.

Regional flights and cross-border safari flights

- 9.21 Refreshments or accommodation may be offered at Flightlink's discretion, on a case-by-case basis.



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9.22 No compensation is provided for delays caused by circumstances outside Flightlink's control, including but not limited to weather, runway conditions, air traffic control, airport closures, security events, government action and strikes by third parties. The rebooking and Travel Voucher options above still apply.

Liability and claims

9.23 On domestic flights and safari flights within Tanzania, to the extent permitted by Tanzanian law, Flightlink is not liable for any costs, consequential or indirect losses arising from delays, cancellations or missed connections, beyond its commitment to carry the passenger to their final destination.

9.24 Claims for delay must be submitted in writing to Flightlink within 21 days of the date the passenger arrived, or should have arrived, at their destination. Claims are assessed and settled at Flightlink's discretion, subject to applicable law.

Denied boarding and operational limitations

Subject to applicable law and mandatory passenger rights, flightlink does not overbook its flights. A passenger with a confirmed, ticketed booking who checks in and presents for boarding on time will be carried, subject to safety, weather and operational limits.

10. Refunds

Subject to applicable law and any mandatory passenger refund rights, refunds under Flightlink's voluntary cancellation policy shall be issued as Travel Vouchers valid for 12 months to direct customers, or as credits to the Flightlink reservations system accounts of registered partners. Where applicable law requires a monetary refund or provides the passenger with a choice of refund method, Flightlink shall comply with those requirements.

Time before scheduled departure	Amount retained by Flightlink	Travel Voucher value
More than 336 hours (14 days)	USD 50 cancellation fee	Balance of fare, plus taxes
336 to 168 hours (14 to 7 days)	25% of the fare, minimum USD 50	Balance of fare, plus taxes
168 to 72 hours (7 to 3 days)	50% of the fare, minimum USD 100	Balance of fare, plus taxes
Less than 72 hours (3 days), or no-show	100% of the fare	

10.1 Percentages are calculated on the base fare only, excluding taxes.

10.2 **Partly used tickets:** the voucher value is calculated on the unused sectors only, using the published one-way fare for the sectors flown.

10.3 **Cancellation by Flightlink:** if Flightlink cancels a flight or changes its schedule significantly, the passenger may choose free rebooking or a Travel Voucher for the full ticket value, including taxes.

10.4 Compassionate waiver: fees may be waived for the death or serious illness of the passenger or an immediate family member travelling with them, on written evidence and at Flightlink's discretion.

Travel Voucher terms

10.5 There are no cash or monetary refunds. All refundable amounts, including unused taxes, are issued as a Travel Voucher to direct customers. For registered partners, they are credited to the partner's Flightlink reservations system (PSS) account within 14 days of the cancellation request, and the remaining voucher terms below do not apply.

10.6 Vouchers are issued within 14 days of the cancellation request, in the name of the passenger on the original ticket.

10.7 A voucher is valid for 12 months from its issue date and must be redeemed within that period. The travel date booked with it may fall after expiry, provided the ticket is issued before expiry.

10.8 Vouchers can be used for Flightlink flights, excess baggage and lounge access.



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- 10.9 Vouchers can be used in part. Any unused balance remains valid until the original expiry date.
- 10.10. Vouchers may be transferred to another person on written request from the voucher holder. They cannot be exchanged for cash, sold back to Flightlink or extended.
- 10.11. Where a voucher is used for a fare higher than its value, the passenger pays the difference.
- 10.12. Vouchers for agency bookings are issued through the issuing agent and redeemed through that agent.

11. Additional and Third-Party Services

Ancillary services include wheelchair assistance (WCHR), unaccompanied minor service and lounge access. These services must be requested at booking and confirmed by Flightlink before travel, are subject to availability, and may carry an additional fee under Flightlink's published fee schedule.

Corporate and charter bookings, and groups booked under a separate contract, are subject to their contract terms where those terms differ from these Conditions.

12. Travel Documents, Immigration, Customs and Security

Passenger and agents are responsible for travel documents, special services, unaccompanied minors and passengers with medical needs must be arranged in advance

- 12.1. The travel agent and the passenger are solely responsible for making sure every passenger has the correct, valid documents for the whole journey.
- 12.2. Every passenger needs a confirmed e-ticket.
- 12.3. Foreign passengers need a valid passport, any required visas, health certificates (such as yellow fever, among others) and any other documents required by the authorities.
- 12.4. Domestic passengers need valid local identification and any other documents required by the authorities.
- 12.5. Passengers on regional and cross-border safari flights need a valid passport and any documents required for entry to Kenya or Tanzania. They must provide valid passport details at booking or before check-in, which Flightlink shares with immigration authorities as required.
- 12.6. A passenger refused travel because of missing or invalid documents is treated as a no-show.

Passengers must comply with security screening requirements. Flightlink may refuse carriage where a passenger refuses a security check or does not have valid travel documents.

13. Liability for Damage

Subject to applicable law, including the Montreal Convention where applicable, Flightlink's liability for passenger injury or death, baggage loss, damage or delay, and other claims arising from carriage shall be determined in accordance with the applicable statutory and international legal framework. Nothing in these Conditions shall exclude or limit liability where such exclusion or limitation is prohibited by applicable law.

Flightlink's liability follows applicable law, these terms are governed by Tanzania law, and agents accept them by issuing ticket.

Scope of liability

Flightlink's liability for passenger injury, death or delay, and for the loss, damage or delay of baggage, is governed by:

- 13.1 The Convention for the Unification of Certain Rules for International Carriage by Air (Montreal Convention, 1999), on regional and cross-border safari flights.
- 13.2. Other applicable international treaties, and the laws of the United Republic of Tanzania and, where they apply to flights to or from Kenya, the Republic of Kenya.
- 13.3 Sections 8 and 9 of this policy, for baggage and delays.



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Limitations of liability

Where applicable, Flightlink's liability is limited as provided by these conventions and laws. Flightlink is not liable for damage to the extent it is caused by:

- 13.4 The passenger's own negligence or failure to follow instructions.
- 13.5 An inherent defect, quality or weakness of the passenger's baggage.
- 13.6 The passenger's failure to comply with Flightlink's baggage rules, including those on packing, prohibited items, weight and size.

14. Claims and Time Limitations

Baggage claims

Damage or loss must be reported to Flightlink at the arrival airport before leaving the baggage area, and confirmed in writing within 7 days (21 days for delayed baggage).

Delay claims

- 14.1. On domestic flights and safari flights within Tanzania, to the extent permitted by Tanzanian law, Flightlink is not liable for any costs, consequential or indirect losses arising from delays, cancellations or missed connections, beyond its commitment to carry the passenger to their final destination.
- 14.2. Claims for delay must be submitted in writing to Flightlink within 21 days of the date the passenger arrived, or should have arrived, at their destination. Claims are assessed and settled at Flightlink's discretion, subject to applicable law.

Making a complaint does not extend the time limits for baggage and delay claims stated in these Conditions.

15. Personal Data and Privacy

- 15.1. Flightlink collects and uses passengers' personal data, including names, contact details, passport details and special service needs, to make and manage bookings, operate flights, meet safety and security requirements, and comply with the law.
- 15.2. Flightlink shares personal data only as needed for these purposes, including with immigration and other government authorities, airports, ground handlers and the issuing agent.
- 15.3. Flightlink handles personal data in line with the Personal Data Protection Act, 2022 of the United Republic of Tanzania and other applicable data protection laws.
- 15.4. Agents must tell passengers how their data will be used and make sure the details they provide are accurate.
- 15.5. Requests to access or correct personal data can be sent to centralreservations@flightlink.co.tz.

16. Modification and Waiver

- 16.1 Flightlink may amend this policy. The version in force on the ticket issue date applies to that ticket. Schedules and fares may change without notice for operational, commercial or regulatory reasons and are guaranteed only once a ticket is issued.

Declaration of acceptance

By issuing a Flightlink ticket, the travel agent confirms that they have read, understood and accepted these terms and have communicated them to the passenger. By buying a ticket or travelling, the passenger accepts these terms.



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17. Complaints and Regulatory Rights

17.1 Complaints should be sent in writing to centralreservations@flightlink.co.tz, with the booking reference, flight details and any supporting documents.

17.2 Flightlink acknowledges complaints within 7 days and aims to respond in full within 30 days.

17.3 Making a complaint does not extend the time limits for baggage and delay claims in sections 8 and 9.

All complaint handling and passenger remedies remain subject to applicable law and any rights that cannot lawfully be excluded or limited by these Conditions.

18. Interpretation, Governing Law and Severability

Governing law and jurisdiction

These Terms are governed by the laws of the United Republic of Tanzania, except to the extent that mandatory laws of another jurisdiction apply to particular carriage. For flights to or from Kenya, mandatory provisions of Kenyan law shall apply where legally applicable.

Severability and language

18.1. If any provision of these terms is found invalid or unenforceable, the remaining provisions continue in full force.

18.2. These terms are written in English. If they are translated, the English version prevails.

19. Passengers Complaints and Claims

Passengers may submit complaints or claims relating to their carriage, including delays, cancellations, denied boarding, baggage, refunds and Travel Vouchers, through Flightlink's published customer service channels (customerservice@flightlink.co.tz). A complaint should include the passenger's name, booking reference, ticket number, flight details, date of travel and relevant supporting documents. Flightlink shall handle complaints in accordance with its applicable procedures and mandatory regulatory requirements