



FLIGHTLINK



EA Resident STO Pack 2020

Dear Travel and Tour Operators

We are pleased to inform all our travel and tour agents that Flightlink will resume its scheduled flight operations on **15th August 2020** with multiple frequencies to and from Dar es Salaam, Zanzibar, Arusha and The Serengeti.

We all know travel will not be the same, therefore Flightlink is embarking on an ERA OF HYGIENE travel, guided by the laid down Standard Operating Procedures from the Ministry of Health in collaboration with the Ministry of Natural Resources and Tourism for all tourism and air travel activities in Tanzania.

Flightlink will ensure the health and safety of its passengers and crew is a priority. As part of the new health protocol, throughout the flight both passengers and cabin crew will be required to wear facemasks and in addition cabin crew will be putting on gloves while serving passengers.

As part of the new ERA OF HYGIENE travel, all our aircraft will be disinfected and sanitized overnight. On every rotation or transit, the cabin will be sanitized again using tested CORONAVIRUS all-purpose disinfectant solutions. Our Cabin crew will dispense sanitizer fluid to individual passengers' and spray the disinfectant to all carry-ons prior to boarding.

We will ensure safe social distancing is maintained at all times during check-in and boarding as guided by the airport authorities in Tanzania.

As part of our efforts in supporting our agents, Flightlink has revised its Credit Terms and Standard Tour Operators fares for EA-RESIDENTS & NON-RESIDENT and published a SPECIAL RETURN fares (RF) with an extended validity up to 31st MAY 2022.

SCHEDULE TIME TABLE

(1st Aug 2020 to 30th May 2022)

FROM	TO	DEPT	ARRIVALS
DAR ES SALAAM	ZANZIBAR	7:00	7:20
	ZANZIBAR	10:00	10:20
	ZANZIBAR	14:00	14:20
	ZANZIBAR	16:45	17:10
	ARUSHA	7:00	9:15
	ARUSHA	10:00	12:15
	ARUSHA	14:00	16:15
	SERENGETI	7:00	11:00
	LAKE MANYARA	7:00	10:10
ZANZIBAR	DAR	12:00	12:20
	DAR	14:35	14:55
	DAR	17:30	17:55
	DAR	19:00	19:20
	ARUSHA	8:00	9:15
	ARUSHA	11:00	12:15
	ARUSHA	15:00	16:15
	SERENGETI	8:00	11:00
	LAKE MANYARA	8:00	10:10
ARUSHA	REST OF SERENGETI	9:45	11:00
	SERONERA	9:45	11:00
	KOGATENDE	9:45	11:00
	LAKE MANYARA	9:45	10:10
	ZANZIBAR	10:00	11:15
	ZANZIBAR	13:00	14:15
	ZANZIBAR	16:45	18:00
	DAR	10:00	12:20
	DAR	13:00	14:55
	DAR	16:45	19:00
LAKE MANYARA	REST OF SERENGETI & SERONERA	10:20	11:00
	ARUSHA	12:20	12:45
	ZANZIBAR	12:20	14:15
	DAR	12:20	14:55
SERONERA REST OF SERENGETI	LAKE MANYARA	11:30	12:10
	ARUSHA	11:30	12:45
	ZANZIBAR	11:30	14:15
	DAR	11:30	14:55

Terms and Conditions Apply, Please Refere to our "Terms Sheet"

STANDARD TOUR OPERATOR FARES

Effective 1st June 2020 - 31st May 2022

FROM	TO	ONE WAY FARES	SPECIAL RETURN FARES - (RF)
DAR ES SALAAM	ZANZIBAR	\$50.00	\$90.00
	ARUSHA	\$50.00	\$220.00
	SERONERA	\$200.00	\$500.00
	REST OF SERENGETI	\$200.00	\$500.00
	KOGATENDE	\$200.00	\$600.00
	LAKE MANYARA	\$175.00	\$360.00
ZANZIBAR	DAR	\$50.00	\$90.00
	ARUSHA	\$50.00	\$230.00
	SERONERA	\$200.00	\$500.00
	KOGATENDE	\$200.00	\$600.00
	REST OF SERENGETI	\$200.00	\$500.00
	LAKE MANYARA	\$175.00	\$380.00
ARUSHA	REST OF SERENGETI	\$175.00	\$360.00
	SERONERA	\$150.00	\$275.00
	KOGATENDE	\$175.00	\$360.00
	LAKE MANYARA	\$110.00	\$180.00
	ZANZIBAR	\$190.00	\$230.00
	DAR	\$190.00	\$210.00
LAKE MANYARA	ARUSHA	\$110.00	N/A
	ZANZIBAR	\$275.00	
	DAR	\$275.00	
	SERENGETI	\$180.00	
SERONERA	LAKE MANYARA	\$180.00	N/A
	ARUSHA	\$190.00	
	ZANZIBAR	\$375.00	
	DAR	\$375.00	
KOGATENDE	ARUSHA	\$250.00	N/A
	LAKE MANYARA	\$200.00	
	ZANZIBAR	\$450.00	
	DAR	\$450.00	
REST OF SERENGETI	ARUSHA	\$250.00	N/A
	ZANZIBAR	\$450.00	
	LAKE MANYARA	\$200.00	
	DAR	\$450.00	

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Travel Agent And Standard Tour Operator Fares (East African Residents WEF 1st August To 31st May 2022)

FROM	TO	ONE WAY	RETURN
Dar Es Salaam	Zanzibar	TZS 110,000	TZS 200,000
	Arusha	TZS 115,000	TZS 400,000
Zanzibar	Dar Es Salaam	TZS 110,000	TZS 200,000
	Arusha	TZS 115,000	TZS 400,000
Arusha	Zanzibar	TZS 350,000	TZS 400,000
	Dar Es Salaam	TZS 350,000	TZS 400,000

Types Of Aircraft Operated:

1. **ATR72-500** – 70 seats Twin Engine Turbo prop pressurized aircraft
2. **EMB120ER** – 30 seats Twin Engine Turbo prop pressurized aircraft
3. **B1900 Airliner** – 19 seats Twin Engine Turbo prop pressurized aircraft
4. **Cessna 208B G1000** – 13 seats Single Engine Turbo prop aircraft
5. **Cessna 206H G1000** – 5 seats Single Engine Piston aircraft

Terms & Conditions Of Carriage

WEF 1st August 2020 – 30th May 2022

1. The liability of the Company in respect of the carriage of passengers is subject to the rules and limitations relating to liability established by the Warsaw Convention as applied in Tanzania and by the complete Terms and Conditions listed on the website.
2. The conditions of carriage relating to the limits of liability of the carrier for death or personal injury and in respect of loss of or damage to baggage are subject to the provisions of Montreal Conventions 1999 and the Tanzania Civil Aviation Carriage by air regulations 2008.
3. The Company undertakes to use its best efforts to carry the passenger and his baggage with reasonable dispatch, but no particular time is fixed for the commencement or completion of carriage. Subject thereto, the Company may, without prior notice, substitute, alternate carriers or aircraft and may alter or omit the stopping place previously agreed upon. Times indicated on brochures/Timetable & E-tickets are approximate and not guaranteed.
4. The Company may change or cancel its Schedule flight with reasonable prior notice to the registered clients and their agents.
5. The Company is not responsible for any direct or consequential costs resulting from any cancellation or delays to its services. Connecting passengers must make sure that their layover to the next flight is a minimum 3Hrs or more.
6. Check in time is 90 minutes prior to flight departure at all airports, counter closes 30 minutes before take-off time. The Company reserves the right to depart ahead of time after closure of its counter.
7. No oversized, hard shell or aluminum suitcase allowed to be checked in due to limitation of aircraft hold space. No trolley bags or oversized backpacks allowed as hand luggage due to limited overhead compartment space. Only 1pc of (20 kg Max) SOFT luggage is permitted per passenger to be checked in on hold for FREE. 1pc no more than 5kg of soft bag is allowed as hand carry luggage.
8. Excess baggage is carried at the discretion of the company subject to the availability of space. Cost USD5/- per KG
9. Oversized passenger above 300lbs / 136kgs MUST buy 2 tickets in order to occupy the entire row of seats due to the limitation of seat space

Terms & Conditions Of Carriage

WEF 1st August 2020 – 30th May 2022

10. Cancellation Policies

- Any ticketed booking can be cancelled, amended, re-routed at least 15 days prior to date of travel FREE OF CHARGE
- NON-RESIDENT and EA-Tanzanian Return Fares are valid for 90 days from the initial departure date
- Any ticketed booking that will be cancelled or amended, re-routed less than 7 days prior to travel will carry a penalty of 50% of the cost of ticket excluding the relevant taxes.
- Any ticketed booking that will be cancelled or amended, re-routed less than 72 hours prior to travel or NO-SHOW will carry a penalty of 100% of the cost of ticket excluding taxes.
- All (RF) Tickets will be void after 90 days.
- All refunds will be in a form of credit note/vouchers which will be valid for an indefinite period. These can be redeemed for future bookings or advance payment towards pending bookings.
- Personalized Charters amendments and cancellation are free of charge, provided they are amended 24Hrs prior to date of travel or a 50% of the cost of charter excluding taxes will be debited to the agents account.
- For NON-RES and EA-TANZANIAN return tickets, an initial amendment will be made at no cost however, any subsequent changes will attract a USD25 amendment fee.

11. Infant and Child Policy

- Infants is considered under 2 years of age do not occupy seat, is carried at 10% adult gross fare.
- Child is considered between 3 years to 10 years of age, carried at 80% of the adult gross fare.

12. Every Passenger is required by LAW to show their passport or picture ID for identification at the check in counter upon checking in

NOTE: Onward and returning passengers will be required to reconfirm their bookings 24-48 hours prior to departure. This is due to Timetable reflects approximate times only.

For Reconfirmation of Flights, kindly email to:
sales@flightlink.co.tz/ dar-reservations@flightlink.co.tz
or call our Call Center +255 782 35 44 50 – 24hours/7 days a week

Terms & Conditions Of Carriage

WEF 1st August 2020 – 30th May 2022

CREDIT AND TICKETING POLICY

Effective 01st August 2020, below policies will take effect for all our local, international travel agents and tour operators that will supersede any prior arrangements made:

All block bookings (8 seats and above) can be held 12 months in advance, however the bookings must be confirmed/released in writing at least 30 days prior to the date of travel.

An invoice will be raised upon confirmation of the booking and the payments will be due 15 days prior to travel.

In the event the booking and travel period is less than 15 days, Payments will be due instantly upon confirmation.

All Return Fare (RF) tickets must be booked and ticketed under one booking/PNR reference.

All charters must be paid in advance 48 hours prior to departure.

CANCELLATION POLICIES

- Any ticketed booking can be cancelled, amended, re-routed at least 15 days prior to date of travel FREE OF CHARGE
- Any ticketed booking that will be cancelled or amended, re-routed less than 7 days prior to travel will carry a penalty of 50% of the cost of ticket excluding the relevant taxes.
- Any ticketed booking that will be cancelled or amended, re-routed less than 72 hours prior to travel or NO-SHOW will carry a penalty of 100% of the cost of ticket excluding taxes.
- All refunds will be in a form of credit note/vouchers which will be valid for an indefinite period. These can be redeemed for future bookings or advance payment towards pending bookings.
- Personalized Charters amendments and cancellation are free of charge, provided they are amended 24Hrs prior to date of travel or a 50% of the cost of charter excluding taxes will be debited to the agents account.
- For return tickets, an initial amendment will be made at no cost however, any subsequent changes will attract a USD 25 amendment fee.

Reservations

For bookings call or email the following reservations staff in your areas for your convenience:

ARUSHA

- Theresia Simon - +255 689 141 356 reservations@flightlink.co.tz
- Duwil Merey - +255 717 333 393 | sales@flightlink.co.tz

ZANZIBAR

- Khairat Mehdi - +255 774 747 400 khairat@flightlink.co.tz
- Tahria - +255 774 747 400 | Zanzibar@flightlink.co.tz

DAR AIRPORT

- Warda Nassor - +255 782 354 449 res2@flightlink.co.tz
- Sabrina Said - +255 782 354 448 res1@flightlink.co.tz

DAR TOWN OFFICE

- Lubna Mubarak - +255 782 354 450 lubna@flightlink.co.tz
- Elias Frank - +255 782 354 450 elias@flightlink.co.tz

HEAD OFFICE

- Maryam Hamdan - +255 782 35 44 50 dar-reservations@flightlink.co.tz
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