

# South West Aviation and Mack Air

## Reservations

### Terms and Conditions

#### General Flight Information

- South West Aviation and Mack Air accept no responsibility for any delays caused by unforeseen circumstances, mechanical breakdowns, diversions due to weather or any other cause. However, we will endeavour to rectify the situation to the best of our ability.
- We reserve the right to sub-charter a third-party aircraft should we not be able to provide our own aircraft.
- The flight is strictly subject to runway conditions and serviceability. If the destination airport or airstrip is unsuitable for our aircraft for any reason, we will divert to the nearest alternative airport or airstrip.
- The quotation is subject to the availability of aircraft at the time of confirmation.
- Prices are based on current fuel pricing in Zimbabwe. An escalation in fuel will influence the price and South West Aviation and Mack Air reserve the right to adjust it without prior notice.
- If booked on a seat in plane basis, guests will be sharing the usage of the aircraft with other passengers.
- South West reserves the right to utilize the empty leg of any chartered booking.

#### Schedule

- The exact daily schedule is subject to change depending on weather, airstrip conditions and mechanical issues beyond our control.
- Any guest arriving less than 30 minutes before the stipulated departure time may have their seat cancelled, without refund, to avoid knock-on effects with the schedule for the remainder of the day.
- All flights operate during daylight hours.

#### Connecting Flights

- South West Aviation and Mack Air accept no responsibility for any delays caused by unforeseen circumstances such as mechanical breakdowns, diversions due to weather or any other cause.
- Adequate Travel Insurance is essential as South West Aviation and Mack Air are not responsible for missed onward connections or having to overnight passengers due to unforeseen circumstances.

#### Airstrips Serviced

- There may be up to 4 stops en-route to and from camps or lodges however, South West Aviation and Mack Air will always attempt to minimize this to as few stops as possible for your convenience.

#### Baggage Restrictions

- All passengers travelling on South West Aviation and Mack Air flights are entitled to one free piece of checked luggage and one small carry on item.
- Maximum hand luggage is 5kg (11lbs and 1 piece allowed) which is part of the 20kg (44lbs) total luggage limitation.
- Maximum checked in luggage size is 30cm (12in) wide x 35 cm (14in) high x 70cm (28in) long.
- Strictly soft sided bags only, no wheels or frames or rigid sides.
- For additional camera equipment or overweight luggage, additional seats can be bought prior to departure. This "additional" seat allows an extra 30kgs of luggage.
- If passengers arrive with incorrect luggage, they will be offered a soft bag (provided at cost by South West Aviation and Mack Air) and their "other" suitcase may be left behind or transported to the end location at a cost to passenger.

#### Passenger Weight

- Passengers over 115kg may have to purchase an extra seat – please inform us prior to travel.
- If we are not informed when a reservation is made, you may be invoiced for an extra seat.

#### Child Policy

- Children are classified as ages 2 – 11 years and as such require their own seat and seat belt. Infants are under the age of 24 months and will be transported on parent/guardian lap.

#### Victoria Falls Airport & Harare Airport Lounge

- All passengers flying with us have access to a private Mack Air Lounge at Victoria Falls Airport and Harare Airport, where there is water, coffee and free WiFi available.

#### Weather Affected Flights

- During Zimbabwe's rainy season (typically November to April) certain airstrips may be out of service. In these cases, the closest alternative airstrip will be used. It is imperative that passengers have adequate Travel Insurance to cover cancelled flights, costs of alternative accommodation or transport arrangements and possible missed onward connections.

#### Cancellation Policy

- More than 7 days prior to departure date - no penalty.
- Less than 7 days to departure date - 100% of total fare.

#### Items prohibited on board

- To make your flight on South West Aviation and Mack Air as safe as possible, please note that the following Dangerous Goods may not be carried on Mack Air flights under any circumstances.
- Compressed Gases
- Corrosives
- Explosives
- Flammable Liquids and Solids
- Radioactive Materials
- Oxidizing Materials
- Poisons and Infectious Substances
- Other Dangerous Articles

#### Contact Details

##### **Mack Air**

Physical Address: Hangar 4, Maun International Airport,  
Airport Road, Maun, Botswana  
Tel: +267 6860675

##### **South West Aviation**

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AVIATION