



# AIRLINK

## CONDITIONS OF CARRIAGE

for Passenger and Baggage

EFFECTIVE: **NOVEMBER 2025**

|                        |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>CLAUSE 1</u></b> |                                                                                                                                                                                                                                                                                                             | <b>DEFINITIONS and INTERPRETATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b><u>CLAUSE 2</u></b> | <a href="#">2.1</a><br><a href="#">2.2</a><br><a href="#">2.3</a><br><a href="#">2.4</a>                                                                                                                                                                                                                    | <b>APPLICABILITY</b><br>Introduction<br>General<br>Interline Travel / Codeshare Partners<br>Overriding Law                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b><u>CLAUSE 3</u></b> | <a href="#">3.1</a><br><a href="#">3.2</a><br><a href="#">3.3</a><br><a href="#">3.4</a><br><a href="#">3.5</a>                                                                                                                                                                                             | <b>TICKETS and IDENTIFICATION</b><br>General<br>Period of Ticket Validity<br>Non use of Ticket<br>Sequence of Ticket use<br>Tax Invoice                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>CLAUSE 4</u></b> | <a href="#">4.1</a><br><a href="#">4.2</a><br><a href="#">4.3</a>                                                                                                                                                                                                                                           | <b>FARE, TAXES, FEES, and CHARGES</b><br>Fares<br>Taxes, Fees, and Charges<br>Currency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b><u>CLAUSE 5</u></b> | <a href="#">5.1</a><br><a href="#">5.2</a><br><a href="#">5.3</a><br><a href="#">5.4</a><br><a href="#">5.5</a><br><a href="#">5.6</a><br><a href="#">5.7</a>                                                                                                                                               | <b>RESERVATIONS</b><br>Reservation Requirements<br>Ticketing Time Limit<br>Personal Information<br>Seating<br>Aircraft<br>Reconfirmation of Flights<br>Cancellation of Flights                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b><u>CLAUSE 6</u></b> | <a href="#">6.1</a><br><a href="#">6.2</a><br><a href="#">6.3</a><br><a href="#">6.4</a><br><a href="#">6.5</a><br><a href="#">6.6</a><br><a href="#">6.7</a><br><a href="#">6.8</a><br><a href="#">6.9</a><br><a href="#">6.10</a><br><a href="#">6.11</a><br><a href="#">6.12</a><br><a href="#">6.13</a> | <b>MEDICAL and SPECIAL ASSISTANCE</b><br>Fitness to Fly<br>Passengers with Special Needs<br>Standard information needed for any Wheelchair request<br>Situations where doctors medical report is required<br>Diabetics<br>Portable Oxygen Concentrators, Ventilators, Respirators, CPAP/BiPAP<br>Intellectual, Cognitive, Developmental, or Invisible Disabilities<br>Carriage of Pregnant Passengers and New-born Children<br>Special Assistance<br>Service Dogs<br>Emotional Support Dogs<br>Passenger reimbursement for Medical Expenses and directly related<br>Expenses incurred by Airlink on their behalf<br>Carriage of Unaccompanied Children |
| <b><u>CLAUSE 7</u></b> | <a href="#">7.1</a><br><a href="#">7.2</a><br><a href="#">7.3</a><br><a href="#">7.4</a><br><a href="#">7.5</a><br><a href="#">7.6</a>                                                                                                                                                                      | <b>CHECK-IN FLIGHT and BOARDING TIME REQUIREMENTS</b><br>Check-in Times<br>Flight Closure Times<br>Flight Boarding Times<br>Boarding Gate Closing Times<br>General Check-in Information<br>Check-in Options                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b><u>CLAUSE 8</u></b> | <a href="#">8.1</a><br><a href="#">8.2</a><br><a href="#">8.3</a><br><a href="#">8.4</a><br><a href="#">8.5</a><br><a href="#">8.6</a>                                                                                                                                                                      | <b>REFUSAL and LIMITATION of CARRIAGE</b><br>Right to Refuse Carriage<br>Consequences of Refusal to Carry or Removal of Passenger<br>Reimbursement of costs<br>On Board Services<br>Ground Services<br>Aircraft Weight Limitations                                                                                                                                                                                                                                                                                                                                                                                                                     |

|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>CLAUSE 9</u></b>  | <a href="#">9.1</a><br><a href="#">9.2</a><br><a href="#">9.3</a><br><br><a href="#">9.4</a><br><a href="#">9.5</a><br><a href="#">9.6</a><br><a href="#">9.7</a><br><a href="#">9.8</a>                                                                                                                                                                                                                                                                                                                                                                  | <b>FLIGHT SCHEDULES</b><br>General<br>Disruption to Operation as a result of Government Regulations<br>Remedies for Cancellation, Rerouting and Delays for Technical or Operational Reasons Caused by Airlink<br>Weather Delays<br>Schedule Change<br>Denied Boarding<br>Denied Boarding Compensation<br>Compensation for Delays and Cancellations                                                                                                                                                                                                                                                                                                               |
| <b><u>CLAUSE 10</u></b> | <a href="#">10.1</a><br><a href="#">10.2</a><br><a href="#">10.3</a><br><a href="#">10.4</a><br><a href="#">10.5</a><br><a href="#">10.6</a><br><a href="#">10.7</a><br><a href="#">10.8</a><br><a href="#">10.9</a><br><a href="#">10.10</a><br><a href="#">10.11</a><br><a href="#">10.12</a><br><a href="#">10.13</a><br><a href="#">10.14</a><br><a href="#">10.15</a><br><a href="#">10.16</a><br><a href="#">10.17</a><br><a href="#">10.18</a><br><a href="#">10.19</a><br><a href="#">10.20</a><br><a href="#">10.21</a><br><a href="#">10.22</a> | <b>BAGGAGE</b><br>General<br>Free Baggage Allowance<br>Excess Baggage<br>Items Not Allowed in Passenger Baggage<br>Lithium Batteries<br>Dangerous Goods<br>Limited Release Baggage<br>Hunting Rifles and Ammunition<br>Right to Refuse Carriage of Baggage<br>Right to Search, Screen and X-ray<br>Checked Baggage<br>Unchecked Baggage<br>Collection and Delivery of Checked Baggage<br>Animals – General<br>SkyCheck Baggage<br>Special Baggage Items<br>Delayed Baggage<br>Missing Baggage<br>Damaged Baggage<br>Time limit for Baggage Claims<br>Processing of Baggage Claims for Damage, Pilferage, Delayed & Total Loss<br>Baggage Limitation of Liability |
| <b><u>CLAUSE 11</u></b> | <a href="#">11.1</a><br><a href="#">11.2</a><br><a href="#">11.3</a><br><a href="#">11.4</a><br><a href="#">11.5</a><br><a href="#">11.6</a><br><a href="#">11.7</a><br><a href="#">11.8</a>                                                                                                                                                                                                                                                                                                                                                              | <b>REFUNDS</b><br>General<br>Involuntary Refunds<br>Voluntary Refunds<br>Right to Refuse Refund<br>Refund Currency<br>By Whom Ticket Refundable<br>Waiver Requests for Voluntary Refunds<br>Medical Certificates for Refunds                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b><u>CLAUSE 12</u></b> | <a href="#">12.1</a><br><a href="#">12.2</a><br><a href="#">12.3</a><br><a href="#">12.4</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>CONDUCT ABOARD AIRCRAFT</b><br>General<br>Alcoholic Beverages<br>Smoking Policy<br>Breach of Duty                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b><u>CLAUSE 13</u></b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>SERVICES PROVIDED BY THIRD PARTIES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b><u>CLAUSE 14</u></b> | <a href="#">14.1</a><br><a href="#">14.2</a><br><a href="#">14.3</a><br><a href="#">14.4</a><br><a href="#">14.5</a><br><a href="#">14.6</a><br><a href="#">14.7</a>                                                                                                                                                                                                                                                                                                                                                                                      | <b>TRAVEL DOCUMENTS, CUSTOMS and SECURITY INSPECTIONS</b><br>General<br>Refusal of Entry<br>Passenger Responsible for Fines, Detention Costs and Other Charges<br>Return of Confiscated Travel Documents<br>Custom Inspection<br>Security Inspection<br>Acceptance of Deportee, Repatriation, Persons in Custody                                                                                                                                                                                                                                                                                                                                                 |
| <b><u>CLAUSE 15</u></b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>SUCCESSIVE AIRLINES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b><u>CLAUSE 16</u></b> | <a href="#">16.1</a><br><a href="#">16.2</a><br><a href="#">16.3</a><br><a href="#">16.4</a><br><a href="#">16.5</a>                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>LIABILITY FOR DAMAGE</b><br>General<br>Scope of Liability<br>General Limitation<br>Death or Injury of Passengers<br>Advice to International Passengers on Limitation of Liability                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

All Passengers issued with a Ticket for Carriage by Air on Airlink will enter into a Contract of Carriage. This Contract gives the Passenger the right to be carried on a flight or series of flights and its terms are governed by:

- a) the Terms and Conditions of Contract of the Ticket
- b) these Conditions of Carriage; and
- c) the Applicable Conventions

| CLAUSE 1                          |  | DEFINITIONS                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Airlink</b>                    |  | means the Airline trading as Airlink (Pty) Limited.                                                                                                                                                                                                                                                                                                                                   |
| <b>Airline Designator Code</b>    |  | means the two character IATA code which identifies individual Airlines in Tickets, timetables, reservation systems and elsewhere.<br>Airlink's airline code is 4Z.                                                                                                                                                                                                                    |
| <b>Authorised Agent</b>           |  | means a passenger sales agent (which can include another Airline) appointed to represent the Airline in the sale of carriage on our services.                                                                                                                                                                                                                                         |
| <b>Bankers Selling Rate</b>       |  | means the rate for the purpose of the transfer of funds through banking channels.                                                                                                                                                                                                                                                                                                     |
| <b>Baggage</b>                    |  | means the personal property accompanying the Passenger in connection with their trip. Unless the Airline determines otherwise, Baggage consists of the Passengers Checked Baggage and Unchecked Baggage.                                                                                                                                                                              |
| <b>Baggage Identification Tag</b> |  | means a claim tag given to the Passenger to identify each piece of Checked Baggage.                                                                                                                                                                                                                                                                                                   |
| <b>Business Day</b>               |  | means any Day other than a Saturday, Sunday, or South African public holiday.                                                                                                                                                                                                                                                                                                         |
| <b>Checked Baggage</b>            |  | means Baggage the Airline takes into custody for carriage in the hold of an aircraft for which the Airline has issued a baggage tag to the Passenger.                                                                                                                                                                                                                                 |
| <b>Check-in Deadline</b>          |  | means the time limit the Airline has set for the Passenger to complete the process of checking-in formalities and receive a boarding pass.                                                                                                                                                                                                                                            |
| <b>Clause</b>                     |  | Clause headings are for convenience only and must not be used for interpreting the contents therein. Where the clause describes a period of any number of days, this period of time will be calculated by excluding the first day and including the last day of that time period. If the last day falls on a day which is not a Business Day, then the very next day will be counted. |
| <b>Conditions of Carriage</b>     |  | means these conditions of carriage contained herein.                                                                                                                                                                                                                                                                                                                                  |
| <b>Convention</b>                 |  | means the Montreal Convention and / or the Warsaw Convention where applicable.                                                                                                                                                                                                                                                                                                        |
| <b>Conjunction Ticket</b>         |  | means a Ticket issued to the Passenger in conjunction with or in relation to another Ticket which together constitute a single contract of carriage.                                                                                                                                                                                                                                  |
| <b>Coupon</b>                     |  | means an electronic coupon which entitles the named Passenger to travel on the particular flight identified on it.                                                                                                                                                                                                                                                                    |
| <b>Day</b>                        |  | means any of the seven days of the week.                                                                                                                                                                                                                                                                                                                                              |
| <b>Denied Boarding</b>            |  | means a refusal, other than flight cancellation or delay to carry Passengers on a flight for reasons of health, safety, security, inadequate travel documents or do not meet the booking requirements.                                                                                                                                                                                |

|                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Electronic Ticket</b>                                | means the electronic entries within our reservations database recording the carriage the Passenger has booked.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Emotional Support dog or Psychiatric Service dog</b> | means a dog that is shown by documentation to be necessary for the emotional wellbeing of a Qualified Individual with a Disability or to provide assistance to such person.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>E-Ticket Itinerary Receipt</b>                       | means a document the Airline issues when travelling on an Electronic Ticket that contains the Passenger's name, flight information and notices and delivered to the Passenger by email or by hand.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Flight Cancellation</b>                              | means the non-operation of a flight which was previously planned and in respect of which at least one Passenger Reservation has been made.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Flight Delay</b>                                     | means the departure or arrival of a flight later than its scheduled time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Force Majeure</b>                                    | <p>means any event outside of the Airline's control including without limitation, acts of God, and meteorological events such as:</p> <ul style="list-style-type: none"> <li>- Storms                      - Rain                      - Wind                      - Fog</li> <li>- Flooding                      - Heat                      - Earthquakes                      - Haze</li> <li>- Cyclones                      - Volcanic eruption                      - Pandemic                      - Endemic</li> <li>- Lightning strike                      - Bird strike</li> </ul> <p>It also includes without limitations government actions, disturbances or potentially volatile international conditions, civil commotions, riots, embargoes, wars or hostilities (whether actual, threatened or reported) strikes, work stoppage, slowdown, lockout or any other labour related disputes involving or affecting our service, mechanical difficulties, Air Traffic Control, the inability to obtain fuel, airport gates, labour or landing facilities for the flight in question or any fact not reasonably foreseen, anticipated or predicted by the Airline.</p> <p>Third party Force Majeure including but not limited to Municipal Airports, Private Airports, ACSA Airports, Fire &amp; Rescue Services downgrade of airports, Navigational Aids unserviceable, Air Traffic Control etc.</p> |
| <b>IATA</b>                                             | means the International Air Transport Association.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>ICAO</b>                                             | means the International Civil Aviation Organisation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Identification</b>                                   | means either a valid original South African Identity Document (ID book or Smart Card), a valid original South African Drivers Licence or a valid original Passport.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Immediate Family</b>                                 | means your spouse, your children (including adopted children), your parents, your brothers and sisters, your grandparents, your grandchildren, your parents-in-law, your brothers and sisters-in-law and your sons and daughters-in-law.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Interline Agreement</b>                              | means carriage on the services of more than one carrier where carriers agree to accept each other's tickets and baggage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Involuntary Flight Change</b>                        | means a change to a Passengers itinerary, provided the electronic ticket has been issued and is initiated by the airline in the event of a flight cancellation, technical or flight delay resulting from events within the airlines control.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Law</b>                                              | means any applicable law of general application and includes the common law and any statute, constitution, decree, treaty, regulation, directive, ordinance, by-law, order, or any other enactment of legislative measure of government (including local and provincial government) statutory or regulatory body which has the force of law.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

|                                     |                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Limited Release Tag</b>          | means baggage items accepted for carriage in terms of the Limited Release handling procedure at the sole risk of the Passenger which indemnifies Airlink against any subsequent claim for alleged damage or pilferage.                                                                                                                             |
| <b>Montreal Convention</b>          | means the unification of certain rules relating to International Carriage by Air, signed at Montreal, 28 May 1999.                                                                                                                                                                                                                                 |
| <b>No-Show</b>                      | means a passenger who held a confirmed reservation for a flight but who failed to use the reservation for reasons other than a missed connection.                                                                                                                                                                                                  |
| <b>Passenger</b>                    | means any person (whether adult, child or infant) holding a Ticket to be contracted with Airlink for carriage in an aircraft (except members of crew).                                                                                                                                                                                             |
| <b>Passenger Receipt</b>            | means a document issued as part of the Passenger Ticket which ultimately must be retained by the Passenger when travelling on all flights.                                                                                                                                                                                                         |
| <b>Person with Reduced Mobility</b> | means any person whose mobility is reduced when using transport because of any physical disability (sensory or locomotory, permanent or temporary), intellectual impairment, age or any other cause of disability and whose situation needs special attention and adaption to the person's needs of the services made available to all Passengers. |
| <b>Rerouting</b>                    | a change of routing when a flight is unable to land at the scheduled destination and diverts to an alternative destination. This also includes voluntary or involuntary rerouting which may require Ticket reissuance.                                                                                                                             |
| <b>SDR</b>                          | means Special Drawing Right, the composite unit of currency that is used as the official unit of exchange of the International Monetary Fund.                                                                                                                                                                                                      |
| <b>Stopover</b>                     | means any place set out in the Passenger Ticket or shown in our timetables as a scheduled stop (regardless of duration) between the first place of departure and the last place of destination in the Passengers Ticket.                                                                                                                           |
| <b>Tariff</b>                       | means fares for carriage, charges and related Conditions of Carriage and Ticket restrictions filed, where required, with the appropriate authorities.                                                                                                                                                                                              |
| <b>Unchecked Baggage</b>            | means the Passengers Baggage, other than the Checked Baggage, which is carried by the Passenger aboard the aircraft or by Skycheck.                                                                                                                                                                                                                |
| <b>Validity Period</b>              | means the period for which an E-ticket or EMD is valid.                                                                                                                                                                                                                                                                                            |
| <b>Voluntary Flight Changes</b>     | means a change to a Passengers itinerary, provided the electronic ticket has been issued and is initiated by the passenger.                                                                                                                                                                                                                        |
| <b>Warsaw Convention</b>            | means international instruments of law which apply to the Passengers carriage.                                                                                                                                                                                                                                                                     |
| <b>Weight Concept</b>               | means there is no limit on the number of pieces of baggage that can be checked in as long as the weight allowance for the total number of pieces does not exceed the free baggage allowance as indicated on the E-ticket.                                                                                                                          |
| <b>The Airline website</b>          | means our internet website with the address <a href="http://www.FlyAirlink.com">www.FlyAirlink.com</a>                                                                                                                                                                                                                                             |

| CLAUSE 1 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | INTERPRETATION |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1.1      | <p>Airlink will use its best endeavours to make reasonable decisions about the interpretation of the applicable Laws, regulations, orders or governmental policy for the purposes of <a href="#">Clause 8.1 (Right to Refuse Carriage)</a>, and <a href="#">Clause 12 (Conduct Aboard Aircraft)</a>.</p> <p>Such decisions may have to be made in circumstances where limited time is available, and no proper opportunity exists to carry out any or sufficient enquiries. As a result, any such decision made by us will be final and binding on the Passenger even if subsequently proved to be incorrect, provided that at the time that Airlink made the decision had reasonable grounds for believing that it was correct or reasonable in the circumstances.</p> |                |
| 1.2      | <p>Where Airlink expressly provides in these Conditions of Carriage that the Passenger must comply with applicable Law or applicable governmental, ICAO or IATA requirements, the Passenger is obliged to always comply with such applicable Laws or requirements, especially on the date or dates of the Passenger's carriage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                     |                |
| 1.3      | <p>All dates and periods of time referred to in this Conditions of Carriage will be ascertained in accordance with the Gregorian calendar.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |
| 1.4      | <p>The title of each Clause of this Conditions of Carriage is for convenience only and is not to be used for interpretation of the text.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |
| 1.5      | <p><b><u>Limitation of liability:</u> These Conditions of Carriage contain terms and conditions which appear in similar text style and format to this Clause and which –</b></p> <ul style="list-style-type: none"> <li><b>a) May limit the risk or liability of the Airline or a third party; and / or</b></li> <li><b>b) May create risk or liability to the Passenger; and / or</b></li> <li><b>c) May compel you to indemnify the Airline or a third party; and / or</b></li> <li><b>d) Serves as an acknowledgement, by you, of a fact.</b></li> </ul> <p><b>Your attention is drawn to these terms and conditions because they are important and should be carefully noted.</b></p>                                                                               |                |
| CLAUSE 2 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | APPLICABILITY  |
| 2.1      | <b>INTRODUCTION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                |
| 2.1.1    | <p>Airlink is a privately-owned, BBBEE Level 5 business and regional airline serving a comprehensive network of smaller destinations throughout Southern Africa. We operate independently under our own unique 4Z flight code.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                |
| 2.1.2    | <p>The Airline industry operates in a global environment with specific business processes and procedures which have been developed over the years to enable the industry to operate in a fair and efficient manner while having regards for the various factors and risks unique to the industry. Much of the business processes are captured in regulations, conventions and treaties that govern the industry.</p>                                                                                                                                                                                                                                                                                                                                                    |                |
| 2.1.3    | <p>Airlink, as a member of IATA, adheres to all the international regulations, Conventions and treaties that govern the industry and where applicable to our Passengers, it is captured in this Conditions of Carriage. Airlink reserves the right to change or update its policies, procedures, and conditions of carriage without prior notification.</p>                                                                                                                                                                                                                                                                                                                                                                                                             |                |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2.2</b> | <b>GENERAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2.2.1      | This Conditions of Carriage forms part of the Passenger's contract of carriage with Airlink and applies to the carriage we provide to the Passenger unless <a href="#">Clause 2.4</a> (Overriding Law) provides otherwise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2.2.2      | <p><b>The liability of the Airline in regard to any claim that the Passenger may have against Airlink in regard to Loss or Damage to Baggage is limited to the higher of -</b></p> <p><b>a) the sector fare paid by the Passenger for the Ticket; or</b></p> <p><b>b) the applicable Convention in terms of any claims related to the loss or damage to Baggage, provided that the Passenger complies in all material respects with the procedures in submitting the claims as provided for in the applicable Convention.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2.2.3      | These Conditions of Carriage applies to gratuitous and reduced fare carriage as well, in all material respects.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2.2.4      | These Conditions of Carriage apply to all our business activities, including but not limited to Airlink Charter Agreement Operations and Services incidental thereto.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2.2.5      | <p><b>Complaints and Compliments</b></p> <p>Should a Passenger want to lodge a formal complaint with Airlink, the Passenger must contact Airlink customer care department in writing within one (1) month of the date of travel or when the incident occurred. Airlink will not be liable should any information or supporting evidence such as screenshots to prove system errors are not provided to conclude the investigation exceeding the one-month claim period.</p> <p>Complaints and compliments can be submitted via:</p> <ul style="list-style-type: none"> <li>• E-mail to: <a href="mailto:customercare@flyairlink.com">customercare@flyairlink.com</a></li> <li>• Online form: <a href="https://www.flyairlink.com/en/za/need-help">https://www.flyairlink.com/en/za/need-help</a></li> </ul> <p>Airlink will acknowledge written travel-related concerns or compliments within ten (10) business days of their receipt, and our customer care department will send a substantive written response within sixty (60) business days of receiving a written complaint.</p> <p>Please note that we are only able to provide feedback to the passenger concerned or their authorized representative to ensure data privacy compliance.</p> |
| 2.2.6      | <p>Passengers booking directly with a Travel Agent or third party, and not booking directly with Airlink, shall be required to contact their Travel Agent for assistance related to the flight booking.</p> <p>Airlink cannot make passenger suggested changes to a booking done via a third party or Travel Agent such as cancelling the itinerary a week before departure or changing the flight to another date.</p> <p>Please contact your Travel Agent to make the necessary changes to your itinerary and Airlink E-ticket. The only changes Airlink can make to third party or Travel Agent bookings is when Airlink has an irregular flight operation in the form of a delay relating to the airline's responsibility done at the airport on the day of operation.</p> <p>Any changes to your E-ticket made by a third party or Travel Agent may carry a cost in terms of your contract with the third party or Travel Agent. That cost is for your account and is not payable by Airlink nor can it be claimed from Airlink.</p>                                                                                                                                                                                                            |

|                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 2.3                                                                                                                                                                                                                                                                                                                                                                                                 | INTERLINE TRAVEL / CODESHARE PARTNERS                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
| 2.3.1                                                                                                                                                                                                                                                                                                                                                                                               | Airlink has both Uni-lateral and Bi-lateral Interline E-ticketing agreements with certain airlines worldwide. A single E-ticket will be issued covering all segment of the itinerary operated by different airlines. These E-tickets will be issued on the issuing airlines ticket stock. This type of E-ticket allows for the Checked baggage to be carried through to the final destination with no need to collect and re-check the baggage at the transit airports. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
| 2.3.2                                                                                                                                                                                                                                                                                                                                                                                               | For tickets issued on foreign ticket stock (excluding 749 E-tickets) the passenger will need to contact the original booking agent for assistance for any Irregular flight Operations (IROPs) or Schedule changes.                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
| 2.3.3                                                                                                                                                                                                                                                                                                                                                                                               | INTERLINE CHECKED BAGGAGE / SPORTING EQUIPMENT (excluding weapons)                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | a)                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | When Airlink (4Z/749) is the issuing ticket carrier, the Airlink Checked Baggage policy <a href="#">Clause 10 (Baggage)</a> throughout the Passenger’s ticketed Interline Itinerary will apply to single contract tickets.                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | b)                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | When a Passenger makes a Voluntary Itinerary Change, the Checked Baggage policy of the new Selected Carrier will apply.                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | c)                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Each Operating Carrier’s Carry-on baggage allowances and policies will apply to each flight segment in an Interline Itinerary.                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | d)                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | For all Other Airlines Ticket stock (excluding 4Z/749) of carriers with whom Airlink has an Interline agreement with then Airlink shall honour the Free Baggage Allowance as stated on the single contract Ticket when baggage is through checked.<br><br>The frequent flyer benefits of additional baggage of other another carrier’s frequent flyer programme are not applicable on Airlink operated flights thus passengers will be required to pay for any excess baggage at the airport subject to Airlink excess baggage rates. |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | <table><tr><td>Business Class</td><td rowspan="2">Where the “Baggage Allowance” indicates 2PC this means that <b>any 2 pieces of Checked Baggage at 32kg each will be permitted</b> e.g. 2 x suitcases or 1 x suitcase and 1 x sport equipment up to the maximum free allowance PC weight. Any weight exceeding the 2PC free maximum kilograms the excess rates (see “e”) shall apply.</td></tr><tr><td>PIECE CONCEPT</td></tr></table>                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Business Class                                                                                                                                                                                                                                                                                   | Where the “Baggage Allowance” indicates 2PC this means that <b>any 2 pieces of Checked Baggage at 32kg each will be permitted</b> e.g. 2 x suitcases or 1 x suitcase and 1 x sport equipment up to the maximum free allowance PC weight. Any weight exceeding the 2PC free maximum kilograms the excess rates (see “e”) shall apply. | PIECE CONCEPT  |
|                                                                                                                                                                                                                                                                                                                                                                                                     | Business Class                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Where the “Baggage Allowance” indicates 2PC this means that <b>any 2 pieces of Checked Baggage at 32kg each will be permitted</b> e.g. 2 x suitcases or 1 x suitcase and 1 x sport equipment up to the maximum free allowance PC weight. Any weight exceeding the 2PC free maximum kilograms the excess rates (see “e”) shall apply.                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | PIECE CONCEPT                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | <table><tr><td>Economy Class</td><td rowspan="2">Where the “Baggage Allowance” indicates 1PC this means that <b>any 1 piece of Checked Baggage at 23kg will be permitted</b> e.g. 1 x suitcase or 1 x sport equipment up to the maximum free allowance PC weight. Any weight exceeding the 1PC free maximum kilograms the excess rates (see “e”) shall apply.</td></tr><tr><td>PIECE CONCEPT</td></tr></table>                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Economy Class                                                                                                                                                                                                                                                                                    | Where the “Baggage Allowance” indicates 1PC this means that <b>any 1 piece of Checked Baggage at 23kg will be permitted</b> e.g. 1 x suitcase or 1 x sport equipment up to the maximum free allowance PC weight. Any weight exceeding the 1PC free maximum kilograms the excess rates (see “e”) shall apply.                         | PIECE CONCEPT  |
|                                                                                                                                                                                                                                                                                                                                                                                                     | Economy Class                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Where the “Baggage Allowance” indicates 1PC this means that <b>any 1 piece of Checked Baggage at 23kg will be permitted</b> e.g. 1 x suitcase or 1 x sport equipment up to the maximum free allowance PC weight. Any weight exceeding the 1PC free maximum kilograms the excess rates (see “e”) shall apply.                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | PIECE CONCEPT                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | <table><tr><td>Business Class</td><td rowspan="2">Where the “Baggage Allowance” indicates 30K this means <b>Checked Baggage weight up to 30kg will be permitted</b> e.g. 2 x suitcases or 1 x suitcase and 1 x sport equipment up to the maximum weight of 30kg. Any weight exceeding the free kilograms the excess rates (see “e”) shall apply.</td></tr><tr><td>WEIGHT CONCEPT</td></tr></table>                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Business Class                                                                                                                                                                                                                                                                                   | Where the “Baggage Allowance” indicates 30K this means <b>Checked Baggage weight up to 30kg will be permitted</b> e.g. 2 x suitcases or 1 x suitcase and 1 x sport equipment up to the maximum weight of 30kg. Any weight exceeding the free kilograms the excess rates (see “e”) shall apply.                                       | WEIGHT CONCEPT |
|                                                                                                                                                                                                                                                                                                                                                                                                     | Business Class                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Where the “Baggage Allowance” indicates 30K this means <b>Checked Baggage weight up to 30kg will be permitted</b> e.g. 2 x suitcases or 1 x suitcase and 1 x sport equipment up to the maximum weight of 30kg. Any weight exceeding the free kilograms the excess rates (see “e”) shall apply.                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
|                                                                                                                                                                                                                                                                                                                                                                                                     | WEIGHT CONCEPT                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
| <table><tr><td>Economy Class</td><td rowspan="2">Where the “Baggage Allowance” indicates 20K this means <b>Checked Baggage weight up to 20kg will be permitted</b> e.g. 2 x suitcases or 1 x suitcase and 1 sport equipment bag up to the maximum weight of 20kg. Any weight exceeding the free kilograms the excess rates (see “e”) shall apply.</td></tr><tr><td>WEIGHT CONCEPT</td></tr></table> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Economy Class                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Where the “Baggage Allowance” indicates 20K this means <b>Checked Baggage weight up to 20kg will be permitted</b> e.g. 2 x suitcases or 1 x suitcase and 1 sport equipment bag up to the maximum weight of 20kg. Any weight exceeding the free kilograms the excess rates (see “e”) shall apply. | WEIGHT CONCEPT                                                                                                                                                                                                                                                                                                                       |                |
| Economy Class                                                                                                                                                                                                                                                                                                                                                                                       | Where the “Baggage Allowance” indicates 20K this means <b>Checked Baggage weight up to 20kg will be permitted</b> e.g. 2 x suitcases or 1 x suitcase and 1 sport equipment bag up to the maximum weight of 20kg. Any weight exceeding the free kilograms the excess rates (see “e”) shall apply.                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
| WEIGHT CONCEPT                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |
| e)                                                                                                                                                                                                                                                                                                                                                                                                  | The Airlink Interline excess baggage rates (see <i>table</i> ) for settlement of additional baggage or excess baggage charges for interline itineraries commencing from an Airlink destination airport shall apply to single contract tickets when bags are through checked.                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                |

| PIECE CONCEPT on E-Ticket  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                 |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| I.                         | <b>WITHIN SOUTH AFRICA</b><br>Domestic travel only                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>USD 60</b><br>VAT inclusive <b>per piece</b> |
| II.                        | <b>WITHIN AFRICA</b><br>Travel on the continent of Africa including the Indian Ocean Islands and Saint Helena                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>USD 100</b><br><b>per piece</b>              |
| III.                       | <b>OUTSIDE SOUTH AFRICA</b><br>Travel to the rest of the World excluding the African continent and surrounding Islands                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>USD 200</b><br><b>per piece</b>              |
| WEIGHT CONCEPT on E-Ticket |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                 |
| IV.                        | <b>WITHIN SOUTH AFRICA</b><br>Domestic travel only                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>USD 6</b><br>VAT inclusive <b>per KG</b>     |
| V.                         | <b>WITHIN AFRICA</b><br>Travel on the continent of Africa including the Indian Ocean Islands and Saint Helena                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>USD 8</b><br><b>per KG</b>                   |
| VI.                        | <b>OUTSIDE SOUTH AFRICA</b><br>Travel to the rest of the World excluding the African continent and surrounding Islands                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>USD 9</b><br><b>per KG</b>                   |
| f)                         | IATA Resolution 780 stipulates the baggage procedures which shall be used for the Interline carriage of passenger's baggage, where the passenger's journey on one ticket (including conjunction tickets) involves connecting transportation on two or more flights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                 |
| g)                         | For flights booked on one ticket, and with airlines with whom Airlink has an interline agreement with, the checked baggage will be checked through to the final destination. If the flights are booked on separate tickets, the passenger will be required to collect their baggage and recheck them in before the connecting flight closes for passenger acceptance. Sufficient connecting time must be adhered to in between the flights for passengers to collect their baggage and check in again at the next airport.                                                                                                                                                                                                                               |                                                 |
| h)                         | Passengers connecting between flights may be required to collect and re-check their baggage. This depends on the process at the airport where the connection takes place.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                 |
| i)                         | Baggage will not be through checked in the following circumstances: <ol style="list-style-type: none"> <li>Passengers hold separate E-tickets for the journey in the same or separate bookings.</li> <li>There is a break in the journey exceeding 24 hours.</li> <li>The onward flight is not confirmed, or the flight is not open for acceptance.</li> <li>There is no baggage transfer facility at the stop over airport or multi airport city e.g., arrive at Windhoek Hosea Kutako International and depart from Eros Airport in Namibia.</li> <li>Passenger refuses to pay for additional/excess baggage.</li> <li>Passenger checks in late not allowing enough time to complete check-in formalities associated with through check in.</li> </ol> |                                                 |
| 2.3.4                      | <b>The Conditions of Carriage of the operating carrier shall apply in all other respects, with the result that, for example, provisions relating to baggage acceptance, check-in and boarding, refusal, and limitation of carriage, conduct aboard aircraft, and schedules, delays and cancellation of flights may differ from these Conditions of Carriage and the Airline requests that the Passenger familiarise themselves with the Conditions of Carriage of the operating carrier, where applicable.</b>                                                                                                                                                                                                                                           |                                                 |

|                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.3.5                                             | <p><b>LIMITATION OF LIABILITY</b></p> <p>Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provisions of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such passengers on a journey to, from, or with an agreed stopping place in the United States of America, the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of [certain ]* [(name of carrier) and certain other] carriers parties to such special contracts for death of or personal injury to passengers is limited in most cases to proven damages not to exceed US \$75,000 per passenger, and that this liability up to such limit shall not depend on negligence on the part of the carrier. For such passengers traveling by a carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the carrier for death or personal injury to passengers is limited in most cases to approximately US \$10,000 or US \$20,000.</p> |
| 2.3.5.1                                           | The names of Carriers parties to such special contracts are available at all ticket offices of such carriers and may be examined on request.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2.3.5.2                                           | Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under the Warsaw Convention or such special contracts of carriage. For further information please consult your airline or insurance company representative."                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2.3.5.3                                           | [This Agreement was filed with the Civil Aeronautics Board of the United States. The Board approved it by Order E-23680, adopted May 13, 1966. The Agreement (Agreement 18900) became effective May 16, 1966. On January 1, 1985, this Agreement became the responsibility of the Department of Transportation (DOT) by operation of law.]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 2.3.5.4                                           | This Agreement may be signed in any number of counterparts, all of which shall constitute one Agreement. Any Carrier may become a party to this Agreement by signing a counterpart hereof and depositing it with DOT.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 2.3.5.5                                           | Any Carrier party hereto may withdraw from this Agreement by giving twelve (12) months' written notice of withdrawal to DOT and the other Carriers parties to the Agreement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>2.4</b>                                        | <b>OVERRIDING LAW</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                   | These Conditions of Carriage are applicable unless they are inconsistent with applicable Law in which event such Law shall prevail.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>CLAUSE 3</b> <b>TICKETS and IDENTIFICATION</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>3.1</b>                                        | <b>GENERAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 3.1.1                                             | It is a regulatory requirement that airlines verifies that the person travelling is the same person booked to travel. In accordance with the relevant regulation, any passenger travelling or departing on a scheduled public air transport flight from an aerodrome in the Republic of South Africa is required to produce a valid identification document at the check-in desk and at the boarding gate prior to boarding the flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3.1.2                                             | <p>Airlink shall accept the following forms of identification to permit carriage to passengers whose name appears on the E-ticket.</p> <p><b>REGIONAL TRAVEL</b></p> <p>A valid Passport is required for all customers (regardless of age) for travel to, from and via all countries.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## DOMESTIC TRAVEL WITHIN SOUTH AFRICA

- a) South African Government issued Identification Document (ID Card or Green ID Book), or a certified copy thereof that is not older than 3 months.
- b) Valid South African National Driver's Licence, or a certified copy thereof that is not older than 3 months.
- c) Valid government issued photo Foreign ID card or valid government issued photo Foreign Driver's License.
- d) Valid International/National Passports including emergency / temporary travel documents e.g., asylum, Red Cross, or International Organisation for Migration (IOM) papers.
- e) Temporary Identification documents are permitted provided they are accompanied by an affidavit which is not older than three months.

The following documentation will be accepted for passengers under 18 years of age:

- f) Presentation of proof of medical aid. This can be in the form of a card or on the App but must clearly show the name and date of birth or identity number. A certified copy of the medical aid card not older than 3 months will also be permitted.
- g) Presentation of a student card, or a certified copy not older than 3 months.
- h) Original Birth Certificate, or a certified copy not older than 3 months.

|       |                                                                                                                                                                                                                                                                                                                                                                     |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1.3 | <b>Digital copies of any form of identification will not be accepted, as per SACAA regulations.</b>                                                                                                                                                                                                                                                                 |
| 3.1.4 | <b>Failure to present identification for each passenger, including persons younger than 18 years as outlined above will result in a denied boarding without recourse to Airlink.</b>                                                                                                                                                                                |
| 3.1.5 | In the case of an Electronic Ticket, the Passenger is required to bring the E-Ticket Itinerary Receipt to the airport as it shall be necessary for the Passenger to present it to Airlink, Airport Immigration and Security Personnel.                                                                                                                              |
| 3.1.6 | Airlink will not accept responsibility for any claim or loss due to schedule changes, mishandling of baggage or misconnecting flight(s) in circumstances where the Passenger has booked his/her travel itinerary on separate ticket(s) issued on different carriers as opposed to a single ticket itinerary.                                                        |
| 3.1.7 | For the purposes of the Warsaw Convention and the Montreal Convention, an E-Ticket Itinerary Receipt is deemed to serve as a Ticket.                                                                                                                                                                                                                                |
| 3.1.8 | Some Tickets are sold at special fares which may be partially or completely non-refundable. It is the Passenger's responsibility to choose the fare and applicable fare rules best suited to their travelling needs and ensure that they familiarise themselves with the fare rules and the terms and conditions of the Ticket.                                     |
| 3.1.9 | Air Travel involves many risks and Airlink's liability is limited therefore it remains the Passenger's responsibility to ensure they have appropriate and adequate travel insurance. This will cover instances where the Passenger is unable to make use of such a Ticket for whatever reason, including non-performance by Airlink which can cover things such as: |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------|--|---------------------------------------------------------------|----|------------------------------------------|--|--------------------------------------------------------------------------|----|------------------------------------------|--|---------------------------------------------------------------------|----|--------------------------------|--|-------------------------------------------------|----|------------------------------------------|--|-----------------------------------------------|----|-------------------------------------------|--|-----------------------------------------------|
|            | <ul style="list-style-type: none"> <li>- Changes in Travel Plans and Flight Cancellations</li> <li>- Medical and Hospital Expenses</li> <li>- Repatriation Costs</li> <li>- Personal Injury and Death</li> <li>- Delayed, Damaged or Lost Baggage</li> <li>- Force Majeure events</li> <li>- Adverse Weather Conditions</li> <li>- Local and/or Global Epidemic/Pandemic outbreaks</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| 3.1.10     | <p>South African Immigration Regulations requires for anyone travelling with children under 18 years, whether parents of the child, relatives, family friends or school teachers travelling to/from South Africa to travel with certain documents.</p> <p>Before travelling, consult the South African embassy in your home country or the South African Department of Home Affairs to ensure that you meet all relevant criteria.</p> <ul style="list-style-type: none"> <li>- Department of Home Affairs website: <a href="http://www.dha.gov.za/">http://www.dha.gov.za/</a></li> <li>- Department of Home Affairs contact centre: 0800 60 11 90</li> </ul>                                                                                                                                                                                                                                                                                                                                                                           |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| 3.1.11     | <p>Airlink is bound by the South African Immigration Regulations and must act accordingly. Travellers not in possession of the required travel documentation shall not be allowed to travel. It is solely the passenger's responsibility to ensure they are in possession of all travel documents required by the Airline, Immigration or Customs etc.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| 3.1.12     | <p>The airfare included in the electronic ticket may be a special fare and rebooking and cancellation restrictions may apply. If the fare conditions allow for a rebooking or refund, please be advised that charges may apply. Airfares have conditions attached that limit or excludes the passengers right to change or cancel the reservation. The passenger is responsible to familiarise themselves with the terms and conditions that apply to the airfare and Airlink accepts no responsibility for the passenger's failure to do so.</p> <p>Having purchased an electronic ticket from Airlink means that you understood and agreed to our terms and conditions of carriage including restrictions on dangerous goods forbidden for air transportation and the fare purchase conditions. For enquiries regarding the fare conditions applying to your chosen airfare, please contact your local Airlink office.</p>                                                                                                             |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| <b>3.2</b> | <b>PERIOD OF TICKET VALIDITY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| 3.2.1      | <p>Airlink's standard traffic documents (749) will be valid for:</p> <table> <tr> <td>a)</td><td><b>First Issue E-ticket</b></td></tr> <tr> <td></td><td>Valid for One (1) Year from the Date of First Ticketed Coupon</td></tr> <tr> <td>b)</td><td><b>Reissue E-ticket - Totally Unused</b></td></tr> <tr> <td></td><td>Valid for One (1) Year from the Date of the New Date of the First Flight</td></tr> <tr> <td>c)</td><td><b>Reissue E-ticket - Partially Used</b></td></tr> <tr> <td></td><td>Valid for One (1) Year from the First Original Flown Departure Date</td></tr> <tr> <td>d)</td><td><b>Airlink Rebate E-ticket</b></td></tr> <tr> <td></td><td>Valid for Six (6) Months from the Date of Issue</td></tr> <tr> <td>e)</td><td><b>Electronic Miscellaneous Document</b></td></tr> <tr> <td></td><td>Valid for One (1) Year from the Date of Issue</td></tr> <tr> <td>f)</td><td><b>Customer Care Compensation Voucher</b></td></tr> <tr> <td></td><td>Valid for One (1) Year from the Date of Issue</td></tr> </table> | a) | <b>First Issue E-ticket</b> |  | Valid for One (1) Year from the Date of First Ticketed Coupon | b) | <b>Reissue E-ticket - Totally Unused</b> |  | Valid for One (1) Year from the Date of the New Date of the First Flight | c) | <b>Reissue E-ticket - Partially Used</b> |  | Valid for One (1) Year from the First Original Flown Departure Date | d) | <b>Airlink Rebate E-ticket</b> |  | Valid for Six (6) Months from the Date of Issue | e) | <b>Electronic Miscellaneous Document</b> |  | Valid for One (1) Year from the Date of Issue | f) | <b>Customer Care Compensation Voucher</b> |  | Valid for One (1) Year from the Date of Issue |
| a)         | <b>First Issue E-ticket</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
|            | Valid for One (1) Year from the Date of First Ticketed Coupon                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| b)         | <b>Reissue E-ticket - Totally Unused</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
|            | Valid for One (1) Year from the Date of the New Date of the First Flight                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| c)         | <b>Reissue E-ticket - Partially Used</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
|            | Valid for One (1) Year from the First Original Flown Departure Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| d)         | <b>Airlink Rebate E-ticket</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
|            | Valid for Six (6) Months from the Date of Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| e)         | <b>Electronic Miscellaneous Document</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
|            | Valid for One (1) Year from the Date of Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
| f)         | <b>Customer Care Compensation Voucher</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |
|            | Valid for One (1) Year from the Date of Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |                             |  |                                                               |    |                                          |  |                                                                          |    |                                          |  |                                                                     |    |                                |  |                                                 |    |                                          |  |                                               |    |                                           |  |                                               |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| g)         | <b>Airlink Gift Vouchers</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|            | Refer to the Voucher Expiry Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| h)         | <b>E-tickets Placed on Hold</b> (Airport & Open Coupon status)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|            | Valid for One (1) Year from the Date of the Original Issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3.2.2      | It is the Passenger's responsibility to familiarise themselves with the Fare Rules and the terms and conditions of the Ticket.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>3.3</b> | <b>NON USE OF TICKET</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3.3.1      | <p>Passengers prevented from travelling within the period of validity by reason of illness where Airlink may extend the validity of the Ticket provided that the date falls within the validity of the Ticket as described in <a href="#">Clause 3.2 (Period of Ticket Validity)</a>, subject to the same booking class being available, and the itinerary is used in ticket sequence for which the fare has been paid.</p> <p>The Rebooking fee and/or the extension of validity (<i>maximum 45 days from ticket expiry</i>) will be waived upon evidence of an e-mailed medical certificate bearing a date of not more than 10 days before the original departure date. Airlink will similarly extend the period of validity of Tickets of other members of the Passenger's Immediate Family accompanying the Passenger upon proof of such e-mailed medical certificate.</p> |
| 3.3.2      | If a Passenger is unable to commence or continue travel due to the death of an immediate family member(s), Airlink may, at its sole discretion, refund or permit a change to the date of the ticket provided that the new date falls within the validity of the ticket as described in <a href="#">Clause 3.2 (Period of Ticket Validity)</a> . This change is also subject to availability of the same routing and booking class, as per the original ticket. A certified copy of the death certificate must be provided to process the change.                                                                                                                                                                                                                                                                                                                               |
| 3.3.3      | In the event that the Passenger fails to present themselves at the prescribed times at either the check-in counter for the check-in procedure or at the boarding gate for the boarding procedure, Airlink reserves the right to consider the Passenger as a "no-show" and the Passenger will forfeit the coupon for that applicable segment of travel without the right to a refund.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>3.4</b> | <b>SEQUENCE OF TICKET USE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3.4.1      | The Ticket is valid only for the transportation as indicated on the Ticket, from the place of departure to the destination. The fare the Passenger has paid is for the transportation and sequence of transportation as indicated on the Ticket. The Ticket will not be honoured by Airlink and will lose its validity if all the coupons are not used in the sequence for provided on the Ticket.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 3.4.2      | Should the Passenger wish to change any aspect of transportation as indicated on the Ticket, the Passenger is obliged to contact Airlink in advance of the date of travel. The fare for the Passenger's new transportation will be calculated and the Passenger will be given the option of accepting the new price or maintaining the original transportation as Ticketed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



|                              |                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.1.5                        | Children who have reached their twelfth (12) birthday en-route at the time of departure shall pay the full applicable adult fare.                                                                                                                                                                                                                                                                       |
| 4.1.6                        | The fare charged shall be determined by the age of the child or infant at the date of departure.                                                                                                                                                                                                                                                                                                        |
| 4.1.7                        | A second infant (twins) must travel with an accompanying adult.                                                                                                                                                                                                                                                                                                                                         |
| 4.1.8                        | The fare does not include ground transport services between airports and town terminals.                                                                                                                                                                                                                                                                                                                |
| <b>4.2</b>                   | <b>TAXES, FEES, AND CHARGES</b>                                                                                                                                                                                                                                                                                                                                                                         |
| 4.2.1                        | Before carriage, the Passenger will pay Airlink the total amount of all applicable taxes, fees and charges imposed on Airlink by a government or other authority, or by the operator of an airport, which Airlink is obliged to collect from the Passenger or to pay in respect of the Passengers carriage.                                                                                             |
| 4.2.2                        | When the Passenger purchases the Ticket, all taxes, fees, and charges not included in the fare will be shown separately on the Ticket but will be included in the total fare of the Ticket.                                                                                                                                                                                                             |
| 4.2.3                        | Taxes, fees, and charges imposed on air travel are not within Airlink's control and is prescribed and can be imposed or changed after the date the Ticket has been purchased. If a tax, fee, or charge is imposed or increased after the Ticket has been purchased, the Passenger is obliged to pay to Airlink any such tax, fee, or charge, or any such increase before carriage at Airlink's request. |
| <b>4.3</b>                   | <b>CURRENCY</b>                                                                                                                                                                                                                                                                                                                                                                                         |
|                              | Fares, taxes, fees, and charges are payable in the currency of the country in which the Ticket is issued. Foreign currency converted to the currency of payment will be at the applicable IATA Bankers Selling Rate quoted and applicable on the date payment is made.                                                                                                                                  |
| <b>CLAUSE 5 RESERVATIONS</b> |                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>5.1</b>                   | <b>RESERVATION REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                         |
| 5.1.1                        | <b>Certain fares have conditions attached that limit or exclude the Passenger's right to change or cancel reservations. The Passenger is responsible to familiarise themselves with the terms and conditions that apply to the fare and Airlink accepts no responsibility for the Passenger's failure to do so.</b>                                                                                     |
| 5.1.2                        | The Passenger is obliged to inform Airlink at the time of reservation if the Passenger has a medical condition which may require medical assistance or special assistance during embarkation, disembarkation or aboard an aircraft.                                                                                                                                                                     |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | The reservation will be provisional and converted to a confirmed reservation once Airlink is satisfied that the Passenger has received any medical clearance required and all conditions attached to such clearance have, or will be, complied with by the Passenger. Airlink reserves the right to deny boarding to a Passenger in the interest of safety. In such instances Airlink will refund the denied Passenger in full.                                                                                                                                                                                                                                         |
| 5.1.3      | The Reservation, Ticket and Boarding pass must exactly match the Identification (Passport or South African ID book/ID card) with the same identically spelt and order of first names and surname. A maximum of two middle names is permitted if applicable. If you are unsure how to enter the Passenger name when booking online at FlyAirlink.com, please contact an Airlink office before completing the booking.                                                                                                                                                                                                                                                    |
| 5.1.4      | Tickets can be transferred to another Passenger and any error in the name or spelling of the name will mean that the ticket will have to be reissued, and an administration fee will be charged for the same booking class. Children and infant discount apply.                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5.1.5      | <p>The onus lies with the Passenger who is responsible for the accuracy of their personal data when booking online, over the phone or at a booking office such as:</p> <ul style="list-style-type: none"> <li>- Names are correctly spelt,</li> <li>- Contact telephone numbers and e-mail addresses are correct,</li> <li>- Correct flight dates and times,</li> <li>- Correct departure and arrival airport</li> </ul> <p>Ensure you receive a printed or electronic confirmation with your travel itinerary and E-ticket receipt. Airlink accepts no further liability to the Passenger for any loss or expense.</p>                                                 |
| 5.1.6      | Children under the age of five years including infants must always travel with an adult or guardian aged 18 or above in the same cabin. Exception will apply when the passenger under 18 years of age is the mother, father, or legal guardian of the infant.                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5.1.7      | <p>When travelling with children under the age of 16 as part of a group or large family etc., the airline requires that adults of 16 years of age and older always accompany the children in the same cabin, subject to the following conditions:</p> <ul style="list-style-type: none"> <li>a) For every five children (aged 5 to 11 years) travelling, one adult is required.</li> <li>b) For every ten children (aged 12 to 15 years) travelling, one adult is required.</li> <li>c) For a mix of age groups (both 5 to 11 years and 12 to 15 years) and the number of travelling children exceeds 5, then one adult is required for every five children.</li> </ul> |
| <b>5.2</b> | <b>TICKETING TIME LIMIT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 5.2.1      | Once the reservation is made, the Passenger or someone on the Passengers behalf must pay for the Ticket before the specified ticketing time as advised by Airlink in the fare rules.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5.2.2      | Airlink reserves the right to cancel the reservation if the Passenger has not paid the applicable fare for the Ticket according to the Ticket Time Limit as advised in the fare rules.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5.3</b> | <b>PERSONAL INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5.3.1      | The Passenger acknowledges that personal information (including sensitive personal information) has been provided to Airlink for the purposes of making a reservation, issuing a Ticket, a boarding pass and other ancillary services related to the Passenger's carriage, including, for example, provision of wheelchair assistance, facilitating immigration and entry procedures, facilitating security checks, dealing with customs control and making information available to government agencies in connection with the Passenger's carriage (for example, security, customs or immigration where Airlink is required by applicable Law to do so).                                                                                                                                                                                                                                                                                                                          |
| 5.3.2      | Sensitive personal information, for example information relating to the Passenger's health or disabilities, religion, criminal record or otherwise may be processed by Airlink. The Passenger hereby authorises Airlink to disclose such sensitive personal information to third parties for the purposes described in <a href="#">Clause 5.3.1</a> above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 5.3.3      | Airlink may require the name and contact details of a third party whom Airlink may contact in the event of an emergency. It is the Passenger's responsibility to ensure that the third-party consents to the disclosure of the information provided for that purpose.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 5.3.4      | Airlink is obligated to comply with the Protection of Personal Information Act (PoPI) in South Africa with respect to the processing of all personal passenger information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>5.4</b> | <b>SEATING</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5.4.1      | Airlink will use reasonable care within its remit to meet advance seating requests but cannot guarantee that the Passenger will be able to sit in any particular seat.<br>Airlink aircraft have restricted recline seats.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5.4.2      | Airlink reserves the right to change the seating arrangements for a similar seat at any time, even after the Passenger has boarded the aircraft, whether for operational, safety, security reasons or otherwise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5.4.3      | <p>The emergency exit row seat as per SACAA regulations stipulate strict control as to whom may and may not occupy these seats and comes with great safety responsibility to passengers that occupies them including having the strength, mobility, and balance required to open the exit door on the crew's command. Failure to meet the requirements below will result in the passenger being reassigned to an alternative seat at the airport or onboard.</p> <p>The following conditions must be met to be seated at an emergency exit row seat:</p> <ul style="list-style-type: none"> <li>a) must be 16 years of age or older, able bodied, willing, and able to assist in the case of an emergency.</li> <li>b) must be able to understand instructions in English.</li> <li>c) must be free from any physical or mental condition.</li> <li>d) must be physically fit and strong with sufficient mobility to operate the exit door and clear it of obstructions.</li> </ul> |

e) Passengers below are not suitable and may not occupy the emergency exit rows:

|                             |                                |                                 |
|-----------------------------|--------------------------------|---------------------------------|
| Infirm                      | travelling with infants        | Pregnant passengers             |
| Reduced mobility            | Vision and hearing impairments | Medicals                        |
| Cognitive impairments       | Require an extension seatbelt  | Children under 16               |
| Travelling with service dog | Non-English speaking           | Individuals unwilling to assist |

#### 5.4.4 Travelling with infants

- a) Infants under 2 years must sit on the adult lap for the entire duration of the flight.
- b) Should you require to book a separate seat for your infant, a child's fare ticket must be purchased. Contact Airlink to book a separate infant seat as this cannot be booked online.
- c) Infants with their own airline seat must be placed in your own FAA or SABS approved and marked car seat (no charge) and secured in the seat next to you and should be positioned at the window seat. Alternatively, the infant occupying a seat without the car seat must sit on the adult lap for take-off and landing.
- d) No baby bassinet service is available on Airlink.
- e) Each adult may only travel with one (1) infant on the lap.

#### Travelling with children safety restraint devices

Children aged 2 to 11 years may bring one (1) standard child car seat free of charge in Checked baggage or onboard if approved by Airlink prior to travel and provided the following requirements are met:

- f) The car seat must be the forward-facing type and secured to the aircraft seat using the lap seatbelt, and not a shoulder harness (2-point seatbelt) as for vehicles and must remain in position for the duration of the flight.
- g) The car seat must not be in or before or after the emergency exit row. Ideally the device should occupy a window seat although other positions are acceptable if access to the aisle from any other seat in that row is not restricted. The passenger accompanying the child must occupy the adjacent seat.
- h) If the car seat is capable of adjustment to recline it must be set upright for take-off and landing and in an emergency.
- i) During an emergency evacuation only, the child shall be removed leaving the car seat strapped to the passenger seat.
- j) Should the car seat not be FAA or SABS approved, the child may not sit on the car seat, they will need to sit on their own aircraft fitted seat and the car seat checked in as hold baggage.
- k) All devices/restraints must be in good condition, show no signs of damage and be fitted to the aircraft seat by the responsible adult travelling with the child.
- l) You will be required to show the device to the airport staff on the day of travel, including at check-in.

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <p><b>Booster Seats</b></p> <p>m) Booster seats cannot be used during the flight and must be checked in.</p> <p>n) Children under 11 years of age are permitted to check in one (1) booster seat free of charge.</p> <p>NOTE: children and infants are permitted to bring free of charge as Checked Baggage:</p> <p>🧸 one (1) infant car seat; <b>or</b></p> <p>🧸 one (1) child booster seat</p>                                                                                                                                                                                                                                                                                                 |
| 5.4.5      | <p><b>Extra Seat</b></p> <p>Passengers can purchase one extra seat to accommodate special seating needs due to personal comfort and size. Extra seat bookings cannot be made online. The extra seat purchase should be booked in advance and is subject to availability. Both seats must be booked in the same fare option at the same time. The fare option selected will determine the free baggage allowance and is only for the passenger and not the extra seat. The carry-on baggage allowance remains the same.</p> <p>The extra seat booking is only for accommodating the special seating needs of the passenger and cannot be used for the transportation of any items of baggage.</p> |
| <b>5.5</b> | <b>AIRCRAFT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5.5.1      | <p>The Airline will use its best endeavours to provide the aircraft specified in the published timetable for carriage but cannot guarantee that the particular aircraft will be used. The Airline reserves the right to change the aircraft on which the Passenger will be carried, whether for operational, safety, security reasons or otherwise.</p>                                                                                                                                                                                                                                                                                                                                          |
| 5.5.2      | <p>Occasionally, it may be required for whatever reason to temporarily supplement the Airline's fleet with aircraft operated for the Airline by another Airline. If this applies to any aircraft on which the Passenger is due to be carried by the Airline, the Airline will endeavour to inform the Passenger of the identity of the operator of the aircraft after which the Passenger will be obliged to familiarise themselves with the Conditions of Carriage of the aircraft operator.</p>                                                                                                                                                                                                |
| <b>5.6</b> | <b>RECONFIRMATION OF FLIGHTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|            | <p>Please reconfirm all flight information as indicated on the Ticket two (2) Business Days prior to departure.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>5.7</b> | <b>CANCELLATION OF FLIGHTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5.7.1      | <p><b>Passengers who fail to present themselves for a flight without advising the Airline in advance, no later than one (1) hour prior to the scheduled departure time will be a "no-show" and the Ticket flight coupon will be forfeited.</b></p> <p><b>The same will apply if the Passenger does not present themselves for a flight, be it at the check-in counter for the check-in procedure or the boarding gate for the boarding procedure prior to departure. It is the Passenger's responsibility to familiarise themselves with the terms and conditions of the fare and the Airline does not accept any responsibility for the Passenger's failure to do so.</b></p>                   |

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5.7.2 | <b>The Airline will not be liable to the Passenger for any loss or expense whatsoever resulting from the Passenger's failure to fully comply with the requirements in terms of <a href="#">Clause 5.7.1</a> above.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 5.7.3 | <p>Passengers who have checked-in online and are no longer travelling will need to cancel check-in acceptance no later than 1 hour prior to the scheduled departure time to avoid being a no-show on the flight they were booked to travel on.</p> <p>On-line check in can be cancelled on <b>www.flyairlink.com</b> and on the <b>FlyAirlink app</b> by selecting the "Check-In" tab and log in and proceed to select the "cancel check-in" option and follow the prompts.</p> <p><b>If a passenger's coupon shows "C" status, please ensure the passenger is offloaded from the flight <u>before</u> the reservation is cancelled</b></p> <p>For rebooking or further assistance contact your Travel Agent or nearest Airlink Ticketing office.</p> |

## CLAUSE 6

## MEDICAL and SPECIAL ASSISTANCE

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>6.1</b> | <b>FITNESS TO FLY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6.1.1      | <p>Before boarding the aircraft for carriage, the Passenger must be reasonably satisfied that they are medically fit to fly. If the Passenger has been advised that they are fit to fly provided certain precautions are taken (for example, use of medication) it is the Passenger's responsibility to ensure that all such precautions are in fact taken before, during and after the flight (as the case may be) and that the Passenger will be able to produce the written evidence of their fitness to fly required by these Conditions of Carriage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6.1.2      | <p>If any reasonable doubt exists about the Passenger's fitness to fly, the Passenger may not be accepted for carriage unless they have e-mailed to Airlink no later than 72 hours prior to departure time a medical report from an appropriately qualified doctor/physician bearing a date no more than ten (10) days before the original flight date and time, which confirms the fitness to travel on all flights on which the Passenger intends to travel.</p> <p>Should the medical condition change or deteriorate, a new medical report from an appropriately qualified doctor/physician, bearing a date no more than ten (10) days before of the original flight must be emailed to Airlink.</p> <p>Any assessment or appointment with the consulting doctor is at the Passenger's expense. Photocopied or fax copies of the form are acceptable provided the information can be clearly read. In providing a medical report the Passenger waives the confidentiality of this information disclosed by the consulting doctor. Airlink may disclose the information on this form to any other carrier associated with the Passenger's ticket. Airlink reserves the right to deny boarding if no medical clearance is obtained or if the Airline considers that it is not in the Passenger's best interests to fly</p> <p>NOTE: AT TIME OF TRAVEL: If a Passenger appears to be physically ill (e.g., vomiting, requiring first aid or oxygen) in the terminal area or while boarding the aircraft, or presents other symptoms which create a reasonable concern that they may not be able to complete the flight safely, the Passenger may be denied boarding and not be permitted to travel until medical clearance is obtained.</p> |
| 6.1.3      | Confirmation to fly is required from the Airlink Reservations Support desk no later than 72 hours before the flight departure time for the following medical conditions:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6.1.3.1    | A condition which is believed to be actively contagious or communicable and life threatening to other Passengers or crew; or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.1.3.2    | Which may cause or induce unusual behaviour, or a physical condition, which could have an adverse effect on the safety, welfare and/or comfort of other Passengers or crew members; or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 6.1.3.3    | Which is considered to be a potential hazard to the safety of the flight; or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.1.3.4    | Which may cause the flight to be diverted or perform an unscheduled stop during carriage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>6.2</b> | <b>PASSENGERS WITH SPECIAL NEEDS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 6.2.1      | Passengers with special medical needs including those requiring wheelchair assistance are required to contact the Airlink Reservations Support desk <a href="tel:+27114517300">+27 11 4517300</a> press 1 or email <a href="mailto:specialassistance@flyairlink.com">specialassistance@flyairlink.com</a> prior to the flight. If you book your ticket by phone, internet or a travel agent, please tell the agent about any special needs before your booking is completed.                                                                                                                                                                                                                                                                                           |
| 6.2.2      | Wheelchair category WCHS/WCHC and Medical assistance (MEDA) must be prebooked no later than 72 hours prior to departure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 6.2.3      | Regulations limit us to the amount of space available per flight to ensure the Airline have sufficient crew onboard to assist in the event of an emergency situation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6.2.4      | Passengers with disabilities may not be seated at the emergency exit rows nor the row in front or the row behind the emergency exit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 6.2.5      | Airlink offers the following wheelchair types -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6.2.5.1    | <p><b>WCHR</b> (Wheelchair Ramp)<br/> <b>FORM REQUIRED:</b> Medical Request (MEDA)</p> <p>For Passengers who require a wheelchair in the airport terminal to/from the boarding gate and to/from the aircraft steps and must climb stairs but cannot walk long distances and does not need assistance in the bus, or the steps of the airbridge, the aircraft steps and in the aircraft to/from the seat, toilets and with meals. This facility is only available from the Airlink check-in desk and from the aircraft to the arrival terminal.</p> <p>The WCHR service must be prebooked. It is recommended to report at the Airlink check-in desk 2 hours prior to departure. <b>Airlink cannot guarantee wheelchair assistance when booking at short notice.</b></p> |
| 6.2.5.2    | <p><b>WCHS</b> (Wheelchair Stairs)<br/> <b>FORMS REQUIRED:</b> Medical Request (MEDA) and Medical Indemnity (MEDIF)</p> <p>For Passengers who require a wheelchair from the airport terminal to and from the aircraft and up and down the stairs.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6.2.5.3    | <p><b>WCHC</b> (Wheelchair to Cabin seat)<br/> <b>FORMS REQUIRED:</b> Medical Request (MEDA) and Medical Indemnity (MEDIF)</p> <p>For Passengers who are completely immobile e.g., Paraplegics and Quadriplegics who require a wheelchair to and from the aircraft. An able-bodied assistant needs to always accompany quadriplegic Passengers. The Airline is unable to accept stretcher cases.</p>                                                                                                                                                                                                                                                                                                                                                                   |

|                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                |                                                                          |                |                                                                                                                             |                |                                                              |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------|
| 6.2.5.4        | <p><b>IMPORTANT</b></p> <p>Passengers requesting wheelchair assistance from Airlink to move them through the airport from the check-in desk to the boarding gate including the security check point until the aircraft shall be required to use the wheelchair provided by Airlink or our service provider excluding wheelchairs for Paraplegics and Quadriplegics.</p> <p>Your personal wheelchair will be returned to you once you reach your destination.</p>                                                                                                                                                                                                                                                          |                |                                                                          |                |                                                                                                                             |                |                                                              |
| 6.2.6          | <p>Passengers with reduced mobility, can travel with their own mobility aid maximum 32kg and/or other assistive devices (e.g. canes, crutches, walkers) free of charge in addition to the applicable free hold baggage allowance on the Ticket.</p> <p>No battery powered wheelchairs or mobility aids weighing more than 32kg is permitted as Checked baggage and will need to be transported as cargo up to a maximum of 60kg.</p>                                                                                                                                                                                                                                                                                      |                |                                                                          |                |                                                                                                                             |                |                                                              |
| 6.2.6.1        | Arrangement for the transportation of these wheelchairs will need to be arranged by the Passenger.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                |                                                                          |                |                                                                                                                             |                |                                                              |
| 6.2.6.2        | Wheelchairs within the limit will only be carried in the hold compartment of our aircraft and not permitted in the main cabin.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                                                                          |                |                                                                                                                             |                |                                                              |
| 6.2.6.3        | The aircraft types the Airlink operates have different restrictions based on the size of the stowage space.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                |                                                                          |                |                                                                                                                             |                |                                                              |
| 6.2.7          | <p>Passengers taking their own personal electric wheelchair or mobility aids must refer to the relevant Clause be to ensure the safe and correct transportation requirements:</p> <table border="1"> <tr> <td>Clause 6.2.7.1</td><td>wheelchairs or mobility aids with <b>LITHIUM-ION BATTERIES (LiFePO4)</b></td></tr> <tr> <td>Clause 6.2.7.2</td><td>wheelchairs or mobility aids with <b>NON-SPILLABLE</b> wet batteries (AGM), Nickel-Metal Hydride batteries or dry batteries</td></tr> <tr> <td>Clause 6.2.7.3</td><td>wheelchairs or mobility aids with <b>SPILLABLE</b> batteries</td></tr> </table>                                                                                                             | Clause 6.2.7.1 | wheelchairs or mobility aids with <b>LITHIUM-ION BATTERIES (LiFePO4)</b> | Clause 6.2.7.2 | wheelchairs or mobility aids with <b>NON-SPILLABLE</b> wet batteries (AGM), Nickel-Metal Hydride batteries or dry batteries | Clause 6.2.7.3 | wheelchairs or mobility aids with <b>SPILLABLE</b> batteries |
| Clause 6.2.7.1 | wheelchairs or mobility aids with <b>LITHIUM-ION BATTERIES (LiFePO4)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                |                                                                          |                |                                                                                                                             |                |                                                              |
| Clause 6.2.7.2 | wheelchairs or mobility aids with <b>NON-SPILLABLE</b> wet batteries (AGM), Nickel-Metal Hydride batteries or dry batteries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                |                                                                          |                |                                                                                                                             |                |                                                              |
| Clause 6.2.7.3 | wheelchairs or mobility aids with <b>SPILLABLE</b> batteries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                |                                                                          |                |                                                                                                                             |                |                                                              |
| a)             | Batteries on wheelchairs do not require battery removal if they meet the safety requirements provided by the IATA Dangerous Goods regulations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |                                                                          |                |                                                                                                                             |                |                                                              |
| b)             | Lithium-ion batteries that remain installed on the wheelchair do not have a Watt-hour (Wh) limitation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                |                                                                          |                |                                                                                                                             |                |                                                              |
| 6.2.7.1        | <p>For wheelchairs or mobility aids with <b>LITHIUM-ION BATTERIES (LiFePO4)</b> Airlink must verify that:</p> <p>a) The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container.</p> <p>b) The battery is either:</p> <p>Adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions.</p> <p>Or removed from the mobility aid following the manufacturer's instructions. A passenger may carry a maximum of one spare lithium-ion battery not exceeding 300 Wh or two spare batteries each not exceeding 160 Wh.</p> |                |                                                                          |                |                                                                                                                             |                |                                                              |

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | <p>If the wheelchair does not provide adequate protection to keep the battery installed on the device, Airlink must ensure that the removed battery and any spare batteries are carried in the passenger cabin.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6.2.7.2 | <p>For wheelchairs or mobility aids with <b>NON-SPILLABLE</b> wet batteries (AGM), Nickel-Metal Hydride batteries or dry batteries Airlink must verify that:</p> <ul style="list-style-type: none"> <li>a) The battery is a NON-SPILLABLE.</li> <li>b) The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container.</li> <li>c) The battery is either: <ul style="list-style-type: none"> <li>Adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions.</li> <li>Or removed from the mobility aid following the manufacturer's instructions.</li> </ul> </li> </ul> <p>A passenger may carry a maximum of:</p> <ul style="list-style-type: none"> <li>One (1) spare wet, non-spillable battery meeting</li> <li>Two (2) spare nickel-metal hydride batteries or dry batteries.</li> </ul>                                                                           |
| 6.2.7.3 | <p>For wheelchairs or mobility aids with <b>SPILLABLE</b> batteries Airlink must verify that:</p> <ul style="list-style-type: none"> <li>a) The battery terminals are protected from short circuits, e.g. by being enclosed within a battery container.</li> <li>b) The battery is fitted, where feasible, with spill-resistant vent caps.</li> <li>c) The battery is either: <ul style="list-style-type: none"> <li>Adequately protected against damage by the design of the mobility aid and securely attached to the wheelchair or mobility aid. The electrical circuits must be isolated following the manufacturer's instructions.</li> <li>Or removed from the mobility aid following the manufacturer's instructions when the mobility aid cannot be maintained in an upright position.</li> </ul> </li> </ul> <p>Removed <b>SPILLABLE</b> batteries must be placed in sealed packaging must be marked "BATTERY, WET, WITH WHEELCHAIR" or "BATTERY, WET, WITH MOBILITY AID" and be labelled with the "Corrosive" label and with the "Package Orientation" label.</p> |
| 6.2.7.4 | <p>Important information for electric, battery-operated wheelchairs or mobility aids:</p> <ul style="list-style-type: none"> <li>a) Battery powered wheelchairs and mobility aids must have approval from Airlink prior to departure and arranged ahead of time according to <a href="#">Clause 6.2.2</a></li> <li>b) Adhere to the weight limitation in <a href="#">Clause 6.2.6</a></li> <li>c) Passengers must ensure there are no leaks</li> <li>d) The battery terminals must be isolated</li> <li>e) Collapsible wheelchairs and mobility aids, batteries must be disconnected</li> <li>f) Passenger must clearly label their batteries "wet" or "dry"</li> <li>g) Passenger must check-in their own wheelchairs and batteries <a href="#">Clause 10.5</a>.</li> <li>h) For Battery powered wheelchairs and mobility aids where the battery(ies) are removed</li> </ul>                                                                                                                                                                                               |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>and placed in cabin baggage prior to boarding take note that:</p> <ul style="list-style-type: none"> <li>- No battery removal assistance is available at the check-in desk</li> <li>- All mobility aids as per above must be ready for transportation upon check-in</li> </ul> <p>i) Should the mobility aid not meet the requirements as per Clause 6.2.7 the responsibility thereof prior to departure is and will remain with the passenger without recourse to Airlink.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.2.8  | <p>Wheelchairs and mobility aids that cannot be lifted manually into the aircraft hold will only be accepted for travel if both airports can provide the facilities to load / unload the device. Please note that some airports may not have sufficient equipment for lifting heavy wheelchairs and mobility aids.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6.2.9  | <p>Any Passenger unable to fit into a single seat for any reason will be required to purchase an additional seat at the prevailing rates to accommodate the Passenger's needs as described in Clause 5.4.5.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6.2.10 | <p>The Airline's airport staff can only provide wheelchair assistance from the check-in desk to the aircraft as well as from the aircraft to the arrival hall upon landing and to the baggage claim area. This does not include the outside of the airport building nor can they wait with a Passenger or provide help with ground transportation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6.2.11 | <p>Cabin crew may not assist Passengers with feeding of meals, on board facilities or provide medication. Passengers with any of these requirements must travel with an able-bodied assistant.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.2.12 | <p><b>MEET AND ASSIST</b></p> <p>This service is for Passengers who require an escort to and from the aircraft. The age and a reason for the Meet and Assist request is required at the time of booking and is limited to:</p> <ul style="list-style-type: none"> <li>a) First time flyer / Young Passenger (YNGP) aged between 12 and 15 years</li> <li>b) Passenger / Guardian travelling with an infant <a href="#">Clause 5.1.6</a></li> <li>c) Elderly Passenger</li> <li>d) Non-English speaking</li> </ul> <p>The Meet and Assist service commences once passengers have checked-in and is related to check-in and boarding assistance and excludes airport facilitation such as customs and immigration, passport control or security assistance etc.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 6.2.13 | <p>As a rule, Airlink carries Passengers with Reduced Mobility. It is however important to note the following points: -</p> <ul style="list-style-type: none"> <li>a) The routes to the boarding gates at most airports are often long and complicated and Passengers may have difficulty finding their way around and communicating. Security, customs, and police checkpoints may cause stress and anxiety.</li> <li>b) It is absolutely imperative that the Passenger is able to follow the crew's safety instructions during the flight. Children with medical conditions are subject to the same MEDA procedure as adults.</li> <li>c) The inability of a person with a medical impairment to cope should not be underestimated. With specific impairments which lead to confusion or disorientation, there is a risk that the Passenger will not pay attention to the safety instructions issued by the flight attendants. It can also have unforeseen consequences if the Passenger disembarks from the flight without supervision as they could get lost in the airport buildings or within the airport perimeter and become increasingly confused and anxious.</li> </ul> <p>Should the Passenger run such a risk, we strongly recommend that someone travels with them. This includes but not limited to Passengers that have:</p> |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <ul style="list-style-type: none"> <li>• Alzheimer's</li> <li>• Dementia</li> <li>• Deaf and Mute</li> <li>• Mental Impairment</li> <li>• Hearing Impairment</li> <li>• Visually Impaired</li> <li>• Cognitive Disabilities (Autism)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6.2.14 | <p>In certain circumstances for safety reasons, Airlink requires an escort or carer who must be 18 years and older to accompany Passengers who are unable to care for themselves during a flight and who must be seated next to them at all times as follows:</p> <ol style="list-style-type: none"> <li>a) Passengers cannot help themselves in the event of an emergency evacuation.</li> <li>b) If Passengers cannot communicate, understand, or respond properly with flight attendants over safety instructions.</li> <li>c) If Passengers have severe hearing and vision impairments and cannot establish some means of communication with Airline employees.</li> <li>d) The Passenger is unable to self-toilet.</li> <li>e) Unable to eat and drink without assistance.</li> </ol>                                                                                            |
| 6.2.15 | <p>The escort or carer must be self-reliant and mentally and physically able to assist the Passenger with the following if required:</p> <ol style="list-style-type: none"> <li>a) Toilet and sanitary requirements both on the aircraft and on the ground.</li> <li>b) Inflight and ground emergencies.</li> <li>c) Carriage of carry-on baggage and/or equipment.</li> <li>d) Food and beverage consumption.</li> <li>e) Immigration and custom procedures (if applicable).</li> <li>f) Boarding and disembarkation.</li> </ol>                                                                                                                                                                                                                                                                                                                                                     |
| 6.2.16 | <p>Flight attendants are not permitted to assist with feeding or personal hygiene and toilet functions. They cannot lift or carry you, and they cannot provide medical services such as giving injections. If your medical condition requires others to provide this type of care, you should travel with a ticketed escort or carer who can see to these needs during the flight.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6.2.17 | <p><b>TRAVELLING WITH MEDICATION</b></p> <p>Please ensure that you keep your medication in your hand luggage and have a medical letter on hand outlining your condition and medication in case you encounter difficulties while travelling.</p> <ol style="list-style-type: none"> <li>a) All excess medicines and liquids are to be carried in checked baggage.</li> <li>b) All prescription medicine, syringes and needles used by diabetics must be sealed and properly labelled.</li> <li>c) The quantity of syringes and needles is limited to the amount required for the flight.</li> <li>d) They must be disposed of safely once you have reached your destination.</li> <li>e) For medication requiring refrigeration make sure that you bring your cooler box with ice packs. This medication must be kept with the Passenger throughout duration of the flight.</li> </ol> |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.2.18     | <p><b>COLOSTOMY BAGS</b></p> <p>Passengers' dependent on colostomy bags must ensure that they use an empty bag at the start of the journey and carry a sufficient number of bags for the duration of the flight and dispose of them in a responsible manner upon arrival at destination.</p>                                                                                                                                                                                                                                                                            |
| 6.2.19     | <p><b>PLASTER CAST</b></p> <p>Passengers travelling with a broken limb in a plaster cast will be regarded as a medical Passenger. The plaster cast must also be split open to ensure maximum comfort on board. Casts should be loosely fitted to allow for expansion and swelling at high altitudes.</p>                                                                                                                                                                                                                                                                |
| 6.2.20     | <p><b>PROSTHESIS</b></p> <p>Due to limited stowage space in the cabin, you may be restricted to carrying only one prosthesis as part of your cabin baggage, additional prosthesis may be stowed as checked baggage. Please be aware that longer prosthesis (legs for above-knee amputees for example) may not be able to be accommodated in the cabin of the aircraft. Please package longer prosthesis sufficiently for protection should they need to be checked in at no additional charge.</p>                                                                      |
| 6.2.21     | <p><b>ALLERGIES</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 6.2.21.1   | <p>Passengers who are allergic to peanuts and/or other substances are required to bring it to the attention of the booking agent. If you suffer from a severe allergy, you are required to bring your own emergency medication with you. Airlink will not take any responsibility should you have an allergic reaction on board.</p>                                                                                                                                                                                                                                    |
| 6.2.21.2   | <p>EpiPen auto-injectors must be carried in your cabin baggage and within easy reach and should not be packed into checked baggage. There are no restrictions on the number of EpiPens that can be brought for air travel and for travel outside South Africa, it is recommended to keep the EpiPen in its original box with the pharmacy label attached and a copy of the prescription for EpiPen or a note from your doctor stating that you have severe allergies. The requirements if other airlines and countries are involved in the journey must be checked.</p> |
| <b>6.3</b> | <p><b>STANDARD INFORMATION NEEDED FOR ANY WHEELCHAIR REQUEST</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.3.1      | <p>Wheelchair assistance may be made available if the Passenger makes the necessary arrangements with the Airline no later than 72 hours prior to the departure date of the flight. This assistance service is provided free of charge to the Passenger.</p>                                                                                                                                                                                                                                                                                                            |
| 6.3.2      | <p>If wheelchair assistance is not available prior to the departure of the Passenger's flight for whatever reason, the Passenger may elect to cancel his/her flight, and the Airline will refund the Passenger in full.</p>                                                                                                                                                                                                                                                                                                                                             |
| 6.3.3      | <p>If the Passenger elects to continue with his/her journey in the absence of wheelchair assistance, the Passenger does so at his/her own risk and indemnifies and holds harmless the Airline and its representatives against any claims and damages that may arise from the Passenger's decision to continue with his/her journey, save for claims that may arise due to gross negligence of the Airline and/or its representatives.</p>                                                                                                                               |
| 6.3.4      | <p>If the wheelchair assistance service is made available as requested, the Passenger avails of such service at his/her own risk and indemnifies and holds harmless the Airline and its representatives against any claims and damages that may arise from the Passenger's decision to continue with his/her journey, save for claims that may arise due to gross negligence of the Airline and/or its representatives. The Passenger will be required to sign an indemnity prior to the wheelchair assistance service being rendered.</p>                              |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.3.5      | <p>The following information is required for all medical request bookings –</p> <ul style="list-style-type: none"> <li>a) The age of the Passenger.</li> <li>b) The reason for wheelchair or meet and assist.</li> <li>c) Whether the Passenger can walk long distances.</li> <li>d) Whether the Passenger can climb stairs unaided.</li> <li>e) Whether the Passenger can see to their own needs onboard the aircraft for the duration of the flight including toilet facilities.</li> <li>f) You can sit upright in the aircraft seat with knees facing forward.</li> <li>g) If a Manual wheelchair or a Battery-operated wheelchair will be used.</li> <li>h) The Weight of the wheelchair, including battery if applicable.</li> </ul>                                                        |
| <b>6.4</b> | <b>SITUATIONS WHERE DOCTORS MEDICAL REPORT IS REQUIRED</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6.4.1      | <p>A Medical Report from an appropriately qualified doctor, bearing a date no more than ten (10) days before the flight date and time, which confirms that the passenger requires assistance from Airlink for the following:</p> <ul style="list-style-type: none"> <li>a) Any type of heart condition</li> <li>b) Any type of spinal or brain injury</li> <li>c) Any type of cancer</li> <li>d) Emphysema / COPD / Asthma</li> <li>e) Strokes within the previous six (6) months</li> <li>f) Parkinson's Disease</li> <li>g) Epilepsy</li> <li>h) Serious back or Spinal problems within the previous six (6) months</li> <li>i) Travelling with a premature Infant or Infant with a Medical Condition</li> <li>j) Unaccompanied minors with a Medical Condition (escort recommended)</li> </ul> |
| 6.4.2      | <p><b>MEDICAL REQUEST FORMS</b></p> <p>A <a href="#">Special Medical Needs Request Form</a> (MEDA) is required to assess your fitness to fly, especially if you need special attention or use any medical equipment onboard.</p> <p>A <a href="#">Medical Indemnity Form</a> (MEDIF) should be completed by you when requested by Airlink.</p> <p>Completed forms should be e-mailed to the Airlink Reservations Support desk <a href="mailto:specialassistance@flyairlink.com">specialassistance@flyairlink.com</a>. All medical information is strictly confidential.</p> <p>No medical clearance or special type of form is required for incapacitated Passengers who only require special assistance at the airport or during the embarkation or disembarkation process.</p>                  |
| 6.4.3      | <p>A Medical Report from a suitably qualified medical practitioner, bearing a date no more than ten (10) days before the Passenger's flight date and time, which confirms the Passenger's fitness to travel on all flights on which the Passenger intends to travel for ailments listed below</p> <ul style="list-style-type: none"> <li>a) Strokes within the previous 6 - 12 months</li> <li>b) Serious back problems within the previous 6 - 12 months</li> </ul>                                                                                                                                                                                                                                                                                                                              |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <p>c) Alzheimer's/Parkinson's Disease</p> <p>d) Pregnant Passengers who are experiencing complications or expecting more than one baby.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6.4.4      | Disabled passengers with intellectual or development disability must include the mental and physical age and declare that they are fit to travel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>6.5</b> | <b>DIABETICS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6.5.1      | The Passenger will be allowed to take insulin and one needle onboard in the cabin, but the medication must be self-administered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 6.5.2      | If the Passenger requires insulin needles, a suitably qualified medical practitioner's note must be presented at the check-in counter and at the security checkpoints on the day of departure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6.5.3      | All medication must be kept in the Passenger's cabin baggage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>6.6</b> | <b>PORTABLE OXYGEN CONCENTRATORS, VENTILATORS, RESPIRATORS, and CPAP/PAP MACHINES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6.6.1      | <p><b>PERSONAL PORTABLE OXYGEN CONCENTRATORS (PPOC)</b></p> <p>Passengers are permitted one (1) portable oxygen concentrator that bears a label that is permanently affixed in such a way that cannot be transferred to any other device which indicates the device is FAA approved for carriage onboard the aircraft as cabin baggage and the following conditions have been met:</p> <ul style="list-style-type: none"> <li>a) The passenger is responsible to consult with a doctor prior to travel with a POC no letter is required by the airline for travel. The reason for the consultation is to ensure the device to be used in flight is suitable for the passengers needs and meets the FAA requirement (no proof needs to be provided to Airlink of this consultation).</li> <li>b) The Passenger is solely responsible for the PPOC throughout their journey and on board the airplane, this includes the physical working order of the device on board for the full duration of the flight.</li> <li>c) While flight attendants are trained to handle in flight emergencies, the flight attendants shall not provide medical assistance to the passenger when using a POC and the oxygen carried on board is for emergency situations only. The passenger shall be liable to Airlink for the oxygen cost in the event the onboard oxygen is used by the passenger due to the malfunction of the PPOC.</li> <li>d) There is no electrical charging port on board Airlink airplanes therefore the device cannot be charged on board, therefore this is the sole responsibility of the passenger to ensure the device is fully charged for use in flight.</li> <li>e) The passenger must bring in the cabin an adequate number of spare batteries to power the POC for up to 150% of the expected maximum flight duration and to ensure that extra batteries carried onboard to power the device are packaged in accordance with applicable government safety regulations (refer to Lithium Batteries 10.5.6).</li> </ul> |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <p>f) The POC shall be placed underneath the seat in front of the passenger provided there is a restraint bar present and may not obstruct any passenger movement areas. The device may not be placed in any baggage or in the overhead stowage's.</p> <p>g) POCs as assistive devices are carried free of charge in addition to the applicable free carry-on baggage allowance whether or not they are used on board.</p>                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6.6.2      | <p><b>PAP or CPAP EQUIPMENT, VENTILATOR and RESPIRATORY DEVICES</b></p> <p>Portable self-powered using a gel or dry battery assistive devices such as personal ventilators, respirators, Continuous Positive Airway Pressure (CPAP) and Positive Airway Pressure (PAP) equipment may be carried and used onboard subject to approval with a medical form at no charge as cabin baggage maximum 8kg.</p> <p>These assistive devices are limited to one (1) unit per Passenger. Some seating restrictions may be necessary to comply with certain safety rules. The medical units must display a manufacturer's label indicating the device meets FAA requirements.</p>                                                                                                                                                               |
| 6.6.3      | <p>An advance request for medical authority for (MEDA) must be emailed to the Airlink Reservations Support desk at <a href="mailto:specialassistance@flyairlink.com">specialassistance@flyairlink.com</a> no later than 72 hours prior to departure.</p> <p>Alternatively, the medical request form (MEDA) may be completed and submitted <a href="#">online</a> on the Airlink website.</p> <p>The MEDA request form applies to Passengers that makes use of ventilators, respirators, CPAP, PAP or Portable Oxygen Concentrator equipment regardless of whether it is being utilised onboard or not. Excluded from this are Passengers transporting any of these devices on behalf of a third party as cabin baggage.</p>                                                                                                         |
| 6.6.4      | <p>Please note that aircraft in-seat electrical power is not available for ventilators, respirators, CPAP, PAP or POC, therefore Passengers must have an ample supply of fully charged batteries for the flight to cover any unforeseen delays.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 6.6.5      | <p><b>Oxygen Cylinders are not permitted.</b></p> <p>Airlink does not permit Passengers to bring their own Portable Oxygen Cylinders (POC) onboard the aircraft in Checked or Unchecked Baggage. Airlink is not equipped to supply oxygen onboard the Aircraft.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>6.7</b> | <b>INTELLECTUAL, COGNITIVE, DEVELOPMENTAL, or INVISIBLE DISABILITIES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 6.7.1      | <p>To travel in complete safety, passengers with intellectual or developmental disability (DPNA) are required to understand and implement security measures and it is important to consider all aspects of air travel:</p> <ul style="list-style-type: none"> <li>a) The path through large airports can be complex, long, and difficult.</li> <li>b) Customs and Immigration and Safety and Security checks can take time, be stressful and at times intrusive.</li> <li>c) International airports may pose linguistic and orientation difficulties.</li> <li>d) The flight can experience turbulence and/or require a passenger to perform unusual safety measures.</li> </ul> <p>We advise against overestimating the capacity of passengers with intellectual or developmental disability to deal with these eventualities.</p> |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                   |                                                                                                                                                |                                    |                                                                                                                                |                              |                                                                                                                                                                                                    |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.7.2                              | For certain types of disabilities that cause memory loss or orientation difficulties, the risk of misinterpreting instructions provided by the crew is real. Examples include disembarking without waiting for assistance which can have serious consequences including confusion at the terminal or outside, taking the wrong transportation and problems recognising where one is. If the person traveling may find themselves in this situation, we recommend that the traveler is accompanied by a carer or companion.                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                   |                                                                                                                                                |                                    |                                                                                                                                |                              |                                                                                                                                                                                                    |
| 6.7.3                              | While no physical identification is required to identify passengers with intellectual or developmental disability on board, it is important that the cabin crew members can identify them to provide the assistance required, especially in emergency situations. We therefore strongly recommend that you inform us of passengers with intellectual or developmental disability.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                   |                                                                                                                                                |                                    |                                                                                                                                |                              |                                                                                                                                                                                                    |
| 6.7.4                              | <p>Assistance services for passengers with intellectual or developmental disabilities do not include:</p> <ul style="list-style-type: none"><li>• help eating, drinking, or taking medication,</li><li>• assistance in the restrooms,</li><li>• any other form of personal assistance.</li></ul> <p>It is therefore necessary to ensure that the unaccompanied passenger can perform certain duties necessary during air travel, without outside help. If this is not the case, we recommend that passengers with intellectual or developmental disability are accompanied by a carer or companion.</p>                                                                                                                                                                                                                                                                                                                              |  |                                   |                                                                                                                                                |                                    |                                                                                                                                |                              |                                                                                                                                                                                                    |
| 6.7.5                              | <p>Airlink accepts most passengers with intellectual or developmental disability who must be prebooked no later than 72 hours prior to departure and to be present at the airport with enough time before the scheduled departure time as follows:</p> <table><tr><td>Mental age between 5 and 12 years</td><td>Such passengers will be booked to travel as an unaccompanied minors (UMNR) and passengers with intellectual or developmental disability (DPNA)</td></tr><tr><td>Mental age between 13 and 16 years</td><td>Such passengers will be booked as a young passengers (YNGP) and passenger with intellectual or developmental disability (DPNA)</td></tr><tr><td>Mental age is above 17 years</td><td>provided they are physically able to assist with their own evacuation in the case of an emergency and is confident in their ability to do so can travel independently without the need of a carer.</td></tr></table> |  | Mental age between 5 and 12 years | Such passengers will be booked to travel as an unaccompanied minors (UMNR) and passengers with intellectual or developmental disability (DPNA) | Mental age between 13 and 16 years | Such passengers will be booked as a young passengers (YNGP) and passenger with intellectual or developmental disability (DPNA) | Mental age is above 17 years | provided they are physically able to assist with their own evacuation in the case of an emergency and is confident in their ability to do so can travel independently without the need of a carer. |
| Mental age between 5 and 12 years  | Such passengers will be booked to travel as an unaccompanied minors (UMNR) and passengers with intellectual or developmental disability (DPNA)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                   |                                                                                                                                                |                                    |                                                                                                                                |                              |                                                                                                                                                                                                    |
| Mental age between 13 and 16 years | Such passengers will be booked as a young passengers (YNGP) and passenger with intellectual or developmental disability (DPNA)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |                                   |                                                                                                                                                |                                    |                                                                                                                                |                              |                                                                                                                                                                                                    |
| Mental age is above 17 years       | provided they are physically able to assist with their own evacuation in the case of an emergency and is confident in their ability to do so can travel independently without the need of a carer.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                   |                                                                                                                                                |                                    |                                                                                                                                |                              |                                                                                                                                                                                                    |
| 6.8                                | CARRIAGE OF PREGNANT PASSENGERS AND NEWBORN CHILDREN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |                                   |                                                                                                                                                |                                    |                                                                                                                                |                              |                                                                                                                                                                                                    |
| 6.8.1                              | <p>Pregnant passengers beyond twenty-eight (28) weeks gestation must provide a signed letter bearing a date no more than ten (10) days before the flight date and time by a suitably qualified Gynaecologist, General Medical Practitioner or Midwife, stating the following:</p> <ol style="list-style-type: none"><li>Due date and term of pregnancy.</li><li>Any possible complications including hypertensive Passengers, history of premature labour, etc.</li><li>Latest date up to which the Passenger is expected to be fit to travel.</li><li>Whether it is a single, multiple or a high-risk pregnancy.</li></ol>                                                                                                                                                                                                                                                                                                          |  |                                   |                                                                                                                                                |                                    |                                                                                                                                |                              |                                                                                                                                                                                                    |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | <p>In addition, the Passenger will require prior clearance from the Airlink Reservations Support desk for travel as follows:</p> <p>e) up to thirty-six (36) weeks pregnancy for Domestic travel, and</p> <p>f) up to thirty-five (35) weeks pregnancy for Regional travel</p>                                                                                                                                                                                                                                                                                                                                                                                               |
| 6.8.2       | Carriage of new-born infants will not be permitted until seven (7) days after the date of birth of the new-born infant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6.8.3       | The parents of new-born infants must present sufficient proof of parenthood at the check-in counter for the check-in procedure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>6.9</b>  | <b>SPECIAL ASSISTANCE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6.9.1       | Acceptance for carriage of unaccompanied children, incapacitated persons, pregnant women, infants and persons with illness or other people requiring special assistance is subject to prior arrangement and limitation with the Airline and the reasonable discretion of the Airline.                                                                                                                                                                                                                                                                                                                                                                                        |
| 6.9.2       | Passengers with disabilities who have advised the Airline of any special requirements they may have at the time of ticketing and have been accepted by the Airline shall not subsequently be refused carriage based on such disability or special requirements, but our regulations or government regulations may apply to the transport of such Passengers.                                                                                                                                                                                                                                                                                                                 |
| 6.9.3       | Special assistance Passengers may not be seated near an Emergency Exit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>6.10</b> | <b>SERVICE DOGS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6.10.1      | A Service Dog (SVAN) is a dog that has been trained to perform an active task to assist a person with a diagnosed disability (including sensory or physical disabilities other than a vision or hearing impairment) to alleviate the effects of that disability being either a Guide dog, Psychiatric dog, Hearing dog, Diabetic Alert dog, Seizure alert dog or Medical Response dog.                                                                                                                                                                                                                                                                                       |
| 6.10.2      | Service dogs must be on duty and easily identified (either by wearing a vest/bib labelled as such), have an ID card (where applicable) or other written documentation (if the passenger's verbal assurance is not credible) and a harness.                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 6.10.3      | <p>Airlink will accept a recognised trained service dog providing necessary assistance to the passenger under the following conditions:</p> <p>a) One service dog per passenger permitted inside the passenger cabin on Airlink Regional and Domestic flights free of charge.</p> <p>b) The size of the dog must not exceed the footprint or personal space of the passenger seat and foot area during the entire flight.</p> <p>c) The service dog must be trained to assist the passenger with a disability or medical condition.</p> <p>d) Have documentary evidence confirming the dog is a trained service dog.</p> <p>e) Wear an identifying vest/bib and harness.</p> |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | <p>f) Must be leashed or in an approved carrier that fits under the seat in front of you.</p> <p>g) Must always remain under the control of the owner in the airport and onboard the aircraft.</p> <p>h) Do not overwater or overfeed service dog on the day of travel.</p> <p>i) May not occupy a seat or sit on a tray table at any time.</p> <p>j) May not obstruct the aisles or exit rows.</p> <p>k) Give yourself ample time to check-in and advise the check-in agent to ensure we have included your service dog for onboard travel.</p> <p>l) We recommend you carry the trained service dog's current documentation to fly including health vaccination and rabies certificates.</p> <p>m) Details of the breed and weight of dog in question.</p> <p>n) Service dogs in training nor pit bull type dogs as service dogs are not permitted.</p> <p>o) Your service dog cannot travel in the cabin if you are:</p> <ul style="list-style-type: none"> <li>- An Unaccompanied Minor</li> <li>- Are seated in an Exit or Bulkhead row</li> <li>- Require the use of a medical device that requires stowage under your seat</li> </ul> |
| 6.10.4      | Service dogs must be pre booked with the Airlink Reservations Support desk +27 11 4517300 press 1 or email <a href="mailto:specialassistance@flyairlink.com">specialassistance@flyairlink.com</a> no later than 72 hours prior to departure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 6.10.5      | To ensure the safe and undisturbed operation of the flight, service dogs must be trained to be obedient to your commands and must behave appropriately in a public space with no barking, growling, or jumping up at people or other animals.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6.10.6      | On no account may the dog relieve itself in the cabin or at the boarding gate or may only be permitted to do so in such a way as to cause no health risk or hygiene problem.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 6.10.7      | Service dogs may not obstruct an aisle, or any other area used for an emergency evacuation. Service animals should remain on the floor at the owner's feet and may not occupy a seat. The size of the dog must not exceed the footprint of the passenger's seat.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>6.11</b> | <b>EMOTIONAL SUPPORT DOGS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6.11.1      | An Emotional Support Dog (ESAN) can only be used by passenger's diagnosed with mental or emotional disorder and need not have specific training for that function but must be trained to behave appropriately in a public setting and obey your commands. If this is not the case, you may need to provide a certificate indicating that the dog has been obedience trained, or the dog may not be allowed in the aircraft cabin.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.11.2 | <p>Emotional Support dogs require signed current documentation that is no more than one (1) year old (prior to the first flight in the itinerary) on a letterhead from a licensed mental health professional (registered psychologist) stating the following:</p> <ul style="list-style-type: none"> <li>a) The passenger has a mental health-related disability.</li> <li>b) The dog accompanying the passenger is necessary to the customer's mental health or treatment.</li> <li>c) The description, breed, and weight of the dog.</li> <li>d) The individual providing the assessment of the passenger is a licensed mental health professional and the passenger is regularly treated by this mental health professional and under his or her professional care.</li> </ul> <p>Always include the reservation booking number on all correspondence.</p>                                                                                                                                                                                                                                                              |
| 6.11.3 | <p>An Emotional Support Dog may be carried in the cabin on Airlink Domestic flights only maximum 7kg provided the following conditions are met:</p> <ul style="list-style-type: none"> <li>▪ The dog is properly harnessed or secured</li> <li>▪ A seat is not used for this purpose</li> <li>▪ The dog remains with its owner throughout the flight</li> <li>▪ The dog must be placed on the floor under the seat in front of the passenger for take-off, landing and for the duration of the flight</li> <li>▪ Access to emergency exits or the aisle is not obstructed</li> <li>▪ Must produce letterhead (6.11.2) at check-in/boarding and to crew onboard</li> </ul> <p>Airlink will refuse transportation of the dog if it engages in disruptive or aggressive behaviour such as:</p> <ul style="list-style-type: none"> <li>▪ Growling</li> <li>▪ Biting</li> <li>▪ Jumping on passenger, flight attendants or staff</li> <li>▪ Relieving themselves in the gate area or cabin</li> <li>▪ Barking excessively, not in response to a handlers need or distress</li> <li>▪ Eating off seatback tray tables</li> </ul> |
| 6.11.4 | <p>Support dogs must be pre booked with the Airlink Reservations Support desk <a href="tel:+27114517300">+27 11 4517300</a> press 1 or email <a href="mailto:specialassistance@flyairlink.com">specialassistance@flyairlink.com</a> no later than 72 hours prior to departure.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6.11.5 | <p>Passengers are limited to one (1) support dog, six (6) months and older that must be seated and fit within the floor within the footprint of the seat. No animals are allowed to occupy passenger seats.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 6.11.6 | <p>On no account may the dog relieve itself in the cabin or at the boarding gate or may only be permitted to do so in such a way as to cause no health risk or hygiene problem.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6.11.7 | <p>Emotional Support Dogs must have been vaccinated for rabies (see 10.14.12). The health and vaccination certificates including relevant documentation and certification of the service animal must be presented for carriage at check-in.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>6.12</b>                        | <b>PASSENGER REIMBURSEMENT FOR MEDICAL EXPENSES AND DIRECTLY RELATED EXPENSES INCURRED BY AIRLINK ON THEIR BEHALF</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 6.12.1                             | <p><b>If a Passenger becomes ill onboard the aircraft or in the airport terminal building after the check-in procedure due to a pre-existing condition (regardless of whether or not the Passenger was aware of it) or due to the pregnancy and it is required by the Airline to medically assist the Passenger for whatever reason, the Passenger will be liable for the cost of the medical expenses paid for by the Airline in providing treatment to the Passenger onboard an aircraft or in the airport terminal building, as well as for transporting the Passenger on the ground and paying for treatment provided by a third party.</b></p> <p><b>The Airline furthermore reserves the right to levy a reasonable administration fee on such services and/or medical assistance.</b></p> |
| 6.12.2                             | <b>The Passenger will be liable to the Airline for all cost directly and incidental in the event that it is required, in the reasonable discretion of the Captain of the flight and in terms of the Airline's medical diversion policy, to divert the flight to the nearest airport in an effort to ensure that the Passenger receives the appropriate medical treatment.</b>                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>6.13</b>                        | <b>CARRIAGE OF UNACCOMPANIED CHILDREN</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b><i>Who is Eligible?</i></b>     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6.13.1                             | An unaccompanied minor is a child (five (5) to eleven (11) years of age) on the date the flight commences who is travelling without the supervision of a parent or guardian who is aged sixteen (16) years or older who will be responsible for the safety of the child / children.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6.13.2                             | Children under five (5) years of age will not be permitted to travel alone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6.13.3                             | A young Passenger (YNGP) is a child aged between 12 and 15 years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6.13.4                             | For the purpose of fares, any Passenger between the ages of twelve (12) to sixteen (16) is considered an adult, therefore no special handling is required unless requested by the parent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b><i>Conditions of Travel</i></b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 6.13.5                             | Prior authorisation from Airlink must be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 6.13.6                             | Reservations for unaccompanied minors cannot be booked online. Please contact the Airlink Reservations Support desk <a href="tel:+27114517300">+27 11 4517300</a> press 1 or email <a href="mailto:specialassistance@flyairlink.com">specialassistance@flyairlink.com</a> and must be done no later than 72 hours prior to departure.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 6.13.7                             | Unaccompanied minors must be in possession of written consent (see reverse of last coupon of unaccompanied minor booklet) from their parent or guardians.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6.13.8                         | <p>The unaccompanied child shall be escorted to the airport check-in desk for the check-in procedure by a parent or guardian responsible for the unaccompanied child who remains in the airport with an allocated member of the Airline's staff until the unaccompanied child has boarded the aircraft and it has departed from the airport.</p> <p>The parent or guardian responsible for the unaccompanied child is required to provide information to the Airline that the unaccompanied child will be met at the destination airport or Stopover airport by another parent or guardian responsible for the child (with full details of that person's identity) and into whose custody the child can be delivered.</p> |
| 6.13.9                         | The child Passenger shall have a confirmed reservation for the flight, and it is not reasonably anticipated by the Airline that the flight will terminate at a place other than its destination or make an unexpected stop at any other place due to weather or other operational conditions.                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b><i>At the Airport</i></b>   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.13.10                        | For safety and security reasons, Airlink reserves the right to refuse travel if the child is not booked as an unaccompanied minor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6.13.11                        | Please ensure the check-in times are adhered to.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6.13.12                        | For Regional flights, please ensure that the necessary documentation is completed and in order.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.13.13                        | At the check-in counter an Airlink representative will escort your child through the respective Security checkpoints / Passport control right until the Passenger door to the aircraft and handed to the flight cabin attendant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6.13.14                        | Parents / guardians should remain at the airport until the flight takes off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6.13.15                        | All baggage items must be clearly labelled and easily identified by the Unaccompanied Minor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b><i>Travel Documents</i></b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.13.16                        | Parents or Guardians shall be responsible for completing all travel and immigration forms on behalf of the child. Airlink shall not be responsible for any errors or omissions made in any of the required travel and immigration forms completed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6.13.17                        | Unaccompanied children must be in possession of all the necessary documentation including visas where applicable, vaccinations, inoculations, and health documents or any documentation required by a country such as the Parental Consent Affidavit and birth certificate if the unaccompanied child is travelling to another country.                                                                                                                                                                                                                                                                                                                                                                                   |
| 6.13.18                        | <p>South African unaccompanied minors travelling to/from South Africa must hold:</p> <ul style="list-style-type: none"> <li>▪ an original or certified copy of a birth certificate</li> <li>▪ a Parental Consent Affidavit containing a copy of his/her/their passport/s or identity document/s and his/her/their contact details; and</li> <li>▪ A letter from the person receiving the minor in South Africa, containing physical address and contact details, copy of identification documents of the person receiving the minor, including visa/residence permit, if required.</li> </ul>                                                                                                                             |

|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                         | All documents must be in English, except for the birth certificate. The Parental Consent letter must be issued within 6 months prior to the date of travel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 6.13.19                                 | As every country has different requirements stating that the unaccompanied minor has permission to fly alone, it is recommended contacting the embassy/consulate or your booking agent to ensure the unaccompanied minor has the correct travel documents.                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><i>In the Air</i></b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.13.20                                 | Before the flight, the cabin crew will be notified of your child's name, age and any special requirements. They will regularly check that your child is comfortable and entertained throughout the flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><i>On Arrival</i></b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.13.21                                 | Upon landing, your child will be introduced to an Airlink / handling agent host, who will escort them through airport immigration (international flights only) to arrivals and personally hand them to the parent or guardian. This person must carry proof of identification. Kindly ensure that the appointed guardian is not late, causing unnecessary distress to the child.                                                                                                                                                                                                                                                                                          |
| <b><i>Transit Stations</i></b>          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.13.22                                 | At transit stops, your child will always remain in the care of the ground staff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b><i>Onward and Return Flights</i></b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.13.23                                 | Should you need to change your child's travel plans, inform Airlink at any time before or during the trip as restrictions do apply to some airfares. There are also restrictions on the number of unaccompanied children that are permitted on each flight. Please check that the request for travel as an unaccompanied minor is transferred to the new flight.                                                                                                                                                                                                                                                                                                          |
| <b><i>Inform your Child</i></b>         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.13.24                                 | <p>We will do our best to ensure that your child has a pleasant journey from start to finish.</p> <p>Below are a few things that you can do to make it easier.</p> <ul style="list-style-type: none"> <li>a) Make sure your child knows who is to meet them upon arrival at their destination.</li> <li>b) Explain the importance of their Passport and Tickets and ensure that they can recognise both.</li> <li>c) The Unaccompanied Minor identification lanyard cannot be removed as it is a form of classification.</li> <li>d) Children must not leave the aircraft unattended and must wait for the cabin crew's assistance before they exit the plane.</li> </ul> |

| CLAUSE 7 CHECK-IN FLIGHT and BOARDING TIME REQUIREMENTS |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                              |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 7.1                                                     | CHECK-IN TIMES                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                              |
|                                                         | Passengers are to present themselves for check-in at the designated check-in counter no later than the time stipulated below before the local scheduled departure time of the flight as indicated on the Passenger's Ticket                                                                                                                                                                                                       |                                                                              |
|                                                         | Airlink International, Regional and Domestic Flights                                                                                                                                                                                                                                                                                                                                                                              | Two (2) hours prior to the scheduled departure time                          |
| 7.2                                                     | FLIGHT CLOSURE TIMES                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                              |
|                                                         | Domestic Flights                                                                                                                                                                                                                                                                                                                                                                                                                  | Check-in closes thirty (30) minutes prior to the scheduled departure time    |
|                                                         | International / Regional Flights                                                                                                                                                                                                                                                                                                                                                                                                  | Check-in closes fifty (50) minutes prior to the scheduled departure time.    |
| 7.3                                                     | FLIGHT BOARDING TIMES                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                              |
|                                                         | Domestic Flights                                                                                                                                                                                                                                                                                                                                                                                                                  | Boarding commences thirty (30) minutes prior to the scheduled departure time |
|                                                         | International / Regional Flights                                                                                                                                                                                                                                                                                                                                                                                                  | Boarding commences forty (40) minutes prior to the scheduled departure time  |
| 7.4                                                     | BOARDING GATE CLOSING TIMES                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                              |
|                                                         | Domestic Flights                                                                                                                                                                                                                                                                                                                                                                                                                  | Boarding closes fifteen (15) minutes prior to the scheduled departure time   |
|                                                         | International / Regional Flights                                                                                                                                                                                                                                                                                                                                                                                                  | Boarding closes twenty (20) minutes prior to the scheduled departure time    |
| 7.4.1                                                   | The Passenger must be present at the boarding gate no later than the time specified on the Passenger's boarding card.                                                                                                                                                                                                                                                                                                             |                                                                              |
| 7.4.2                                                   | <b>Checked-in Passengers must report directly to the boarding gates within the times stipulated in Clause 7. Failure to do so will result in the Passenger and their Checked Baggage being offloaded from the flight and will be deemed a "no-show" and the Ticket flight coupon will be forfeited. Airlink will not be liable for any loss or expense incurred due to the Passenger's failure to comply with this provision.</b> |                                                                              |
| 7.5                                                     | GENERAL CHECK-IN INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                              |
| 7.5.1                                                   | Notwithstanding the provisions of <a href="#">Clause 7.1 (Check-in Times)</a> , check-in deadlines are different at some smaller non-ACSA airports. The Passenger's journey will be more convenient if the Passenger allows sufficient time to comply with the check-in deadlines, especially over peak periods, and seasonal holiday periods.                                                                                    |                                                                              |
| 7.5.2                                                   | The Airline reserves the right to cancel the reservation if the Passenger does not comply with the check-in deadlines indicated.                                                                                                                                                                                                                                                                                                  |                                                                              |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.5.3      | <p>Self-service check-in facilities include Online and Kiosk. Passengers can check-in on a computer, tablet, or smartphone via:</p> <p><a href="https://checkin.si.amadeus.net/static/PRD/4Z/#/identification">https://checkin.si.amadeus.net/static/PRD/4Z/#/identification</a></p> <p>Self-service check-in opens 24 hours prior to departure time and closes 60 minutes before scheduled flight departure time.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 7.5.4      | <p>The Airline does not assume any responsibility for failed or wrongful displays on the airport monitors. Passengers are required to present themselves no later than the time stipulated on the boarding pass for boarding and will be informed at the boarding gates of any irregular operation by the Airline representative.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 7.5.5      | <p>The Airline cannot be held liable for missed flights due to heavy traffic, roadworks, traffic jams, load shedding, forgotten documents, long queues and congestion for security checks and passport control which are beyond the Airline's control. We strongly encourage you to have a considerable amount of time available in between flights to allow you to make the connecting flight hassle free.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 7.5.6      | <p>All passengers are required to check-in as soon as online check-in (where applicable) is open for passenger acceptance or alternatively arrive at the airport check-in desk two (2) hours before the flight departure time as stipulated on the Ticket. In the event of a flight delay, the flight will still close on time. Failure to check-in on time will result in your seat being given to a standby passenger.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7.5.7      | <p>Confidentiality of your travel information: it is imperative to maintain the confidentiality of your flight booking reference and ticket number. Disclosing this to a 3<sup>rd</sup> party may grant them access to your booking information in our systems. Airlink will not be held responsible if a 3<sup>rd</sup> party is able to retrieve your travel information without your consent and do unauthorised changes to the booking.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>7.6</b> | <b>CHECK-IN OPTIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7.6.1      | <p>Check in options available for Airlink flights.</p> <ul style="list-style-type: none"> <li>a) <b>Check-in at the Airport:</b> Check-in at an Airlink designated counter at the airport no later than <b>2 hours</b> prior to flight departure. A printed boarding pass, e-mail boarding pass or SMS boarding pass is available.</li> <li>b) <b>Self Service Kiosk:</b> At all major airports, use the self-service check-in kiosks to check in and have a boarding pass printed and proceed with baggage to the Airlink check-in counter no later than <b>1 hour</b> prior to flight departure. In the event of hand luggage only, proceed directly to the security gate.</li> <li>c) <b>Web and Mobile Check-in:</b> Passengers may check-in online 24 hours prior to flight departure time on any smartphone enabled device no later than <b>1 hour</b> prior to flight departure. Show the online boarding pass at the security gates and boarding gates for scanning and processing. No third-party check-in is allowed.</li> </ul> <p>For home printed boarding passes, the entire boarding pass document must be printed on A4 paper and be legible and have a minimum resolution of 300 dpi. If these conditions are not met the Passenger will be required to collect a boarding pass at the check-in counters or at the self-service kiosk. If the Passenger has no check-in luggage you may proceed directly to security without reporting to the check-in counter.</p> |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.6.2  | Certain airports have a baggage drop counter where the Passenger can hand in the bag no later than sixty (60) minutes prior to departure. Failure to do so will cause the Baggage not to be loaded onboard the aircraft. Baggage must conform with the Airline's baggage policy and for safety reasons certain dangerous articles must not be carried in Passenger's Baggage. Please refer to <a href="#">Clause 10.4</a> (Items Not Allowed in Passenger's Baggage).                                                                                                                                                                                                                                                                    |
| 7.6.3  | If a baggage drop counter is unavailable, a normal check-in counter can be used.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7.6.4  | Passengers need to check the flight information screens in the departure terminal for boarding and gate information as this will not be printed on the home printed boarding pass.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7.6.5  | Boarding commences in advance prior to flight departure time. Passengers who fail to present themselves at the boarding gate on time will be denied travel without compensation and baggage offloaded. Boarding times vary across the Airlink network see <a href="#">Clause 7.3</a> (Flight Boarding Times). Please allow enough time to pass through Immigration and Security. High traffic at peak times will be experienced so please allow more than 2 hours before departure time for boarding formalities.                                                                                                                                                                                                                        |
| 7.6.6  | All Passengers using the online check-in facility must produce valid identification, as provided for in <a href="#">Clause 3.1.1</a> (Tickets and Identification), which will be checked at the boarding gate. Any Passenger without the appropriate identification will be denied boarding and their Baggage offloaded from the aircraft if applicable.                                                                                                                                                                                                                                                                                                                                                                                 |
| 7.6.7  | Any Passenger failing to present their boarding pass at the boarding gate will be required to have the boarding pass reissued at the Airlink check-in counter. On return to security the Passenger will be obliged to resubmit themselves for the security screening. The Airline accepts no liability where such process results in a Passenger missing their flight by failing to report at the boarding gate at the stipulated time before the flights departure.                                                                                                                                                                                                                                                                     |
| 7.6.8  | Passengers travelling with hand luggage should ensure that it meets the Airline's requirements with respect to number, size and weight of articles being carried and does not contain any sharp or dangerous objects. The Airline reserves the right to refuse acceptance of hand luggage that is not in conformity with its baggage policy.                                                                                                                                                                                                                                                                                                                                                                                             |
| 7.6.9  | The Airline reserves the right to suspend or terminate the online check-in facility for certain flights from time to time at its discretion. In this case the Passenger will be required to check-in in accordance with the normal airport check-in procedure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 7.6.10 | <p>Passengers who have checked-in online and are no longer travelling will need to cancel check-in acceptance no later than 1 hour prior to the scheduled departure time to avoid being a no-show on the flight they were booked to travel on.</p> <p>On-line check in can be cancelled on <b>www.flyairlink.com</b> and on the <b>FlyAirlink app</b> by selecting the "Check-In" tab and log in and proceed to select the "cancel check-in" option and follow the prompts.</p> <p>If a passenger's coupon shows "C" status, please ensure the passenger is offloaded from the flight before the reservation is cancelled.</p> <p>For rebooking or further assistance contact your travel agent or nearest Airlink Ticketing office.</p> |

**8.1 RIGHT TO REFUSE CARRIAGE**

Airlink may in its sole discretion, refuse to transport or may remove any Passenger and their Baggage from any Airlink flight at any point even if you hold a valid Ticket and have a boarding pass, in any circumstance not prohibited by law.

Below is a non-exhaustive list of reasons and/or acts for which transport may be refused to Passengers and their Baggage if one or more of the following have occurred or that Airlink reasonably believes may occur:

- 8.1.1 Such action as is necessary to comply with any applicable government Laws, Regulations, and Orders.
- 8.1.2 The carriage of the Passenger or the Passenger's Baggage is in contravention of any applicable government Laws, regulations, and orders.
- 8.1.3 The carriage of the Passenger or the Passenger's Baggage may endanger or affect the safety, health and/or materially affect the comfort of other Passengers and crew.
- 8.1.4 The Passenger's mental or physical state, including suspected impairment from alcohol, drugs or is intoxicated under the influence of alcohol and presents a hazard or risk to themselves, to Passengers, to crew, or to property.
- 8.1.5 The Passenger has committed misconduct on a previous flight, and the Airline has reason to believe that such conduct may be repeated.
- 8.1.6 The Passenger has refused to allow a security check on themselves or their baggage.
- 8.1.7 The Passenger has not paid the applicable fare, taxes, fees, or charges.
- 8.1.8 The Passenger does not meet the requirements in relation to the Passenger's medical fitness to fly.
- 8.1.9 The Passenger presents a Ticket that has been acquired unlawfully or by fraudulent means (for example stolen credit or debit card) in our reasonable opinion, or has been reported as being lost or stolen, is a counterfeit, forged or falsified or the Passenger cannot prove that the Passenger is the person named on the Ticket.
- 8.1.10 The Passenger has failed to comply with the requirements concerning coupon sequence and use, or the Passenger presents a Ticket which has been issued or altered in any way, other than by the Airline or an Authorised Agent.
- 8.1.11 The Passenger has disobeyed instructions relating to safety or security from the ground staff or flight crew.
- 8.1.12 The Passenger uses threatening, abusive, insulting, or indecent words or behaviour or manner to any person, including ground staff, members of crew or other Passengers prior to or during any of the operations of embarkation on the Passenger's flight, or disembarkation from a connecting flight, or on board the aircraft before take-off.
- 8.1.13 The Passenger appears in the Airline's reasonable opinion, not to meet Visa requirements or not to have valid or lawfully acquired travel documents or the Passenger has acquired it by fraudulent means or destroys the travel documents aboard the aircraft or between the check-in and boarding or refuses to allow the Airline to copy the travel documents or surrender the travel documents.
- 8.1.14 The Passenger has made a hoax bomb threat.

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8.1.15     | The Passenger has committed a criminal offence during the check-in or boarding processes or on board the aircraft prior to take off.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 8.1.16     | The doctor's letter or Medical Clearance report is not completed by a medical practitioner (registered doctor), or the contents are false and/or does not match the medical condition declared by the Passenger or are seen as an excuse to travel without the required clearances.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8.1.17     | Passengers who, because of their conduct, cause a disturbance such that the captain or member of the cockpit crew must leave the cockpit to attend to the disturbance.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>8.2</b> | <b>CONSEQUENCES OF REFUSAL TO CARRY OR REMOVAL OF PASSENGER</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8.2.1      | If due to your behaviour, conduct, or mental or physical condition, or for any of the reasons in <i>Clause 8.1</i> , we have, in the exercise of our reasonable discretion, refused to carry you, or removed you from the aircraft then we may cancel the remaining unused portion of your Ticket, and you will not be entitled to further carriage or to a refund either in respect of the sector that was the subject of the refusal of carriage or removal, or any subsequent sectors covered by the Ticket.                                                                                                                                                                                                                                                                                                                                                                                  |
| 8.2.2      | Airlink will not be liable for any consequential loss or damage alleged to be due from any such refusal to carry or removal. On the contrary, Airlink reserves the right to seek an indemnity from you in respect of any claims or losses, including the costs of diverting our flight incurred by us, incurred because of such behaviour, conduct or condition, and such refusal or removal. We also reserve the right to ban you from future flights on Airlink.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>8.3</b> | <b>REIMBURSEMENT OF COSTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|            | <p>If the Passenger is refused carriage for any of the reasons set out above, the Passenger will be obliged to reimburse the Airline for any costs the Airline incurs resulting from -</p> <ul style="list-style-type: none"> <li>a) Repair or replacement of property lost, damaged, or destroyed by the Passenger.</li> <li>b) Compensation the Airline is obliged to pay to any Passenger or crew member affected by the Passenger's actions.</li> <li>c) Delaying the aircraft for the purpose of removing the Passenger and/or the Passenger's Baggage.</li> <li>d) Any consequential costs or losses that the Airline may incur as a result of the Passenger's conduct or misconduct.</li> <li>e) The Airline reserves the right to apply towards such payment or expenditure the value of any unused carriage on the Passenger's Ticket or any of the funds in our possession.</li> </ul> |
| <b>8.4</b> | <b>ON BOARD SERVICES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8.4.1      | <p>All special meal requests available only on certain flights on meal catered routes must be ordered by no later than 72 hours prior to the departure time.<br/>Meal selections are based on one of the following meal choices:</p> <ul style="list-style-type: none"> <li>• <b>KSML</b> – Kosher meal (<i>excluding flights 4Z8000 to 4Z8999</i>)</li> <li>• <b>VGML</b> – Vegetarian Vegan meal</li> </ul> <p>The vegetarian vegan meal on Airlink is a standard meal option for vegan-vegetarian passengers and is completely free of animal products or animal by products. This meal may contain vegetables, grains, lentils, or fruits. This meal does not contain meat, poultry, fish, honey, eggs, milk, or dairy products.</p> <ul style="list-style-type: none"> <li>• <b>MOML</b> – Muslim meal (<i>excluding flights 4Z8000–4Z8999</i>)</li> </ul>                                  |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8.4.2                            | For operational reasons, the Airline does not guarantee the availability of special meals or any other type of meals. The Airline does not guarantee that special meals will always conform to their exact description since it has been prepared by third parties to our order. Not all flights have full meal services, and a snack item may be offered instead.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 8.4.3                            | <b>The Airline does not accept requests for nut free meals and does not guarantee that the environment aboard its aircraft will be nut or nut produce free. It is the Passenger's responsibility to take the necessary precautions if you may suffer from any nut related allergies of any nature whatsoever.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>8.5</b>                       | <b>GROUND SERVICES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                  | <b>The Airline does not guarantee the provision/availability of equipment and services on the ground at the airports, including airport lounges. The Airline does not guarantee that ground services will always conform to their exact description since some services are provided by third parties to our order.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>8.6</b>                       | <b>AIRCRAFT WEIGHT LIMITATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                  | Should Airlink reasonably believe that the aircrafts weight limitation or seating capacity has been exceeded, we will decide within our reasonable discretion which Passengers and Baggage shall be carried in the interest of the operational safety.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>CLAUSE 9 FLIGHT SCHEDULES</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>9.1</b>                       | <b>GENERAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9.1.1                            | <p>Whilst the Airline will make all reasonable endeavours to provide the service as indicated on the Electronic Ticket (E-ticket) Itinerary, flight times and flight schedules are subject to change without prior notice.</p> <p>In the event of non-performance, partial performance or a delay to a Passenger's itinerary resulting wholly or partly from such change necessitated by an occurrence or circumstance beyond the Airline's reasonable control including (without limitation) the acts or omissions of third parties including governmental authorities, all civil aviation authorities, airport, air traffic control and other public authorities. Whilst the Airline shall make reasonable endeavours to mitigate the impact of such events on the passenger, by offering an alternative itinerary, it shall have no additional liability to the passenger.</p> |
| 9.1.2                            | <p>Should the Airline make an Involuntary Change to the Passengers itinerary, subsequent to the issue of the E-ticket, the Airline may offer an alternative itinerary.</p> <p>Should the Passenger no longer wish to travel due to the changes to the itinerary the Passenger may request a refund as per the fare rules and the terms of <a href="#">Clause 11.2 (Involuntary Refunds)</a>. The Airline will have no liability to the Passenger for any loss or expense whatsoever as a result of the changes to the Passengers itinerary.</p>                                                                                                                                                                                                                                                                                                                                   |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.1.3      | <p>In the process of accepting and confirming the Passenger's booking, the Airline or our Authorised Agent will reconfirm with the Passenger their flight itinerary and number of seats to be booked which will be displayed on the E-ticket Itinerary Receipt.</p> <p>Should the Airline subsequently be required to make changes to the Passengers itinerary, after the E-ticket has been issued, it is the Passenger's obligation to the Airline or its Authorised Agent to have provided complete and accurate contact information to enable the Airline or the Authorised Agent to notify the Passenger of any such change. Should such contact information not have been provided, be incomplete or erroneous the Airline shall have no liability to the passenger for not advising of the change.</p> |
| 9.1.4      | Airlink accepts no further liability to the Passenger or Travel Agent for passenger expenses, any supplemental costs or loss whatsoever.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>9.2</b> | <b>DISRUPTION TO OPERATION AS A RESULT OF GOVERNMENT REGULATIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9.2.1      | The provisions below apply at any time that any jurisdiction in which the Airline operates is in a state of disaster, a state of emergency or any similar state declared by a person of competent authority.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9.2.2      | The Passenger acknowledges that as a result of measures put in place, and varied, from time to time by persons of competent authority representing the government of the applicable jurisdiction, the Airline may experience disruption to its normal, scheduled, or planned operations and such disruptions may include, but are not limited to:                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9.2.2.1    | limitations on the air routes on which the airline may operate, necessitating the cancellation of flights;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 9.2.2.2    | closures of national or provincial borders, necessitating the cancellation of flights;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9.2.2.3    | closures of airports, temporarily or permanently, to either or both of international or domestic flights;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9.2.2.4    | limitations placed on the capacities of airports to accommodate passengers which may necessitate the cancellation or rescheduling of flights;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9.2.2.5    | changes to the operating hours of airports, which may necessitate the cancellation or rescheduling of flights;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 9.2.2.6    | changes to the hours of curfew within a province, or nationally, which may necessitate the cancellation or rescheduling of flights;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9.2.2.7    | restrictions on the numbers of passengers that may be accommodated on the Airline's aircraft;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 9.2.2.8    | restrictions on the provision of refreshments and other amenities on the Airline's aircraft;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9.2.2.9    | health screening and certification requirements placed on Airline's staff and passengers which may render some staff or passenger's ineligible to board an aircraft; and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 9.2.2.10   | conduct requirements placed on passengers applicable while in an airport and while in an aircraft.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9.2.3      | The Airline will employ reasonable measures to alert the Passenger, as soon as reasonably possible, to any changes which the Airline is required to make to any of its scheduled flights as a result of such measures, and which will have a material impact on the Passenger, such as the cancellation of a flight or the rescheduling of a flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.2.4      | The Airline will not be liable to any Passenger for any alleged loss or damage, howsoever arising, incurred as a result of the Airline's compliance with the measures put in place by the competent authority representing the government of the applicable jurisdiction and/or as a result of the Airline being obliged, or electing to, make changes to its scheduled operations and/or as a result of the Passenger not receiving notice of any operational changes affecting the Passenger.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>9.3</b> | <b>REMEDIES FOR CANCELLATION, REROUTING AND DELAYS FOR TECHNICAL OR OPERATIONAL DELAYS CAUSED BY AIRLINK (excluding Force Majeure and Force Majeure for 3<sup>rd</sup> parties)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9.3.1      | It may happen that delays in departure times and the duration of a flight occur because of circumstances beyond the Airline's control (for example air traffic control delays or strikes). The Airline will take all reasonable measures required to avoid a delay in providing carriage to the Passenger and the Baggage. These measures may include using an alternative aircraft or arranging for a flight to be operated for the Airline by an alternative Airline.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9.3.2      | <p>The Passenger will be entitled to choose one of the following three (3) available Remedies in the event of a Cancellation or a Schedule Change (<b>see 9.5.7 for 5-to-15 minute flight time changes</b>) as a result of <b>Technical</b> or <b>Operational</b> reasons and the Airline:</p> <ul style="list-style-type: none"> <li>• fails to stop at the Passenger destination, or;</li> <li>• cause the Passenger to miss a connecting flight with the Airline or with another Airline for which the Passenger hold a through confirmed Ticket* (with a planned connection time of twenty-four (24) hours or less) and adequate time existed to make the connection after the scheduled time of arrival of the Passenger's flight.</li> </ul> <p><i>*Exception for separate Tickets when travelling from one Airlink flight to another Airlink flight.</i></p>                                                      |
| 9.3.2.1    | <b>Remedy One</b> – Airlink will carry the Passenger as soon as operationally possible on another Airlink flight on which space is available without additional charge and, where necessary, extend the period of validity of the Passenger's Ticket to cover that carriage. If the Passenger accepts this remedy the Passenger will have no further claims against the Airline whatsoever.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9.3.2.2    | <p><b>Remedy Two</b> - Airlink will reroute the Passenger under comparable transport conditions to the destination and class shown on the Passenger's Ticket without additional charge on another Airlink flight on which space is available or on the flight of another Airline with whom Airlink has an agreement with, or by other mutually agreed means.</p> <p>Should there be no reasonable flights available, Airlink will reroute the Passenger to the closest possible alternative destination in agreement with the Passenger.</p> <p>Any ground services from there will be for the Passenger's expense (this expense should be claimed from the Passenger's travel insurance). If the Passenger accepts this remedy, it is the Passenger's responsibility to familiarise the alternative carrier's conditions of carriage, and the Passenger will have no further claims against the Airlink whatsoever.</p> |
| 9.3.2.3    | <b>Remedy Three</b> - the Airline will give the Passenger an involuntary full refund in accordance with <a href="#">Clause 11.2 (Involuntary Refunds)</a> . If the Passenger accepts this remedy, the Passenger will have no further claims against the Airline whatsoever.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                   |                                                                                                                                                                                        |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.3.3      | Where a flight has been Cancelled or is subject to a long delay (excluding weather delays) exceeding two (2) hours, Passengers are entitled to receive refreshments (excluding alcohol) from the Airline.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                   |                                                                                                                                                                                        |
| 9.3.4      | <p>Should the Passenger, who is not departing from an airport within the vicinity of the Passenger's home address, be forced to stay overnight due to a <b>cancelled flight</b> or legal <b>missed connection</b> due to the late arrival of the Airlink flight for which Airlink is responsible due to Technical and Operational constraints (excluding weather related cancellations, delays and missed connections).</p> <p>Airlink will offer the Passenger suitable hotel accommodation for the <b>first night only</b> including transport between the airport and the place of accommodation, dinner, breakfast, and lunch (excluding alcohol) if applicable in the event of a Cancelled flight over the applicable meal period.</p>                                                                               |                                                                                                                                                                                                                   |                                                                                                                                                                                        |
| <b>9.4</b> | <b>WEATHER DELAYS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                   |                                                                                                                                                                                        |
| 9.4.1      | <p>It may happen that Airlink experiences uncontrollable delays caused by adverse weather conditions which are unavoidable. In such circumstances and in the interest of the safety of our Passengers, the flight will either be:</p> <ul style="list-style-type: none"> <li>• Cancelled,</li> <li>• Return to the airport of departure, or</li> <li>• Divert to an alternative airport.</li> </ul> <p>Due to the unforeseen circumstances, Airlink will decide to divert and select an alternate airport or return to the airport of departure, with the primary concerns being the safety of passengers and crew.</p> <p>Airlink will not be liable to cover any Passenger expenses that arise because of the delay, diversion, or disruption due to the weather for events listed under Force Majeure in Clause 1.</p> |                                                                                                                                                                                                                   |                                                                                                                                                                                        |
| 9.4.2      | <p>In the event of a delay, diversion, or disruption due to adverse weather conditions, Airlink will not assume any liability for connecting flights that the Passenger may miss because of the delay or diversion.</p> <p>Neither will Airlink be held liable for any hotel, meals or surface transport costs arising from such delays or diversions. The same applies to a flight having to divert back to the airport of origin.</p>                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                   |                                                                                                                                                                                        |
| 9.4.3      | When the Airlink flight is either Cancelled or Diverted to an alternative airport due to adverse weather conditions the following terms shall apply:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                   |                                                                                                                                                                                        |
| (a)        | <b>FLIGHT DOES NOT DEPART</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | The Flight is Cancelled due to the local adverse weather conditions.                                                                                                                                              | 1) Make an alternative reservation within the ticket validity subject to seat and booking class availability. 4Z will waive the rebooking fee or;<br>2) Full refund less the admin fee |
| (b)        | <b>FLIGHT DEPARTED LANDS AT ALTERNATIVE AIRPORT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The Flight is Diverted due to the local adverse weather conditions and passengers are required to disembark (subject to immigration regulations).<br>Passengers are liable and will be required to make their own | <ul style="list-style-type: none"> <li>• No Refund on the completed sector,</li> <li>• No rebooking,</li> <li>• No compensation</li> </ul> <p>due to the Force Majeure situation</p>   |

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                               |                                                                                                                                                                                        |               |                                                                            |                  |                        |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------------------------------------------------------------------|------------------|------------------------|
|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ground arrangements.                                                                                                                                                                                                                          |                                                                                                                                                                                        |               |                                                                            |                  |                        |
| (c)              | <b>FLIGHT DEPARTED<br/>RETURNS BACK<br/>TO BASE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Flight Diverted due to the local adverse weather conditions where passengers remain onboard, and the aircraft will return back to base.                                                                                                       | 1) Make an alternative reservation within the ticket validity subject to seat and booking class availability. 4Z will waive the rebooking fee or;<br>2) Full refund less the admin fee |               |                                                                            |                  |                        |
| (d)              | <b>*Exception*<br/>FLIGHT<br/>DEPARTED TO/FROM<br/>PIETERMARITZBURG</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | The Pietermaritzburg flight Diverts to Durban due to the local adverse weather conditions where the passengers will be deboarded and a bus arranged by Airlink with a 3 <sup>rd</sup> party operator to bus to/from Pietermaritzburg airport. | <ul style="list-style-type: none"><li>• No Refund on the completed sector,</li><li>• No rebooking,</li><li>• No compensation</li></ul> as a result of the Force Majeure situation      |               |                                                                            |                  |                        |
| 9.4.4            | <p>The Airlink Reservations Support desk needs to be contacted for a Refund Authority Waivers for a full refund less the administration fee where applicable as per Clause 9.4.3. Refer to the Airlink Refund Policy "Annex A" for the respective market related refund administration fee.</p> <p>Airlink Reservations Support Desk contacts:</p> <table><tr><td><b>E-mail</b></td><td><a href="mailto:e-ticketing@flyairlink.com">e-ticketing@flyairlink.com</a></td></tr><tr><td><b>Telephone</b></td><td>+27 11 4517300 press 1</td></tr></table>                                                               |                                                                                                                                                                                                                                               |                                                                                                                                                                                        | <b>E-mail</b> | <a href="mailto:e-ticketing@flyairlink.com">e-ticketing@flyairlink.com</a> | <b>Telephone</b> | +27 11 4517300 press 1 |
| <b>E-mail</b>    | <a href="mailto:e-ticketing@flyairlink.com">e-ticketing@flyairlink.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                               |                                                                                                                                                                                        |               |                                                                            |                  |                        |
| <b>Telephone</b> | +27 11 4517300 press 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                               |                                                                                                                                                                                        |               |                                                                            |                  |                        |
| <b>9.5</b>       | <b>SCHEDULE CHANGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                               |                                                                                                                                                                                        |               |                                                                            |                  |                        |
| 9.5.1            | An Airlink schedule change is a planned flight change or cancellation of a flight which occurs more than 48 hours prior to departure. Circumstances may require Airlink to make schedule changes after publication of our flight schedule.                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                               |                                                                                                                                                                                        |               |                                                                            |                  |                        |
| 9.5.2            | When an Airlink flight is rescheduled, we will advise all booking offices that have made changes in the PNR and the details of such change. Schedule change may be a change in the arrival or departure times, flight number, class of service involving a change in a booking designator, frequency of operation or the airports served. The appropriate action is required by the booking office.                                                                                                                                                                                                                 |                                                                                                                                                                                                                                               |                                                                                                                                                                                        |               |                                                                            |                  |                        |
| 9.5.3            | The Schedule Change policy is applicable to passengers holding confirmed reservations and who have purchased a ticket prior to the schedule change taking place. Passengers holding confirmed reservations but who have yet to purchase a ticket can be rebooked onto another flight at the available fare.                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                               |                                                                                                                                                                                        |               |                                                                            |                  |                        |
| 9.5.4            | <b>Tickets bought directly from Airlink</b> <p>If you booked with Airlink through our website (<a href="http://www.FlyAirlink.com">www.FlyAirlink.com</a>), mobile app, Airlink office bookings, our airport ticket office or our appointed General Sales Agent then Airlink will send you an email and/or SMS to notify you of a flight schedule change provided your contact details (mobile number and email) are provided in the booking. You agree and accept that these changes are in order unless you contact Airlink to advise otherwise to change to an alternative flight or to cancel your booking.</p> |                                                                                                                                                                                                                                               |                                                                                                                                                                                        |               |                                                                            |                  |                        |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.5.5      | <p><b>Tickets bought via a Travel Agent or Third-Party Website</b></p> <p>When booking a flight through a Travel Agent or a third-party travel company the passenger will be required to contact the original booking agent for further assistance and handling of any flight schedule changes made to your booking.</p> <p>Airlink will notify the original booking agent via a message in the reservation system and the onus lies with the original booking agent to reissue the ticket after accepting the Airlink schedule change or alternatively cancel the booking.</p> <p>Travel companies include bookings made through a third party website e.g., Expedia, Travelstart, Computicket or IATA Travel Agencies.</p> <p>Any changes to your E-ticket made by a third party or Travel Agent may carry a cost in terms of your contract with the travel company. That cost is for your account and is not payable by Airlink nor can it be claimed from Airlink.</p>                   |
| 9.5.6      | Airlink accepts no further liability to the Passenger or Travel Agent for passenger expenses, any supplemental costs or loss whatsoever due to a Schedule Change.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 9.5.7      | <p>A minor change in flight timings between 5 and 15 minutes may occur in the arrival or the departure time of scheduled flights. This is deemed an acceptable airline industry time change. Should the 5 to 15 minutes time change impact a connecting flight by impacting the minimum connecting time, then Airlink will permit one free rebooking within 24 hours in the same booking class. This applies only to single contract Tickets and connecting 4Z to 4Z separate contract tickets impacted by the minor time change.</p> <p>Should the minor flight time change not be acceptable, rebooking is permitted within the ticket validity subject to seat availability. Any difference in the fare paid and the current fare and /or taxes, plus the rebooking fee will be for the passenger's account. Refunds as per the Fare Rule will apply for the minor time change. Airlink will not be liable for any Passenger expenses that may arise e.g. hotel or car hire bookings.</p> |
| <b>9.6</b> | <b>DENIED BOARDING</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9.6.1      | Occasionally there are more booked Passengers than seats for reasons such as aircraft changes, for operational reasons, or due to system errors which could all lead to denied boarding situations on a flight or if Airlink experiences:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9.6.1.1    | <b>Changes in the weather</b> (head or tail winds, heat, rain, cyclones etc.) that limits the Airline to carry fewer Passengers than planned due to the weight restrictions imposed on the aircraft.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9.6.1.2    | <b>An aircraft gauge change</b> resulting in more Passengers being booked than the capacity available.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9.6.1.3    | <b>A payload restriction</b> which are limits placed on the aircraft when flight planning taking into consideration the fuel requirements which could include uplifting extra fuel due to bad weather en-route or temperature changes or unforeseen amount of Baggage accepted for a flight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9.6.1.4    | <p><b>Oversold flights</b> whilst Airlink's policy does not permit the overbooking of flights, in the event of a system error, or change in aircraft due to operational reasons, the following process will apply:</p> <p>Should it be necessary to deny boarding of Passengers with a confirmed reservation, Airlink will ask for volunteers who are willing to give up their seats in exchange for a compensation travel voucher. If there are insufficient volunteers, Airlink will deny boarding to passengers in accordance with its denied boarding priority rules.</p>                                                                                                                                                                                                                                                                                                                                                                                                                |

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9.6.2      | In the unlikely event that Airlink is not able to provide the Passenger a seat for a flight for which they have a confirmed reservation, and the Passenger has met all applicable check-in and boarding deadlines, Airlink will carry the Passenger on the very next Airlink flight. Airlink shall provide compensation to those Passengers denied boarding in accordance with our denied boarding policy in terms of <a href="#">Clause 9.7 (Denied Boarding Compensation)</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9.6.3      | Alternatively, the Passenger may choose to receive an Involuntary Refund in respect of the Ticket less a reasonable administrative charge prevailing at the time of the refund. The standard Airlink Refund administration fee of ZAR440.00 (four hundred and forty Rand) plus VAT is applicable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9.6.4      | Airlink accepts no further liability to the Passenger for any loss or expense whatsoever.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>9.7</b> | <b>DENIED BOARDING COMPENSATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 9.7.1      | In the event Airlink needs to deny boarding to a Passenger, the Passenger will not be denied a seat until Airlink first asks for volunteers willing to give up their confirmed seats in exchange for compensation and travel on the very next Airlink flight. In the event of an oversold flight, Airlink will call for volunteers who are prepared to surrender their confirmed reservation in exchange for an agreed compensation voucher for use on Airlink flights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 9.7.2      | <p>If there are not enough volunteers, Airlink will deny boarding to Passengers in accordance with company policy on boarding priority. If a Passenger is involuntarily denied boarding and has met all the applicable check-in and boarding deadlines, Airlink will transport the Passenger on the next available 4Z flight.</p> <p>A compensation voucher will be e-mailed to the Passenger from the Airlink Customer Care department which will entitle the Passenger to:</p> <ul style="list-style-type: none"> <li>a) A compensation voucher that is redeemable on <a href="http://www.FlyAirlink.com">www.FlyAirlink.com</a> for Airlink operated flights only.</li> <li>b) The compensation voucher is valid for one (1) year from the date of issue.</li> <li>c) The compensation voucher will be issued in South African Rands (ZAR) or US Dollar (USD) regardless of the ticket currency the ticket was issued in.</li> <li>d) The compensation voucher cannot be exchanged for cash.</li> <li>e) Once the compensation voucher has been used, the portion of the funds used to purchase tickets or services on Airlink remains Non-Refundable.</li> </ul> |
| <b>9.8</b> | <b>COMPENSATION FOR DELAYS AND CANCELLATIONS</b> <b>*NEW*</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9.8.1      | <p>Should an Airlink flight be delayed for three (3) hours or more or is cancelled due to factors within Airlink's control, passengers may contact the Airlink customer care department to check whether they qualify for compensation.</p> <p><a href="#">Airlink Customer Care contact details:</a></p> <ul style="list-style-type: none"> <li>• E-mail to: <a href="mailto:customercare@flyairlink.com">customercare@flyairlink.com</a></li> <li>• Online form: <a href="https://www.flyairlink.com/en/za/need-help">https://www.flyairlink.com/en/za/need-help</a></li> </ul> <p>Compensation will only be in the form of a voucher (value as per the denied boarding policy) for future flight travel or ancillary services on Airlink which does not cover any supplemental costs such as ground services etc. as stipulated in <a href="#">Clause 9.3</a>.</p>                                                                                                                                                                                                                                                                                                |

A compensation flight voucher will be emailed to the Passenger from the Airlink Customer Care department once the written complaint has been reviewed, and depending on the outcome, the passenger may be entitled to:

- a) Valid compensation flight voucher that is redeemable on [www.FlyAirlink.com](http://www.FlyAirlink.com) for Airlink operated flights only.
- b) The compensation voucher is valid for one (1) year from date of issue.
- c) The compensation voucher will be issued in South African Rands (ZAR) or US Dollar (USD) regardless of the ticket currency the ticket was issued in.
- d) The compensation voucher cannot be exchanged for cash.
- e) Once the compensation voucher has been used, the portion of the funds used to purchase tickets or services on Airlink remains Non-Refundable.

Airlink shall not be liable for additional costs incurred outside of the contract. Passengers are advised to take out travel insurance to cover any additional costs for the duration of their travel as stipulated in [Clause 3.1.9](#)

## CLAUSE 10

## BAGGAGE

### 10.1 GENERAL

10.1.1 It is illegal to carry baggage on behalf of other Passengers and Passengers should refuse to carry in Checked or Unchecked Baggage, packages or objects received from strangers.

10.1.2 The following dimensions are permitted to fit (in-gauge) on the conveyor belt with a maximum total dimension of 155cm:

| Dimensions | MIN    | MAX   |
|------------|--------|-------|
| Length     | 25 cm  | 90 cm |
| Width      | 25 cm  | 45 cm |
| Height     | 7,5 cm | 72 cm |
| Weight     | 1.5 kg | 32 kg |

Any baggage items exceeding the dimensions above must be transported as cargo.

10.1.3 Fragile, Bulky and Out of Gauge items shall be secured in such a way to ensure:

- a) Only regular shaped bags will be accepted. Round bags are not permitted and must have at least one flat surface.
- b) No parts are extruding that could damage baggage systems or personnel.
- c) Items are sealed so no liquids would leak, nor could items dislodge or fall out.
- d) Only airport approved baggage wrapping is permitted.

|          |                                                                                                                                                                                                                                                            |                                                                                |                                                                           |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| 10.1.4   | ALCOHOL BASED HAND SANITISERS                                                                                                                                                                                                                              |                                                                                |                                                                           |
|          | a) Carriage of alcohol-based sanitisers maximum alcohol volume 70% by Passengers are accepted as part of Medicinal or Toiletry Articles as follows:                                                                                                        |                                                                                |                                                                           |
|          | Domestic flights                                                                                                                                                                                                                                           | 1 x 500 ml max                                                                 |                                                                           |
|          | International / Regional flights                                                                                                                                                                                                                           | 1 x 100 ml max                                                                 |                                                                           |
|          | b) The sanitisers are acceptable as both Carry-on baggage and Checked baggage.                                                                                                                                                                             |                                                                                |                                                                           |
|          | c) It is recommended that alcohol-based sanitisers be carried as hand baggage to avoid fire hazards.                                                                                                                                                       |                                                                                |                                                                           |
|          | d) Flip-top bottles are prone to leak due to cabin pressure fluctuations therefore use screw top bottles or any other means to prevent leakage and when packed with equipment containing lithium batteries.                                                |                                                                                |                                                                           |
| 10.2     | FREE BAGGAGE ALLOWANCE                                                                                                                                                                                                                                     |                                                                                |                                                                           |
| 10.2.1   | The Passenger may carry some Baggage free of extra charge as shown on the Ticket Itinerary Receipt. For further information refer to "important information" on <a href="http://www.FlyAirlink.com">www.FlyAirlink.com</a> for the current Baggage policy. |                                                                                |                                                                           |
| 10.2.2   | CABIN BAGGAGE                                                                                                                                                                                                                                              |                                                                                |                                                                           |
|          | Economy Class                                                                                                                                                                                                                                              | One (1) bag as plus one (1) slim-line laptop bag                               |                                                                           |
|          | Business Class                                                                                                                                                                                                                                             | Two (2) bags plus one (1) slim-line laptop bag                                 |                                                                           |
| 10.2.2.1 | No bag shall exceed 56cm x 36cm x 23cm (total dimensions of 115cm) or weigh more than eight (8) kilograms per bag.                                                                                                                                         |                                                                                |                                                                           |
| 10.2.2.2 | Unisex handbags are considered part of a passenger's wardrobe and not as hand baggage.                                                                                                                                                                     |                                                                                |                                                                           |
| 10.2.2.3 | Slim-line laptop bags must be of a size and thickness specifically designed to carry a laptop and charger. Bags capable of carrying other items such as documents and clothes are not permitted.                                                           |                                                                                |                                                                           |
| 10.2.3   | CHECKED BAGGAGE - Weight Concept:                                                                                                                                                                                                                          |                                                                                |                                                                           |
|          | Fare Family                                                                                                                                                                                                                                                | Reservation Booking Class                                                      | Free Baggage Allowance                                                    |
|          | Superb Sunbird                                                                                                                                                                                                                                             | C – J – D – Z                                                                  | 30 KG                                                                     |
|          |                                                                                                                                                                                                                                                            | NOTE: "Z" class keeps the Free Baggage Allowance from the Economy class ticket |                                                                           |
|          | Magnificent Sunbird                                                                                                                                                                                                                                        | Y                                                                              | 30 KG                                                                     |
|          | Elegant Sunbird                                                                                                                                                                                                                                            | H – K                                                                          | 20 KG                                                                     |
|          | Variable Sunbird                                                                                                                                                                                                                                           | B – M – S – T                                                                  | 20 KG                                                                     |
|          | Plain Sunbird                                                                                                                                                                                                                                              | Q – V – L – G – W – X – U                                                      | 20 KG                                                                     |
|          | Infants under the age of 2                                                                                                                                                                                                                                 | All Airlink flights                                                            | 10 KG all classes<br>One collapsible pram or buggy<br>One infant car seat |

|                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                             |                  |
|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|------------------|
|                                                                                                                                | Skybucks BLACK Tier                                                                                                                                                                                                                                                                                                                                                                                                                       | Airlink<br><br>Operated flights<br>excluding<br>4Z8000 – 4Z8999                                                             | Additional 15 KG |
|                                                                                                                                | Skybucks EMERALD Tier                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                             | Additional 10 KG |
|                                                                                                                                | Skybucks RED Tier                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                             | Additional 5 KG  |
| >> Refer to the Airlink Baggage policy for more information <<                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                             |                  |
| <b>Note:</b> for connecting 4Z flights, the free baggage allowance exception shall apply if the connection is within 24 hours. |                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                             |                  |
| 10.2.4                                                                                                                         | The Airline reserves the right to weigh and measure the Passenger’s cabin Baggage and if it exceeds the measurements above, accept it as Checked Baggage only. If you do not concede to this, we will deny the Passenger and Baggage carriage on the flight and the normal fare rules of the Ticket will apply.                                                                                                                           |                                                                                                                             |                  |
| 10.2.5                                                                                                                         | Individual sports persons or sports groups will be permitted sporting equipment packed as one-piece, maximum 15kg extra to the free checked baggage allowance allocated on the ticket. Sporting equipment is not guaranteed and subject to weight and space available in the aircraft baggage hold compartment. In the event there is no hold space or weight available the sporting equipment will be sent on the next available flight. |                                                                                                                             |                  |
| 10.2.5.1                                                                                                                       | Should the overall baggage allowance weight exceed the free allowance, excess baggage rates will apply. The maximum overall allowance that can be carried free of charge varies according to the class and destination.                                                                                                                                                                                                                   |                                                                                                                             |                  |
| 10.2.5.2                                                                                                                       | Example of the overall free baggage allowance is 20kg permitted on an Economy class ticket and an additional 15kg permitted for a golf bag which means the total free baggage allowance is 35kg before excess baggage charges will apply.                                                                                                                                                                                                 |                                                                                                                             |                  |
| 10.2.5.3                                                                                                                       | Individual sports items with a maximum length of 2 meters is permitted. Sports items exceeding 2 meters cannot be transported as checked baggage and must be sent as cargo.                                                                                                                                                                                                                                                               |                                                                                                                             |                  |
| 10.2.5.4                                                                                                                       | Sports equipment bags and cases cannot contain clothing or other personal items. They must be used only to carry sports equipment.                                                                                                                                                                                                                                                                                                        |                                                                                                                             |                  |
| 10.2.5.5                                                                                                                       | Aircraft restrictions limit the quantity and types of certain sports equipment that can be accepted so it is advisable to pre-book such items.                                                                                                                                                                                                                                                                                            |                                                                                                                             |                  |
| 10.3                                                                                                                           | EXCESS BAGGAGE                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                             |                  |
| 10.3.1                                                                                                                         | The Passenger will be obliged to pay an extra charge for carriage of Baggage more than the Passenger’s free baggage allowance on Airlink Weight Concept as follows:                                                                                                                                                                                                                                                                       |                                                                                                                             |                  |
|                                                                                                                                | Airlink Domestic Flights within South Africa                                                                                                                                                                                                                                                                                                                                                                                              | For Checked Baggage, Sporting Equipment and Domestic Pets the charge is ZAR38.00 per kilogram plus VAT.                     |                  |
|                                                                                                                                | Airlink Regional Flights                                                                                                                                                                                                                                                                                                                                                                                                                  | For Checked Baggage, a flat amount is payable according to the applicable route. Refer to Airlink Baggage policy for rates. |                  |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.3.2 | <p>Due to the nature of the smaller airports which Airlink serves with medium-size aircraft, hold space may be restricted on full flights and/or in certain weather conditions. In the interest of operational safety, the Airline may opt to carry some baggage on the next available flight. There is no guarantee that the baggage is carried on the same flight.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10.3.3 | <p>An additional baggage allowance is available for purchase on Airlink operated flights indicated by a '4Z' 3-digit flight number. This additional baggage is subject to space available on the aircraft. Very important to note:</p> <ul style="list-style-type: none"> <li>a) Additional baggage purchases are valid per sector. Multiple Airlink sectors will require multiple purchases.</li> <li>b) Excess baggage charges for other Airlines or connecting flights needs to be paid directly to the Airline concerned.</li> <li>c) If you have purchased insufficient excess baggage on-line, additional excess baggage can be purchased at the applicable airport.</li> <li>d) No single item of checked baggage may exceed 32kg.</li> <li>e) On-line excess baggage purchases are restricted to checked baggage only</li> <li>f) All excess baggage purchases are <b>non-refundable</b> regardless of whether they are utilized or not.</li> </ul> |
| 10.3.4 | <p><b>Payment for Excess Baggage at the Airport</b></p> <p>Payment for Excess baggage charges shall apply at the airport for any baggage exceeding the total amount of the ticketed free checked baggage allowance.</p> <p>In the event the Excess baggage could not be paid prior to flight closure the following will apply:</p> <ul style="list-style-type: none"> <li>i. Passenger will be responsible to remove items from the bag to reduce the weight or dispose of the baggage resulting in the unpaid excess. Airlink will not store the baggage on the passenger's behalf; or</li> <li>ii. Passenger and baggage shall be offloaded from the flight at the passenger's expense and will forfeit the Ticket due to no-show and will be required to purchase a new ticket for an alternative flight</li> </ul>                                                                                                                                      |
| 10.3.5 | <p><b>Excess Baggage T&amp;Cs</b></p> <ul style="list-style-type: none"> <li>a) May be restricted due to operational and safety reasons.</li> <li>b) Excess Baggage rates are subject to change.</li> <li>c) Excess Baggage rates are valid per passenger.</li> <li>d) Irrespective of the Checked Baggage allowance, airport rules worldwide limit the weight of any individual bag to a maximum weight per checked bag of 32kg. Where the total checked baggage allowance exceeds this, you will be required to use multiple bags. Where purchasing excess baggage for piece concept, the maximum weight of the bag purchased can be 23kgs in Economy class and 32kgs in Business class, within the standard dimensions.</li> </ul>                                                                                                                                                                                                                       |

| 10.4     | ITEMS NOT ALLOWED IN PASSENGER BAGGAGE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.4.1   | <p>There are certain items which the Passenger must not include in Baggage. It is the Passenger's responsibility to familiarise themselves with the applicable rules regarding Baggage. If the Passenger fails to comply with any of the applicable rules, then the Passenger and the Baggage will be refused carriage and the fare rules applicable to the Ticket will apply.</p> <p>In addition, the Passenger will not be entitled to claim compensation in any prohibited item wrongfully included in Baggage sustains damage or causes damage to your Baggage.</p>                                                                                                                                                                                                                                                                                                                                                               |
| 10.4.2   | <p><b>The Passenger shall not include any of the following items in your Unchecked Baggage or Checked Baggage:</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10.4.2.1 | <p>Items which are likely to endanger the aircraft or persons or property on board the aircraft, such as those specified in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air and the IATA Dangerous Goods Regulations (<a href="http://www.tsa.gov/travelers/airtravel/prohibited/permitted-prohibited-items.shtm">http://www.tsa.gov/travelers/airtravel/prohibited/permitted-prohibited-items.shtm</a>), and in our related regulations. If the Passenger is not familiar with those rules and regulations, please consult with the Airline; accordingly,</p>                                                                                                                                                                                                                                                                                                                                       |
| 10.4.2.2 | <p>Items which are prohibited from being carried by applicable Laws, regulations, orders, or governmental policy of any state to be flown from or to. It is the Passenger's responsibility to familiarise yourself with the applicable Laws, regulations, order, or governmental policies that may be applicable;</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10.4.2.3 | <p>Any drugs as defined in the Drugs and Drug Trafficking Act 140 of 1992, unless the use and possession of such drugs have been acquired from a medical practitioner, dentist, veterinarian (Medical Practitioner) or pharmacist acting on the oral instruction or written prescription of a Medical Practitioner or have otherwise been acquired in a lawful manner and as permitted in terms of applicable Laws ("Permitted Drugs"). All Permitted Drugs must be kept in your hand luggage, and you must have a medical letter on hand authorising you to use and possess the Permitted Drugs. Due to the public nature of airline travel and that of the business operations of the Airline, if you do not have the required medical authorisation to use and possess the Permitted Drugs, you will be prohibited from carrying such items on your person or from placing such items in Unchecked Baggage or Checked Baggage.</p> |
| 10.4.2.4 | <p>Items which are reasonably considered by the Airline to be unsuitable for carriage because it may be dangerous or unsafe or by reason of its weight, size, shape or character, or which are fragile or perishable having regard to, for example, the type of aircraft being used. Passengers must consult with the Airline about any concerns they may have about the suitability of the Baggage before they arrive at the airport;</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10.4.2.5 | <p>Items attracting any form of duty if the Passenger is travelling as an unaccompanied child under the age of sixteen (16); or</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10.4.2.6 | <p>War material. Passengers must please consult with the Airline if you have any doubt about whether any item constitutes war material.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10.4.3   | <p><b>The Passenger shall not include in Checked Baggage:</b></p> <p>Fragile, Perishable or Valuable items including, but not limited to:</p> <ul style="list-style-type: none"> <li>a) cameras and camera lenses</li> <li>b) computer equipment</li> <li>c) house or car keys</li> <li>d) jewellery</li> <li>e) Car parts and motorcycle parts</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <ul style="list-style-type: none"> <li>f) medication or medical equipment which may be required inflight or during the Passenger's trip or which cannot be quickly replaced if lost or damaged</li> <li>g) merchandise or stock (goods for sale, spare parts, trade samples etc.)</li> <li>h) money</li> <li>i) personal electronic devices</li> <li>j) precious metals</li> <li>k) samples</li> <li>l) stored data</li> <li>m) valuable documents (including business documents, Passports and other identification documents, negotiable papers, securities deeds etc.)</li> <li>n) sunglasses and reading glasses</li> <li>o) binoculars</li> <li>p) hoverboards, balance boards and similar devices (transported as cargo only)</li> <li>q) any other items that may be considered of value</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10.4.4 | <p><b>The Passenger must not include in Unchecked Baggage:</b></p> <ul style="list-style-type: none"> <li>a) Arms and ammunition</li> <li>b) Billiard, snooker, or pool cues</li> <li>c) Catapults</li> <li>d) Corkscrews</li> <li>e) Darts</li> <li>f) Duct tape</li> <li>g) Explosives or anything containing explosives (Christmas crackers, fireworks, or firecrackers) and incendiary materials</li> <li>h) Handcuffs</li> <li>i) Hard sporting balls (including cricket, field, golf, hockey or billiard, snooker, or pool balls)</li> <li>j) Hypodermic needles and syringes (unless required for medical reasons and accompanied by a medical certificate confirming the medical condition necessitating carriage)</li> <li>k) Knitting needles and crochet needles</li> <li>l) Knives of any kind, type, shape, or size</li> <li>m) Letter openers</li> <li>n) Martial arts devices</li> <li>o) Mechanical car parts</li> <li>p) Metal cutlery</li> <li>q) Nail files</li> <li>r) Razor blades and straight razor blades (excluding safety razors and accompanying cartridge blades)</li> <li>s) Real, replica or toy weapons</li> <li>t) Scissors</li> <li>u) Slingshots</li> <li>v) Sporting bats and clubs (including, for example, baseball and softball bats, golf clubs, cricket bats, tennis racquets, badminton racquets and squash racquets etc.)</li> <li>w) Tradesmen's tools</li> </ul> |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.4.5      | <p><b>Prohibited Items:</b></p> <p>Certain items may not be accepted as Checked baggage, Carry-On baggage or on your person under any circumstances. The Airline does not accept any items which are considered to us to be unsuitable for carriage by Air because they are dangerous or unsafe. This includes any items which are likely to endanger the aircraft or persons or property on board the aircraft, as well as items which are prohibited by applicable laws or regulations. It is considered a criminal offence to make jokes or inappropriate comments regarding the carriage of such articles.</p> <p>Such items include but are not limited to:</p> <ul style="list-style-type: none"> <li>▪ Toy guns</li> <li>▪ Disabling or electronic shock devices such as but not limited to pepper sprays and Tasers</li> <li>▪ Fireworks</li> <li>▪ Oxygen bottle carried onboard for personal use</li> <li>▪ Any small vehicles powered by lithium batteries such as balance wheels, hover boards or mini Segways.</li> </ul> |
| 10.4.6      | <p><b>Any article which in the Airline’s reasonable opinion or the reasonable opinion of airport security personnel, may be used as, or adapted for use as, a weapon with the potential to cause injury or incapacitation or to represent any other security or safety threat.</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10.4.7      | <p>If an item of Unchecked Baggage becomes Checked Baggage (whether at the Passengers request or Airlink’s request), the Passenger must immediately remove from it all items which are prohibited from inclusion in Checked Baggage as disclosed in Clause 10.4.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>10.5</b> | <b>LITHIUM BATTERIES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10.5.1      | <p>Lithium batteries installed in equipment are common in cameras, laptop computers, mobile phones, portable music players etc, must be switched off with measures taken to ensure they cannot be accidentally activated when placed in baggage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10.5.2      | <p>All spare lithium batteries shall only be permitted in Carry-on Baggage excluding SkyCheck Baggage which must be protected from short circuit.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10.5.3      | <p>Whether a lithium battery can be carried by air or not depends on its configuration and either Watt-hour (Wh) rating (for rechargeable) or Lithium Content (LC) (for non-rechargeable).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10.5.4      | <p>For devices carried in Checked Baggage and in Carry-on Baggage, measures must be taken to prevent unintentional activation –</p> <ol style="list-style-type: none"> <li>a) Separate the battery from the device.</li> <li>b) Batteries must be individually protected as to prevent short circuits.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

10.5.5

SPARE BATTERIES

a) Batteries, spare/loose, including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries for portable electronic devices must be **carried in carry-on baggage only** see 10.2.2.1 maximum 8kg.

b) Articles which have the primary purpose as a power source, e.g. power banks are considered as spare batteries.

c) **Batteries must be individually protected** to prevent short circuits by placing them in original retail packaging or by otherwise insulating terminals e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch.

d) **Lithium metal batteries:** the lithium metal content must not exceed 2 g.

e) **Lithium-ion batteries:** the Watt-hour rating must not exceed 100 Wh.

f) Each person is limited to a maximum of 20 spare batteries.

10.5.6

Use the following table to determine if the battery is acceptable:

| Watt Hour Rating (Wh) or (Li Content) | Configuration                                                                                        | Carry-on Baggage (excluding SkyCheck) | Checked Baggage | Operator Approval |
|---------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------|-----------------|-------------------|
| ≤100Wh (2g)                           | In Equipment                                                                                         | YES (max 15)                          | YES             | NO                |
|                                       | Spare / loose                                                                                        | YES (max 20)                          | NO              | NO                |
| >100 to ≤160Wh                        | In Equipment                                                                                         | YES (max 15)                          | YES             | YES               |
|                                       | Spare / loose                                                                                        | YES (max 20)                          | NO              | YES               |
| >160Wh                                | Must be presented and carried as Cargo in accordance with the IATA Dangerous Goods Regulations (DGR) |                                       |                 |                   |

To convert Amp-hours (Ah) to Watt-hours (Wh) multiply Ah x Voltage

10.5.7

PORTABLE ELECTRONIC DEVICES

a) Applicable to the transportation of Portable electronic devices (PED) containing lithium metal or lithium-ion cells batteries, including medical devices such as portable oxygen concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets etc.

b) For lithium metal batteries the lithium metal content must not exceed 2 g and for lithium-ion batteries the Watt-hour rating must not exceed 100 Wh.

c) Devices in checked baggage must be completely switched off and must be protected from damage see 10.18.4 valuable items.

d) Each person is limited to a maximum of 15 PED. Quantities more than this shall be transported as cargo at the Passenger’s expense.

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------|--|------------------------------------------------------------------------|----|-------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------|--|----------------------------------------------------------------------------------------------------------|----|-------------------|--|--------------------------------------------------------------------------|----|---------------|--|------------------|----|-------------------------------------------------|--|------------------------------------------------------------------------|----|------------------------|--|---------------------------------|----|------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------|----|----------------------------|--|-----------------------------------------|----|-------------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------|----|---------------------------|--|----------------------------------------------------------------------------|
| <b>10.6</b> | <b>DANGEROUS GOODS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| 10.6.1      | Dangerous Goods are items that may endanger the safety of an aircraft or persons on board the aircraft. They are also known as restricted articles and hazardous materials. Their carriage on aircraft is governed by the IATA Dangerous Goods Regulations and the Civil Aviation Safety Authority Regulations and must not be carried in Passenger or Crew Checked or Carry-on Baggage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| 10.6.2      | <p>Civil Aviation Safety Regulations forbid the carriage of most items of Dangerous Goods onto an aircraft such as:</p> <table> <tr> <td>a)</td><td><b>Flammable liquids</b></td></tr> <tr> <td></td><td>Such as lighter or heating fuels, flammable paints, paint thinner etc.</td></tr> <tr> <td>b)</td><td><b>Flammable solids</b></td></tr> <tr> <td></td><td>Such as matches and articles which are easily ignited, substances liable to spontaneous combustion and substances which emit flammable gases on contact with water.</td></tr> <tr> <td>c)</td><td><b>Gases</b></td></tr> <tr> <td></td><td>Flammable, non-flammable and poisonous, oxygen tanks, deeply refrigerated gases such as liquid nitrogen.</td></tr> <tr> <td>d)</td><td><b>Corrosives</b></td></tr> <tr> <td></td><td>Such as mercury, acids, alkalis, wet cell batteries, drain cleaners etc.</td></tr> <tr> <td>e)</td><td><b>Oxygen</b></td></tr> <tr> <td></td><td>For medical use.</td></tr> <tr> <td>f)</td><td><b>Explosives, munitions, fireworks, flares</b></td></tr> <tr> <td></td><td>Including fire and Christmas crackers, toy caps, detonators and fuses.</td></tr> <tr> <td>g)</td><td><b>Spare batteries</b></td></tr> <tr> <td></td><td>See <a href="#">Clause 10.5</a></td></tr> <tr> <td>h)</td><td><b>Infectious substances</b></td></tr> <tr> <td></td><td>Substances that are known or expected to contain pathogens and other agents such as prions, which can cause disease in humans or animals.</td></tr> <tr> <td>i)</td><td><b>Oxidizing materials</b></td></tr> <tr> <td></td><td>Such as bleaching powder and peroxides.</td></tr> <tr> <td>j)</td><td><b>Toxic substances</b></td></tr> <tr> <td></td><td>Disabling or incapacitating sprays, infectious or biologically hazardous material e.g., infected blood, bacteria and viruses, poisons etc.</td></tr> <tr> <td>k)</td><td><b>Magnetic Materials</b></td></tr> <tr> <td></td><td>Strong magnets such as those in some loudspeakers and laboratory equipment</td></tr> </table> | a) | <b>Flammable liquids</b> |  | Such as lighter or heating fuels, flammable paints, paint thinner etc. | b) | <b>Flammable solids</b> |  | Such as matches and articles which are easily ignited, substances liable to spontaneous combustion and substances which emit flammable gases on contact with water. | c) | <b>Gases</b> |  | Flammable, non-flammable and poisonous, oxygen tanks, deeply refrigerated gases such as liquid nitrogen. | d) | <b>Corrosives</b> |  | Such as mercury, acids, alkalis, wet cell batteries, drain cleaners etc. | e) | <b>Oxygen</b> |  | For medical use. | f) | <b>Explosives, munitions, fireworks, flares</b> |  | Including fire and Christmas crackers, toy caps, detonators and fuses. | g) | <b>Spare batteries</b> |  | See <a href="#">Clause 10.5</a> | h) | <b>Infectious substances</b> |  | Substances that are known or expected to contain pathogens and other agents such as prions, which can cause disease in humans or animals. | i) | <b>Oxidizing materials</b> |  | Such as bleaching powder and peroxides. | j) | <b>Toxic substances</b> |  | Disabling or incapacitating sprays, infectious or biologically hazardous material e.g., infected blood, bacteria and viruses, poisons etc. | k) | <b>Magnetic Materials</b> |  | Strong magnets such as those in some loudspeakers and laboratory equipment |
| a)          | <b>Flammable liquids</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | Such as lighter or heating fuels, flammable paints, paint thinner etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| b)          | <b>Flammable solids</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | Such as matches and articles which are easily ignited, substances liable to spontaneous combustion and substances which emit flammable gases on contact with water.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| c)          | <b>Gases</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | Flammable, non-flammable and poisonous, oxygen tanks, deeply refrigerated gases such as liquid nitrogen.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| d)          | <b>Corrosives</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | Such as mercury, acids, alkalis, wet cell batteries, drain cleaners etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| e)          | <b>Oxygen</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | For medical use.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| f)          | <b>Explosives, munitions, fireworks, flares</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | Including fire and Christmas crackers, toy caps, detonators and fuses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| g)          | <b>Spare batteries</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | See <a href="#">Clause 10.5</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| h)          | <b>Infectious substances</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | Substances that are known or expected to contain pathogens and other agents such as prions, which can cause disease in humans or animals.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| i)          | <b>Oxidizing materials</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | Such as bleaching powder and peroxides.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| j)          | <b>Toxic substances</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | Disabling or incapacitating sprays, infectious or biologically hazardous material e.g., infected blood, bacteria and viruses, poisons etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
| k)          | <b>Magnetic Materials</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |
|             | Strong magnets such as those in some loudspeakers and laboratory equipment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |                          |  |                                                                        |    |                         |  |                                                                                                                                                                     |    |              |  |                                                                                                          |    |                   |  |                                                                          |    |               |  |                  |    |                                                 |  |                                                                        |    |                        |  |                                 |    |                              |  |                                                                                                                                           |    |                            |  |                                         |    |                         |  |                                                                                                                                            |    |                           |  |                                                                            |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                        |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
|             | l)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Radioactive materials</b>                                                                                           |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | E.g., medicinal, or commercial isotopes                                                                                |
|             | m)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Miscellaneous</b>                                                                                                   |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Including asbestos, charcoal, and engines                                                                              |
|             | n)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Alcoholic Beverages</b>                                                                                             |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | When in retail packaging, containing more than 24% but not more than 70% alcohol volume in containers not exceeding 5L |
| 10.6.3      | <p>Dry ice can be used as a refrigerant to pack perishables in cabin baggage provided it is packaged in a ventilated container to permit the release of carbon dioxide gas. This is limited to one kilogram (1kg) of dry ice per Passenger.</p> <p>Please note: the container must be declared upon check-in and marked with the following information:</p> <ul style="list-style-type: none"> <li>a) Name of the contents being cooled</li> <li>b) Net weight</li> <li>c) A sticker clearly visible with the words "DRY ICE"</li> </ul>                                                                                                                                                                                             |                                                                                                                        |
| 10.6.4      | <p>Passengers are required to make an accurate declaration of dangerous goods during check-in to ensure the safe transportation of potentially hazardous materials by air. For safety reasons it is forbidden to carry dangerous goods items in baggage. There are specific restrictions that apply to the transport of some items and other items cannot be taken at all.</p> <p>Airport security staff have the right to seize items they consider to be a risk to flight safety. For this reason, both carry-on and checked baggage will undergo security inspections at the airport.</p>                                                                                                                                         |                                                                                                                        |
| 10.6.5      | <p>Any undeclared or mis-declared dangerous goods found in baggage or leakage of dangerous goods from baggage with or without the passenger present, the baggage shall be offloaded and taken to a dedicated area where attempts will be made to locate the passenger for further screening and investigation.</p> <p>Passengers that miss their flight due to the above shall be recorded as a no-show where the Airlink no-show policy shall apply. If passengers cannot be located during the screening process or continue to their destination without their baggage they shall be required to arrange with the baggage department to have the bag opened and offending items removed if you opt to travel without the bag.</p> |                                                                                                                        |
| <b>10.7</b> | <b>LIMITED RELEASE BAGGAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                        |
| 10.7.1      | <p>Limited Release baggage refers to the limitation of liability against Airlink for damage or loss sustained by any duly identified item of Checked Baggage the Passenger may wish to take with.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                        |
| 10.7.2      | <p>Such baggage automatically includes all goods, bags, sporting equipment's etc., which cannot be delivered to the baggage distribution section by means of the usual conveyor belt regardless of whether or not the limited release tag has been signed. This includes baggage that is unsuitably packed, fragile, perishable, not permitted as Cabin Baggage and late check-in.</p>                                                                                                                                                                                                                                                                                                                                               |                                                                                                                        |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.7.3      | Items accepted under cover of the Limited Release procedure are transported at the Passenger's own risk. The act of handing such duly identified pieces of Baggage over to the Airline indemnifies the Airline from subsequent claims for alleged damage or pilferage from such items or the contents.                                                                                                                                                                                                                                                                                                                                                                       |
| <b>10.8</b> | <b>HUNTING RIFLES and AMMUNITION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10.8.1      | No hand weapons (small arms, handguns i.e., pistols/revolvers used for self-defence purposes) will be accepted or may be transported on Airlink.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10.8.2      | <p>Passengers holding a valid firearm licence to possess the following firearms that may be transported as Checked baggage:</p> <ul style="list-style-type: none"> <li>• Hunting Rifles,</li> <li>• Hunting Handguns (<i>used for the hunting of game</i>),</li> <li>• Hunting Shotguns</li> <li>• Sporting Firearms</li> </ul> <p>A handling fee is applicable to/from all destinations operated by Airlink and payment made at time of WEAP booking. The link below can be used to obtain the current applicable rates.</p> <p><a href="https://www.flyairlink.com/en/za/baggage-firearms-ammunition">https://www.flyairlink.com/en/za/baggage-firearms-ammunition</a></p> |
| 10.8.3      | If the Passenger wishes to carry rifles and shotguns as Checked Baggage it is the Passenger's responsibility to inform yourself of, and ensure that you have obtained, all required clearances from the applicable government authorities of the country of departure and the country of destination and have notified the Airline no later than 72 hours prior to departure.                                                                                                                                                                                                                                                                                                |
| 10.8.4      | Rifles and shotguns will not be accepted as Checked Baggage, unless approved by the Airline no later than 72 hours prior to departure. Rifles shall be unloaded with the safety catch on, and suitably packed and accompanied by all documents legally required by the countries of departure, destination, and any stopovers.                                                                                                                                                                                                                                                                                                                                               |
| 10.8.5      | A maximum of five (5) kilograms of ammunition is allowed per passenger. Ammunition shall never be carried in the cabin or flight deck of the aircraft. Securing of handgun and/or rifle cases and/or ammunition cases may not be done with cable ties/tie wraps. They shall always be secured by a sturdy and robust lock.                                                                                                                                                                                                                                                                                                                                                   |
| 10.8.5.1    | <p><b>DOMESTIC TRAVEL</b></p> <p>Within South African, hunting and sporting ammunition may not be stored in the same case as the firearm nor within Checked in baggage, it must be packed separately.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10.8.5.2    | <p><b>BETWEEN INTERNATIONAL and REGIONAL TRAVEL via South Africa (JNB/CPT/DUR)</b></p> <p>Hunting and sporting ammunition may be checked through South Africa in Checked in baggage if permitted by the State (Country) travelling to/from e.g., NYC-FRA-JNB-BUQ and vice versa.</p>                                                                                                                                                                                                                                                                                                                                                                                         |
| 10.8.5.3    | <p><b>BETWEEN DOMESTIC and INTERNATIONAL/REGIONAL</b></p> <ul style="list-style-type: none"> <li>• Travel <b>to</b> South Africa</li> </ul> <p>Passenger will need to package their hunting and sporting ammunition separate from their Checked in baggage at the first point of entry into South Africa for all Domestic flights for security clearance by South African authorities e.g., FRA-JNB-DUR / MUB-JNB-DUR (clearance will be done in JNB).</p>                                                                                                                                                                                                                   |

|                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------|------------|--------------|-----------------------------|--------|------------------------|-------------|-----------------|----------------------------------------------------|--|-------------|
|                                                    | <ul style="list-style-type: none"><li>• Travel <b>from</b> South Africa</li></ul> <p>Passengers require SAPS clearance of their hunting and sporting rifles and ammunition prior to check-in and then are permitted to pack ammunition into Checked in baggage as per the laws of the State (Country) they are travelling to e.g., DUR-JNB-FRA / DUR-JNB-MUB.</p>                                                                                                                                                                                                         |                   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| 10.8.5.4                                           | Airlink shall not be held responsible if ammunition is confiscated from Checked in baggage by Airport security or Police.                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| 10.8.6                                             | The Airline will have no liability or responsibility where any item accepted under <a href="#">Clause 10.4.5 (Prohibited Items)</a> and/or <a href="#">10.4.6</a> is removed from the Passenger’s Checked Baggage and/or retained or destroyed by security personnel, government officials, airport officials, police or military officials or other Airlines involved in the Passenger’s carriage.                                                                                                                                                                       |                   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| 10.8.7                                             | Hunting rifles and sport firearms licensed in the category “sport” packed in a gun case or rifle bag forms part of sporting equipment where an additional 15kg free baggage allowance will be permitted. Thereafter, the excess baggage allowance will be raised as applicable including the handling fee charge.                                                                                                                                                                                                                                                         |                   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| 10.8.8                                             | <p>The items below fall under the Special Service Request as Weapons and need to meet the booking procedure requirements and shall incur a handling fee charge see <a href="#">Clause 10.8.2</a>:</p> <table><tr><td>Axes and hatchets</td><td>Starter Guns</td><td>Air Rifles</td></tr><tr><td>Replica Guns</td><td>Stun Guns /Shocking Devices</td><td>Swords</td></tr><tr><td>Decommissioned Weapons</td><td>Toy Weapons</td><td>Starter Pistols</td></tr><tr><td colspan="2">Tranquilliser Dart Guns – Veterinary purposes only</td><td>Pellet Guns</td></tr></table> | Axes and hatchets | Starter Guns | Air Rifles | Replica Guns | Stun Guns /Shocking Devices | Swords | Decommissioned Weapons | Toy Weapons | Starter Pistols | Tranquilliser Dart Guns – Veterinary purposes only |  | Pellet Guns |
| Axes and hatchets                                  | Starter Guns                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Air Rifles        |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| Replica Guns                                       | Stun Guns /Shocking Devices                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Swords            |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| Decommissioned Weapons                             | Toy Weapons                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Starter Pistols   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| Tranquilliser Dart Guns – Veterinary purposes only |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Pellet Guns       |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| <b>10.9</b>                                        | <b>RIGHT TO REFUSE CARRIAGE OF BAGGAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| 10.9.1                                             | The Airline reserves the right to refuse to carry Baggage that contains any of the items described in <a href="#">Clause 10.4.3</a> and <a href="#">Clause 10.4.4 (Items Not Allowed in Passenger Baggage)</a> regardless of whether and when the Airline is informed or discover the presence of any such items.                                                                                                                                                                                                                                                         |                   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| 10.9.2                                             | The Airline reserves the right to refuse to accept Baggage for carriage if the Airline reasonably considers that it is unsuitable for carriage, whether because of its size, shape, appearance, weight, content, character, or for safety or operational reasons, or for the comfort of other Passengers. If the Passenger has any doubt about particular items, please request guidance from the Airline or its Authorised Agents.                                                                                                                                       |                   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |
| 10.9.3                                             | The Airline reserves the right to refuse to accept Baggage for carriage if the Airline reasonably believes that it is not properly and securely packed in suitable containers. If the Passenger has any doubt about the suitability of containers used for Baggage, please request guidance from the Airline or its Authorised Agents.                                                                                                                                                                                                                                    |                   |              |            |              |                             |        |                        |             |                 |                                                    |  |             |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>10.10</b> | <b>RIGHT TO SEARCH, SCREEN AND X-RAY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10.10.1      | <p>For reasons of safety, health, and security, and to ensure that the Passenger is not carrying any items prohibited by these Conditions of Carriage in Baggage, the Airline may search, screen and x-ray the Passenger's Baggage.</p> <p>The Airline will endeavour to search the Passenger's Baggage while you are present, but if the Passenger is not readily available; the Airline reserves the right to search it in the Passenger's absence. If the Passenger does not allow the Airline to conduct all such searches, scans and x-rays, the Airline reserves the right to refuse carriage to the Passenger and their Baggage.</p>                                                                                                                                                                                                                                                                                                                                                     |
| 10.10.2      | The Passenger is obliged to allow security checks of the Passenger's Baggage by government officials, airport officials, police or military officials and other Airlines involved in the Passenger's carriage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10.10.3      | If a search, screen, or x-ray causes damage to the Passenger's Baggage, the Airline will not be liable for the damage unless it can be reasonably proved that it was caused solely by our gross negligence or wilful misconduct.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10.10.4      | Please note that the security authorities of some countries require that Checked Baggage is secured in such a manner that it can be opened without the possibility of causing damage in the absence of the Passenger. It is the Passenger's responsibility to make themselves aware of this and comply with any such requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>10.11</b> | <b>CHECKED BAGGAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10.11.1      | Please fasten a tag or secure a sticker or a business card on the inside as well as the outside of the Baggage with the Passenger's name, full address, and a telephone number at which the Airline can contact the Passenger.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10.11.2      | When the Passenger checks-in Checked Baggage, the Airline will attach a Baggage Identification claim tag for each piece of the Passenger's Checked Baggage to the back of the Passenger's boarding pass which must be retained in the event of a claim with the Airline.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10.11.3      | Checked Baggage will normally be carried on the same aircraft as the Passenger, but it may be necessary for it to be carried on another aircraft on a different flight (for example, for safety, health, security, operational reasons or due to the size or weight of the Checked Baggage or non-compliance with these Conditions of Carriage).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10.11.4      | <p>In the event that the Airline carries the Passenger's Checked Baggage on another flight, the Airline will endeavour to deliver it (provided it wasn't excess, or misconnection due to insufficient connecting time for transfer of Baggage or due to insufficient connecting time) to the physical address the Passenger has supplied, provided that the address is within the <b>local municipal boundaries</b> of the airport of destination, unless the Law at the place of collection requires the Passenger to be present at the airport of arrival for customs clearance or the reason for carriage on another aircraft related to the size or weight of the Checked Baggage or non-compliance with these Conditions of Carriage.</p> <p>If the address falls outside of the local municipal boundary of the airport of destination, the Passenger will be obliged to collect the Checked Baggage from the airport and will have no further claims against the Airline whatsoever.</p> |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.11.5      | Unless the Airline decides in its reasonable discretion that the Passenger's Checked Baggage will not be carried on the same flight as the Passenger, the Airline will not carry the Checked Baggage if the Passenger fails to board the aircraft on which it is loaded or, having boarded, or the Passenger leaves the aircraft before take-off or at a point of transit, without re-boarding.                                                                                                                                                                                                                                                                                        |
| 10.11.6      | The Airline will only carry the Passenger's excess Baggage on the same flight as the Passenger if there is suitable space available on the aircraft and the Passenger has paid the applicable extra charge for carriage of Baggage in excess of the free Baggage allowance. At no time is carriage for excess Baggage guaranteed.                                                                                                                                                                                                                                                                                                                                                      |
| 10.11.7      | For handling purposes, no suitcase may weigh more than thirty-two (32) kilograms. Baggage weighing more than thirty-two (32) kilograms will not be accepted for carriage unless the additional weight is carried in a separate bag or suitable container.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>10.12</b> | <b>UNCHECKED BAGGAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10.12.1      | Each Passenger (except infants not occupying a seat) is entitled to carry one (1) bag in the cabin with total dimensions of one hundred and fifteen (115) centimeters and eight (8) kilogram weight, measuring a maximum of fifty-two (52) by forty (40) by twenty three (23) centimetres. All Unchecked Baggage must be small enough to fit under the seat in front of the Passenger or inside the overhead storage compartments in the cabin of the aircraft. No baggage may be placed on the seat.                                                                                                                                                                                  |
| 10.12.2      | In the event that the Passengers Unchecked Baggage is too big to be stored in this way <a href="#">Clause 10.12.1</a> , or is of excessive weight or considered unsafe for any reason, the Passenger must check it in for carriage as Checked Baggage and pay any excess Baggage charge in the event that the free Baggage allowance has already been used up by other Checked Baggage.                                                                                                                                                                                                                                                                                                |
| 10.12.3      | <p>Whilst every endeavor will be made to accommodate published cabin baggage allowances, Airlink's smaller aircraft mean fewer and narrower overhead locker facilities and may result in Airlink not being able to accommodate all cabin baggage accordingly. This would apply equally to both economy and business class cabins.</p> <p>Should your cabin bag not fit under the seat in front of you and the locker space is full, your bags will be removed and treated as SkyCheck baggage regardless of the allowances stated on your ticket or what is permitted on other Airlines within your itinerary.</p>                                                                     |
| <b>10.13</b> | <b>COLLECTION AND DELIVERY OF CHECKED BAGGAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10.13.1      | <p>Unless <a href="#">Clause 10.11.3</a> requires the Airline to deliver the Checked Baggage to the Passenger, the Passenger must collect their Checked Baggage as soon as it is made available at the destination or Stopover.</p> <p>If the Passenger does not collect it within a reasonable time, the Airline reserves the right to charge the Passenger a storage fee. If the Passenger's Checked Baggage remains unclaimed for three (3) months after it is made available at the Passenger's destination or Stopover, the Airline reserves the right to dispose of it and retain any proceeds of the disposal for our benefit without notice or liability to the Passenger.</p> |
| 10.13.2      | If the person claiming a piece of Checked Baggage cannot produce the required Baggage Identification Tag, that person must prove that the Baggage is his or hers before the Airline will allow collection of the Checked Baggage. The Airline accepts no responsibility for making anything other than limited enquiries of the person claiming the Baggage when assessing the right to collection.                                                                                                                                                                                                                                                                                    |

| 10.14         | ANIMALS – GENERAL excluding emotional support dogs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------|----------|--------------------|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------|-----|----------|---------------------|------|----------|---------------------|------|
| 10.14.1       | <u>Domestic Airlink Flights:</u><br>the acceptance of domestic animals limited to small and medium sized cats, dogs and small household birds as Checked Baggage with a maximum crate weight of 32kg including the animal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                    |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| 10.14.2       | <u>Regional Airlink flights:</u><br>All other livestock and animals on Regional flights shall only be transported as manifested cargo. For further information call Airlink Cargo +27 10 880 3634/5.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                    |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| 10.14.3       | The Airline will not accept a domestic animal for carriage unless the Passenger has applied for, and obtained, its prior approval and the Passenger meets all the following conditions and our applicable Regulations.<br><br>Passengers travelling with domestic pets must contact the Airlink Reservations Support desk +27 11 4517300 press 1 or email <a href="mailto:e-ticketing@flyairlink.com">e-ticketing@flyairlink.com</a> to request permission for the domestic pet to travel no later than 72 hours prior to departure.                                                                                                                                                                                |                                    |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| 10.14.4       | Passengers must allow extra time beyond the required check-in time for the flight to allow enough time to process the pet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                    |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| 10.14.5       | Rigid plastic pet containers or plywood pet containers that must be able to dismantle and reassemble is acceptable for the carriage of domestic dogs and domestic cats as per <a href="#">Clause 10.14.1</a> . Each animal contained in the container must have enough space to turn about normally while standing, to stand and sit erect, and to lie in a natural position and meet the specification of the IATA Live Animals Regulations.                                                                                                                                                                                                                                                                       |                                    |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| 10.14.5.1     | The accepted containers are as follows: <table><tr><th>PET CONTAINER</th><th>DIMENSIONS</th><th>MAXIMUM CRATE WEIGHT EXCLUDING PET</th><th>NOTE</th></tr><tr><td>Number 1</td><td>60cm x 45cm x 40cm</td><td>4kg</td><td rowspan="4"><ul style="list-style-type: none"><li>Crates are accepted on condition they are dismantled into pieces so that they will fit into the X-ray machine for screening purposes.</li><li>The crates must be able to be dismantled without tools.</li></ul></td></tr><tr><td>Number 2</td><td>80cm x 55cm x 55cm</td><td>6kg</td></tr><tr><td>Number 3</td><td>100cm x 65cm x 70cm</td><td>13kg</td></tr><tr><td>Number 4</td><td>125cm x 75cm x 85cm</td><td>22kg</td></tr></table> | PET CONTAINER                      | DIMENSIONS                                                                                                                                                                                                                                            | MAXIMUM CRATE WEIGHT EXCLUDING PET | NOTE | Number 1 | 60cm x 45cm x 40cm | 4kg | <ul style="list-style-type: none"><li>Crates are accepted on condition they are dismantled into pieces so that they will fit into the X-ray machine for screening purposes.</li><li>The crates must be able to be dismantled without tools.</li></ul> | Number 2 | 80cm x 55cm x 55cm | 6kg | Number 3 | 100cm x 65cm x 70cm | 13kg | Number 4 | 125cm x 75cm x 85cm | 22kg |
| PET CONTAINER | DIMENSIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | MAXIMUM CRATE WEIGHT EXCLUDING PET | NOTE                                                                                                                                                                                                                                                  |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| Number 1      | 60cm x 45cm x 40cm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 4kg                                | <ul style="list-style-type: none"><li>Crates are accepted on condition they are dismantled into pieces so that they will fit into the X-ray machine for screening purposes.</li><li>The crates must be able to be dismantled without tools.</li></ul> |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| Number 2      | 80cm x 55cm x 55cm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 6kg                                |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| Number 3      | 100cm x 65cm x 70cm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 13kg                               |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| Number 4      | 125cm x 75cm x 85cm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 22kg                               |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| 10.14.5.2     | The pet including the crate may not exceed 32kg. Animals do not form part of the free baggage allowance and the passenger is required to pay the normal excess baggage rate charges at the airport upon check in which is applicable to containers with the animal inside, unless the animal is a Service dog <a href="#">Clause 6.9</a> or an Emotional Support dog <a href="#">Clause 6.10</a> .                                                                                                                                                                                                                                                                                                                  |                                    |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| 10.14.5.3     | Pets must remain in their crate in all terminal areas including car parks until advised by terminal staff or security screening staff. At the screening point, the passenger will take the pet out of the container for visual inspection of the pet container through the automated metal detector.                                                                                                                                                                                                                                                                                                                                                                                                                |                                    |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |
| 10.14.5.4     | The pet container must be screened through the X-ray machine. If the container is large the passenger must dismantle the container into pieces that will not fit into the X-ray machine for screening purposes. The pet container that cannot fit into the X-ray machine and cannot be collapsible will not be accepted and the passenger will be required to transport the pet via cargo.                                                                                                                                                                                                                                                                                                                          |                                    |                                                                                                                                                                                                                                                       |                                    |      |          |                    |     |                                                                                                                                                                                                                                                       |          |                    |     |          |                     |      |          |                     |      |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.14.5.5 | Upon satisfactory screening of the pet, the passenger will put the pet back into the container and hand over the container including the pet for hold loading while the passenger continues with security formalities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 10.14.6   | <p>The domestic animal must be properly crated by the passenger in a suitable container for carriage in the hold of an aircraft in accordance with all applicable legal requirements and the following conditions have been adhered to -</p> <ul style="list-style-type: none"> <li>a) Be leak and escape proof.</li> <li>b) Be properly ventilated but not allow any part of the animal from protruding outside of the container.</li> <li>c) Provide enough room for the animal to freely stand, lie down and turn around.</li> <li>d) Contain absorbent material or litter.</li> <li>e) Have functional handles on the kennel's exterior to prevent tilting and any direct contact with the animals.</li> <li>f) Be closed securely but not locked.</li> <li>g) Have labels with the words "Live Animal" on the top and on at least one side supplied by the Airline.</li> <li>h) Be made of metal, wood, or a hard plastic/composite.</li> <li>i) If the container is large the passenger must dismantle it without tools for the pieces to fit in the x-ray machine for screening purposes.</li> <li>j) Have necessary supplies of food and water.</li> </ul> |
| 10.14.7   | <p>The Airline will be responsible for enforcing all regulatory requirements relating to transportation of live animals which includes all the necessary required documentation listed below no later than 72 hours prior to departure. Copies of the documentation must be emailed to <a href="mailto:e-ticketing@flyairlink.com">e-ticketing@flyairlink.com</a> for verification.</p> <p>The domestic cat or dog must be accompanied by, and the Airline is shown upon check-in the following:</p> <ul style="list-style-type: none"> <li>a) Valid Veterinary health booklet</li> <li>b) Rabies certificate</li> </ul> <p>Inoculation for cats and dogs above the age of 3 months must be inoculated against Rabies. There is a waiting period of 7 days (if the animal is older than 1 year) or 14 days (for 1st time in inoculation or if they are between 3 and 12 months) after their rabies inoculation, prior to the dog or cat travelling. This excludes small household birds no vaccines within the borders of South Africa.</p>                                                                                                                        |
| 10.14.8   | The Airline will not be responsible for the loss, injury, sickness, or death unless caused solely by its gross negligence and/or wilful misconduct which must be reasonably proved by the Passenger.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10.14.9   | In the event that an animal is carried by the Airline without being accompanied by all the certificates and permits required, the Airline will have no liability to the Passenger for any loss the Passenger may suffer and the Passenger will pay or reimburse the Airline (upon request) for any fines, costs, losses or liabilities imposed on or incurred by us as a result of the absence of one or more required certificates or permits.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10.14.10  | Airlink reserves the right to deny carriage to domestic animals in its reasonable discretion and does not guarantee that it will be able to provide carriage to domestic animals on all the flights that it operates.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | In the event of operational requirements, where the aircraft may not support live animals in the hold compartment, Airlink will either rebook the domestic animal onto a later flight or reroute the domestic animal via another Airlink flight at no additional cost to the passenger.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10.14.11 | No puppy or kitten may be transported via air under 8 weeks of age. When an animal is flown of an age between 8 and 16 weeks, whether the animal was vaccinated or not, the animal must be accompanied with proof of the mother's vaccination. For the mother's vaccination to be considered valid she must have received her vaccination at least 30 days but no longer than 12 months prior to giving birth to the specific animal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 10.14.12 | <p>With reference to the Animal Diseases Act 35 of 1984 - control measure against Rabies "all domestic dogs and cats" in South Africa shall be immunised and certified by a registered Veterinarian.</p> <p>To adhere to the legislation, the following is required when cat(s) and or dog(s) are transported on Airlink Domestic flights:</p> <ol style="list-style-type: none"> <li>I. Vaccination: an original inoculation booklet must accompany each animal with proof of all vaccinations signed and dated by the Veterinarian.</li> <li>II. Rabies vaccination is required at 12 weeks of age and again at 12 months and every consecutive year thereafter.</li> <li>III. Dogs and cats between 8 and 16 weeks whether the animal were vaccinated at 12 weeks or not, the animal must be accompanied with proof of the mother's vaccination.</li> <li>IV. For the "other vaccinations" to be considered valid the mother must have received her vaccination at least 30 days but no longer than 12 months prior to giving birth.</li> </ol>                                                                                                                                                                                                         |
| 10.14.13 | <p>Animals with shortened or flattened noses, known as brachycephalic, snub-nosed or flat-faced breeds have a significantly higher risk of health complications due to their short snouts and compromised respiratory systems, known as Brachycephalic Obstructive Airway Syndrome (BOAS). Breathing difficulties intensify in warmer conditions, when pets are anxious due to unfamiliar surroundings or when unacclimated to their transport container.</p> <p>Any brachycephalic breed, including British Bulldogs, French Bulldogs, Pugs, Boston Terriers, Pekingese and Himalayan and Persian cats, are at greater risk of heat stress.</p> <p>Some airlines prohibit carriage of certain brachycephalic breeds. Risks to brachycephalics are significant and, therefore, air transportation of brachycephalic animals should be avoided for their own health, safety, and welfare. Owners should be aware of the increased risks associated with air transportation of these types of animals and other alternative safer modes of transport, where direct supervision throughout the transport process is possible, should be chosen instead and Airlink will not be liable for any consequences related to risk when transporting such breeds.</p> |
| 10.14.14 | Only small to medium sized dogs with a non-aggressive and friendly nature will be accepted for travel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10.14.15 | <p>A maximum of two (2) adult, small to medium sized cohabit dogs or cats up to 14 kg each may be permitted to share the same pet carrier provided they are from the same group of animals. Dogs or cats over 14kg must travel individually.</p> <p>Dogs or cats up to six months old from the same litter, up to 14 kg each, maximum quantity of three (3), may be permitted to share the same pet carrier.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| <b>10.15</b>                                                                                                                       | <b>SKYCHECK BAGGAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                |               |                                                                                                                                    |                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                    | Airlink provides a special SkyCheck facility for hand-luggage weighing no more than eight (8) kilograms in the interests of in-flight comfort and speedy boarding and departure procedures. Upon boarding, simply place any hand-luggage that you will not need during the flight on the Skycheck cart next to the boarding steps. The hand luggage will be waiting for the Passenger upon disembarkation from the aircraft at the destination.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                |               |                                                                                                                                    |                                                                                                                                    |
| <b>10.16</b>                                                                                                                       | <b>SPECIAL BAGGAGE ITEMS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                |               |                                                                                                                                    |                                                                                                                                    |
| 10.16.1                                                                                                                            | <p><b>PHOTOGRAPHIC EQUIPMENT</b></p> <ul style="list-style-type: none"> <li>a) Passengers traveling with photographic equipment pertaining to lenses and cameras will be allowed to carry the equipment on board if the allowance is within the current hand baggage regulations, total dimensions 115cm, maximum 8kg.</li> <li>b) Any other photographic equipment, i.e., lighting equipment, tripods, props etc. must be packed in cases or boxes as Checked Baggage.</li> <li>c) Should the weight and dimensions exceed the allocated 8kg hand luggage allowance, the excess baggage rate will be charged, and the Passenger will be allowed to carry the equipment pertaining to lenses and cameras to the aircraft not exceeding 50kg. The camera bags will be tagged with a SkyCheck tag and will be placed on the SkyCheck facility during boarding.</li> <li>d) Advance reservation arrangements must be made no later than 72 hours prior to departure.</li> <li>e) This type of baggage shall have a "Fragile" sticker attached and the Passenger shall be required to sign a Limited Release tag.</li> </ul> |                |               |                                                                                                                                    |                                                                                                                                    |
| 10.16.2                                                                                                                            | <p><b>MUSICAL INSTRUMENTS</b></p> <ul style="list-style-type: none"> <li>a) Musical instruments, e.g., cello, harp, guitar, violin etc. are not permitted in the aircraft cabin and accepted only as Checked Baggage for placement in the hold compartment.</li> <li>b) This forms part of the free baggage allowance and the applicable excess baggage charge shall apply if it exceeds.</li> <li>c) This type of baggage shall have a "Fragile" sticker attached and the Passenger shall be required to sign a Limited Release tag.</li> <li>d) Advance arrangements must be made no later than 72 hours prior to departure.</li> <li>e) The musical instrument must be in its hard-shell case for appropriate protection.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                  |                |               |                                                                                                                                    |                                                                                                                                    |
| 10.16.3                                                                                                                            | <b>EXTRA SEAT FOR DIPLOMATIC BAGGAGE IN THE CABIN</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                |               |                                                                                                                                    |                                                                                                                                    |
| 10.16.3.1                                                                                                                          | <p>Holders of a Diplomatic passport or a laissez-passer diplomatic travel document are permitted to purchase the seat next to them for use of a bag being accommodated in the cabin and is calculated by adding the length + width + height as follows:</p> <table border="1"> <thead> <tr> <th>BUSINESS CLASS</th><th>ECONOMY CLASS</th></tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>▪ 1 x 169 cm bag</li> <li>▪ = 71cm + 50cm + 48cm</li> <li>▪ Maximum weight 32 kg</li> </ul> </td><td> <ul style="list-style-type: none"> <li>▪ 1 x 158 cm bag</li> <li>▪ = 71cm + 43cm + 44cm</li> <li>▪ Maximum weight 32 kg</li> </ul> </td></tr> </tbody> </table>                                                                                                                                                                                                                                                                                                                                                                                                                                   | BUSINESS CLASS | ECONOMY CLASS | <ul style="list-style-type: none"> <li>▪ 1 x 169 cm bag</li> <li>▪ = 71cm + 50cm + 48cm</li> <li>▪ Maximum weight 32 kg</li> </ul> | <ul style="list-style-type: none"> <li>▪ 1 x 158 cm bag</li> <li>▪ = 71cm + 43cm + 44cm</li> <li>▪ Maximum weight 32 kg</li> </ul> |
| BUSINESS CLASS                                                                                                                     | ECONOMY CLASS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                |               |                                                                                                                                    |                                                                                                                                    |
| <ul style="list-style-type: none"> <li>▪ 1 x 169 cm bag</li> <li>▪ = 71cm + 50cm + 48cm</li> <li>▪ Maximum weight 32 kg</li> </ul> | <ul style="list-style-type: none"> <li>▪ 1 x 158 cm bag</li> <li>▪ = 71cm + 43cm + 44cm</li> <li>▪ Maximum weight 32 kg</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                |               |                                                                                                                                    |                                                                                                                                    |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | Trunks and crates are not allowed. The kilograms placed on the seat will not be deducted from the total free checked baggage allowance. Items placed on a seat must be adequately packed to prevent damage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10.16.3.2    | The diplomatic cabin bag may not obstruct any view out of the cabin window or any emergency exit path. The bag may not be taller than the seat back and may not obstruct any ordinance sign. The seatbelt shall be strapped over the top of the bag only, should this not be done the bag may not be transported in the cabin.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10.16.3.3    | Only Diplomatic Baggage may be kept on a seat, no other bag may be kept on a passenger seat and must be pre-confirmed in the same PNR as a special service request IATA code DIPB prior to ticket issuance no later than 72 hours prior to departure, subject to seat availability.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>10.17</b> | <b>DELAYED BAGGAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10.17.1      | Notify the baggage service agent prior to leaving the airport. A missing bag file will be opened in the baggage tracing system to assist with the recovery of your bag, and you will be given a file reference number.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10.17.2      | A twenty-one (21) day tracing period is required for us to locate the baggage before a final claim process can commence. Should the bag be located, a baggage service agent will contact you to arrange its return.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10.17.3      | <p>When International or Domestic Checked baggage is delayed, the baggage service agent may authorise interim expenses to purchase essential items such as toiletries necessary for immediate use only to Passengers who do not reside in the city where the delay of the baggage occurred.</p> <p>This "first need" expense can be up to an allowance of three hundred and fifty South African Rand (ZAR350) per day after twelve (12) hours until the Passenger is in possession of the Checked Baggage and limited to five (5) days. The Passenger needs to purchase the "first need" items and receipts for payout are required and will be deducted from the final claim settlement if the Baggage is not located.</p> <p>To obtain a reimbursement of expenses, submit the Airlink Baggage Claim form with the supporting documentation as listed in the claim form within thirty (30) days of authorisation on e-mail to <a href="mailto:baggage@flyairlink.com">baggage@flyairlink.com</a></p> |
| <b>10.18</b> | <b>MISSING BAGGAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10.18.1      | Certain events, such as adverse weather conditions, technical problems with baggage handling or a baggage label being torn off, can potentially lead to baggage not arriving at the destination airport at the same time as the Passenger. Airlink will take all necessary measures to reunite you with your baggage as quickly as possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10.18.2      | Should a Passenger be unable to find one or more of their bags on arrival, this should be reported immediately to the local baggage service desk so that an official report can be filed. Airlink will require exact details of the contents of your baggage, the Passenger's name, address, contact details and the description of your baggage. Airlink will issue a "Property Irregularity Report PIR" document together with a reference number. The Passenger must keep the PIR to track their request.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.18.3      | Airlink will search for the missing baggage with the help of a worldwide baggage tracing system to which several hundred Airlines are affiliated. The baggage service agent will be able to tell the Passenger of any progress in tracing the bags. The telephone number will be on the written confirmation of the lost baggage report together with a reference number (example: MQP4Z12345) which will be required for identification. As soon as your baggage is located, Airlink will contact the Passenger to arrange its return.                                                                                                                           |
| 10.18.4      | Please take particular note to <a href="#">Clause 10.1</a> (Baggage general) regarding: <ul style="list-style-type: none"> <li>a. Adequate travel insurance,</li> <li>b. Fragile, Perishable and Valuable items,</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>10.19</b> | <b>DAMAGED BAGGAGE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 10.19.1      | Damage to Checked Baggage should be reported to and viewed by the baggage service agent immediately after the arrival of your flight where possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10.19.2      | <p><b>DAMAGED BAGGAGE PROCESS:</b></p> <ul style="list-style-type: none"> <li>a) The damaged baggage must be forwarded to Airlink Baggage Claims office at OR Tambo airport in Johannesburg. Take the damaged bag to your arrival airport and they will forward the damaged baggage on your behalf.</li> <li>b) The Airlink Baggage Claims supervisor will assess the extent of the damage of repair or possible replacement.</li> <li>c) The maximum replacement value will be one thousand, five hundred South African Rand (ZAR1 500.00).</li> <li>d) The onus lies with the Passenger to collect the bag after the repair work has been completed.</li> </ul> |
| 10.19.3      | Where carriage of the Passenger's Baggage is performed by successive IATA registered Airlines and either the Warsaw Convention or the Montreal Convention applies to that carriage, the Passenger is entitled to make a claim against the Airline if the Airline is the last Airline in that carriage, unless the Airline can prove that the damage occurred with a previous carrier.                                                                                                                                                                                                                                                                             |
| <b>10.20</b> | <b>TIME LIMIT FOR BAGGAGE CLAIMS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10.20.1      | If the Passenger receives Checked Baggage without registering a complaint if applicable, the absence of such a complaint will be sufficient evidence that the Checked Baggage was received in good condition unless the Passenger proves to the contrary.                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10.20.2      | If Passenger claims compensation from the Airline for mishandled Checked Baggage, the Passenger must notify the Airline as follows -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 10.20.2.1    | In the event Checked Baggage is damaged, the Passenger must report the damage in writing to the Airline upon arrival and at the latest within seven (7) calendar days from the date of when the damage occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10.20.2.2    | In the event items are missing from Checked Baggage, the Passenger must report this with the Airline in writing within seven (7) Days from the date of arrival at your destination.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.20.2.3    | In the event that lost Checked Baggage is not found within twenty-one (21) Days from receipt of the written complaint, the Airline will compensate the Passenger according to the applicable international and national regulations and standards as described in this Conditions of Carriage.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>10.21</b> | <b>PROCESSING OF BAGGAGE CLAIMS FOR DAMAGE, PILFERAGE, DELAYED AND TOTAL LOSS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10.21.1      | <p>An Airlink Passenger <a href="#">Property Claim Form</a> must be completed in English and sent back to our Baggage Claims department. Any missing forms or unfurnished information will delay the claim process.</p> <p>The claim assessment takes up to twenty (20) Business days to process from date the completed claim form and all supporting documentation has been received by Airlink.</p> <p>The final claim payment conversion rate varies according to currency fluctuation taken on the day of travel not payment.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10.21.2      | <p>All claims related to Missing, Delayed or Damage to Checked Baggage must be submitted in writing to:</p> <p>Fax: <a href="tel:+27113901651">+27 11 3901651</a>; or</p> <p>E-mail: <a href="mailto:baggage@flyairlink.com">baggage@flyairlink.com</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10.21.3      | <p>The Airlink Passenger <b>Property Claim Form</b> must have the following documents accompany it:</p> <ol style="list-style-type: none"> <li>Copy of the boarding pass</li> <li>Copy of the E-ticket Itinerary Receipt</li> <li>Copy of printed receipts for first need items (if applicable)</li> <li>Copy of baggage claim tags</li> </ol> <p><b>e) Banking details – <u>BANK ACCOUNTS OUTSIDE OF SOUTH AFRICA</u></b></p> <p>An official letter (the Airline will not be liable for any charges related to the official letter) from the bank confirming the banking details as follows:</p> <ul style="list-style-type: none"> <li>Full bank name</li> <li>Full physical address of bank</li> <li>Sort / swift code</li> <li>Branch code</li> <li>IBAN code</li> <li>Type of account</li> <li>Account number</li> <li>Name of account holder (person submitting claim)</li> </ul> <p>A penalty of four hundred South African Rand (R400.00) will be charged if the Forex is returned due to incorrect banking details.</p> <p><i>NOTE: International payments can take up to thirty (30) days.</i></p> <p><b>f) Banking details – <u>BANK ACCOUNTS INSIDE SOUTH AFRICA</u></b></p> <p>An official letter from the bank confirming the banking details as follows:</p> <ul style="list-style-type: none"> <li>Full name of bank</li> <li>Branch code</li> </ul> |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | <ul style="list-style-type: none"> <li>• Type of account</li> <li>• Account number</li> <li>• Name of account holder (person submitting the claim)</li> </ul> <p><i>Note: no payment will be made on behalf of a person. Only the Passenger who travelled may submit a claim with their banking details unless the Passenger is a minor.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10.21.4      | <p><b>INTERNATIONAL TRAVEL – Montreal Convention</b></p> <p>The compensation for Baggage claims shall be limited for International carriage, and in respect of which the Montreal Convention applies, to the national currency equivalent of one thousand one hundred and thirty one (1,131) Special Drawing Rights (SDR's) as follows:</p> <ol style="list-style-type: none"> <li>a) All claims submitted must be substantiated by a sworn affidavit in the presence of a Commissioner of Oaths (the Airline will not be liable for any charges related to the affidavit),</li> <li>b) Authenticated, printed, documentary proof of purchase for the items claimed (original receipts) indicating the date of purchase and price of purchase.</li> <li>c) An annual depreciation rate of 10% will be deducted from the purchase of the items claimed.</li> </ol> |
| 10.21.5      | <p><b>DOMESTIC / REGIONAL TRAVEL – Warsaw Convention</b></p> <p>The compensation for Baggage claims shall be subject to the applicable convention and shall be limited for Domestic and Regional travel to 22.64 US Dollars per kilogram up to the maximum of the applicable free baggage allowance permitted for Checked Baggage, when the Warsaw Convention applies.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10.21.6      | <p>If the weight of the Passenger's Checked Baggage is not recorded on the Baggage claim tag, the Airline will assume that it is not more than the free Baggage allowance for the class of carriage concerned.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10.21.7      | <p>If Airlink Excess baggage charges were paid for missing baggage, we will reimburse the excess amount on presentation of a valid Airline payment receipt.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10.21.8      | <p>If pilferage, damage or loss has occurred, the Passenger will be compensated on the assessed weight of the missing items calculated using the IATA Table of Weights, excluding items that are Fragile, Perishable or Valuable. Airlink does not accept liability for any items in Checked Baggage that are prohibited as per <a href="#">Clause 10.4.3</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>10.22</b> | <b>BAGGAGE LIMITATIONS OF LIABILITY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10.22.1      | <p>The Airline will not be liable for damage to Unchecked Baggage unless caused by its gross negligence or wilful misconduct which must be reasonably proved by the Passenger.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10.22.2      | <p>Checked in Baggage guidelines:</p> <ul style="list-style-type: none"> <li>• Be sure to pack your own baggage and do not leave it unattended.</li> <li>• Secure all straps and handles on your baggage so they do not get caught in baggage conveyor belts or other equipment.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <ul style="list-style-type: none"> <li>• All valuable items, important documentation, spare lithium batteries, dangerous goods items etc., are removed from your Checked or Skycheck Baggage prior to the check-in procedure and/or departure.</li> <li>• Suitably packed to prevent damage.</li> <li>• It is the passenger's responsibility to ensure that their baggage is adequately insured.</li> </ul>                                                                                                                                            |
| 10.22.3  | The Airline will make every attempt to ensure the Passenger's Baggage is handled with care. The Airline's liability for loss, delay or damage to baggage is limited in terms of the applicable Convention, unless the Passenger declares a higher value for the Checked Baggage in advance and the additional charges are duly paid to the Airline.                                                                                                                                                                                                    |
| 10.22.4  | The Airline will not accept liability for fragile, valuable, perishable articles or Baggage which is packed in damaged or unsuitable containers.                                                                                                                                                                                                                                                                                                                                                                                                       |
| 10.22.5  | The Airline recommends that the Passenger obtain adequate travel insurance cover prior to your journey.                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10.22.6  | Airlink is unable to accept any single item of Checked Baggage including musical instruments, electric wheelchairs, sporting equipment, television news cameras etc. that exceeds thirty-two (32) kilograms in weight and shall need to be transported via cargo.                                                                                                                                                                                                                                                                                      |
| 10.22.7  | The Airline will not be liable for minor damage to Checked Baggage such as scratches, dents, nicks, cuts, scuffs, stains, dirt or loss of external locks, straps, name tags and other external features attached to the Baggage resulting from normal baggage handling procedures.                                                                                                                                                                                                                                                                     |
| 10.22.8  | Bulky and Out of Gauge baggage items include baggage that is very heavy, too large, very light, fragile, does not have at least one flat surface or can damage, slow down or break the baggage handling sortation system e.g., sports equipment, kit bags, golf bags, infant car seats, prams and strollers etc. This type of baggage exceeds the normal conventional baggage and special handling is required.                                                                                                                                        |
| 10.22.9  | The Airline is not responsible for any item removed from the Passenger's Checked Baggage or Unchecked Baggage and retained by airport security personnel. It is the Passenger's responsibility to check the security requirements applicable to your flight and departure airport prior to travel and, if personal items are removed from the Baggage by airport security personnel, it is the Passenger's responsibility to ensure that they obtain a receipt from the airport security personnel and make arrangements for collection of such items. |
| 10.22.10 | Only the person holding the Baggage Identification Tag may claim a piece of Checked Baggage. The Airline accepts no responsibility for checking the identity or authority of the person holding the Baggage Identification Tag or for checking that such person has a right to collection.                                                                                                                                                                                                                                                             |
| 10.22.11 | It is the Passenger's responsibility to ensure that the Baggage placed on the SkyCheck cart is adequately secured and insured. The Passenger must ensure that all the valuable items are removed from the hand Baggage prior to placing it on the Skycheck cart. The Airline will not be liable for damages or losses in respect of valuable, fragile, or perishable items contained in Baggage placed on the Skycheck cart.                                                                                                                           |

|          |                                                                                                                                                                                                                                                                                                            |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.22.12 | The Airline will not be liable for damage to Unchecked Baggage unless caused by our gross negligence or wilful misconduct which must be reasonably proved by the Passenger. Damages caused to any Checked Baggage which exceeds the applicable free baggage allowance shall not be liable to compensation. |
| 10.22.13 | The Airline will not accept liability for damage to Baggage resulting from inherent defect, quality, or vice of the Baggage. Likewise, the Airline will not be liable for fair wear and tear of Baggage resulting from the usual and normal rigours of transportation by air.                              |
| 10.22.14 | The Airline will not be liable for damage to any item included in the Passenger's Baggage which the Passenger is prohibited from including in terms of <a href="#">Clause 10.4 (Items Not Allowed in Passenger Baggage)</a> .                                                                              |
| 10.22.15 | The Passenger is advised to purchase insurance to cover instances where the actual value or replacement cost of the Baggage may exceed the Airline's liability limitation.                                                                                                                                 |

## CLAUSE 11

## REFUNDS

|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                      |                                            |                                                                                    |                                                                    |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| <b>11.1</b>                                                                        | <b>GENERAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                      |                                            |                                                                                    |                                                                    |
| 11.1.1                                                                             | <p>Airlink 4Z/749 tickets submitted for a refund subject to the applicable fare rule is processed and settled directly by Airlink.</p> <table border="1"> <tr> <td>All online refund requests email to:</td><td>Any Skybucks refund transactions email to:</td></tr> <tr> <td><a href="mailto:4Zonlinerefunds@flyairlink.com">4Zonlinerefunds@flyairlink.com</a></td><td><a href="mailto:refunds@skybucks.co.za">refunds@skybucks.co.za</a></td></tr> </table> <p>The standard Airlink Refund administration fee of ZAR440.00 plus VAT will be charged. Refer to Annex. A of the Airlink Refund Policy for the respective market related refund administration fees.</p> <p><a href="https://www.flyairlink.com/important-info/refund-policy">https://www.flyairlink.com/important-info/refund-policy</a></p> | All online refund requests email to: | Any Skybucks refund transactions email to: | <a href="mailto:4Zonlinerefunds@flyairlink.com">4Zonlinerefunds@flyairlink.com</a> | <a href="mailto:refunds@skybucks.co.za">refunds@skybucks.co.za</a> |
| All online refund requests email to:                                               | Any Skybucks refund transactions email to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                      |                                            |                                                                                    |                                                                    |
| <a href="mailto:4Zonlinerefunds@flyairlink.com">4Zonlinerefunds@flyairlink.com</a> | <a href="mailto:refunds@skybucks.co.za">refunds@skybucks.co.za</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                      |                                            |                                                                                    |                                                                    |
| 11.1.2                                                                             | If a refund is due to the Passenger, Airlink will refund the fare paid for a refundable ticket, or any unused part of it, together with applicable taxes, fees, charges in accordance with the applicable fare rules. On a non-refundable ticket, only the applicable taxes will be refundable. The DU and OC fees on an E-ticket are non-refundable. The YQ tax refund is applicable as per the fare rule.                                                                                                                                                                                                                                                                                                                                                                                                   |                                      |                                            |                                                                                    |                                                                    |
| 11.1.3                                                                             | A refund will only be made to the person who has paid for the ticket, provided that the Airline for the applicable ticket stock is given proof of identification and payment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                      |                                            |                                                                                    |                                                                    |
| 11.1.4                                                                             | Subject to applicable Government Regulations and their currency control restrictions, an agent or travel consultant or carrier will refund only, to the person who has paid for the travel document in the original form of payment, via the original issuing office. Effective 01 August 2022, the 4Z ticket validity for refunds will be 12 months from document issue date and on a partially used document 12 months from the first flight date.                                                                                                                                                                                                                                                                                                                                                          |                                      |                                            |                                                                                    |                                                                    |
| 11.1.5                                                                             | Online refund requests emailed to Airlink in line with <a href="#">Clause 11.3 (Voluntary Refunds)</a> the processing time may take up to eight (8) weeks from the date of submission to complete.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                      |                                            |                                                                                    |                                                                    |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11.1.6      | Please ensure your reservation has been cancelled before requesting a refund and remember to provide the passenger's name, the billing address, the credit card or debit card number or other form of payment used for purchase, ticket number(s), copy of RSA ID or Passport, banking details, booking reference, contact numbers, the date of travel and reason for refund in the correspondence.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11.1.7      | Should there be no cancellation or penalty fee as per the applicable fare rule, then the standard Airlink Refund administration fee of ZAR440.00 plus VAT will be charged. This will be either the cancellation penalty fee or the administration fee, never both. Refer to Annex. A of the Airlink Refund Policy for the respective market related refund administration fees.<br><a href="https://www.flyairlink.com/important-info/refund-policy">https://www.flyairlink.com/important-info/refund-policy</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11.1.8      | For 4Z/749 tickets purchased through a travel agent needing a refund must be requested and processed by the same travel agent subject to the applicable fare rules.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>11.2</b> | <b>INVOLUNTARY REFUNDS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11.2.1      | Fare refunds will be calculated according to <a href="#">Clause 11.2.1.1</a> and <a href="#">11.2.1.2</a> if the Airline: <ul style="list-style-type: none"> <li>• Cancels a flight,</li> <li>• Fail to operate a flight reasonably according to schedule excluding Force Majeure events listed under Definitions in <a href="#">Clause 1.</a>,</li> <li>• Fail to carry the Passenger on a flight for which they have a confirmed reservation and have met the applicable check-in and boarding deadlines,</li> <li>• The Passenger has not been refused carriage for reasons permitted by these Conditions of Carriage.</li> <li>• Fails to stop at the Passenger's destination or Stopover, or</li> <li>• Causes the Passenger to miss a connecting flight in circumstances where the Passenger holds a confirmed reservation and adequate time existed to make the connection between the originally scheduled time of arrival of the Passenger's flight and the departure time of the connecting flight.</li> </ul> |
| 11.2.1.1    | In the situations described in <a href="#">Clause 11.2.1</a> , the refund will be equal to an amount equal to the fare paid, including all applicable taxes, fees and charges if no portion of the Ticket has been used; or                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 11.2.1.2    | If a portion of the Ticket has been used, an amount equal to the difference between the fares paid, including all applicable taxes, fees and charges and the fare for travel between the points for which the Passenger has used the Ticket.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11.2.2      | The Airline will pay the Passenger a refund in terms of <a href="#">Clause 11.2.1</a> if the Airline refuses the Passenger carriage for any of the reasons set out in this Clause.<br>Please see <a href="#">Clause 8.2 (Reimbursement of Costs)</a> which permits the Airline to use the value of any unused carriage on the Passenger's Ticket to reimburse costs payable by the Passenger to the Airline.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11.2.3      | The Airline will pay the Passenger a refund in terms of <a href="#">Clause 11.2.1</a> if the Airline terminates the Passenger's carriage for any of the reasons set out in <a href="#">Clause 12 (Conduct Aboard Aircraft)</a> before it is completed, except that the Passenger will not be entitled to any refund for the flight during which the unacceptable behaviour occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | <p>Apart from this, the Airline will have no liability to the Passenger for any loss or expense whatsoever. See <a href="#">Clause 11.4 (Right to Refuse Refunds)</a> which reserves the Airline's right to use the value of any unused carriage on the Passenger's Ticket to reimburse costs payable by the Passenger to the Airline due to the unacceptable behaviour aboard an aircraft.</p>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 11.2.4      | <p>The Airlink Reservations Support desk needs to be contacted for an Involuntary Refund Authority Waiver for passengers holding Airlink 749 tickets.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>11.3</b> | <b>VOLUNTARY REFUNDS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 11.3.1      | <p>In the event that a refund of the fare for the Passenger's Ticket is due for reasons other than those set out in <a href="#">Clause 11.2 (Involuntary Refunds)</a> the refund will be calculated as follows –</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11.3.1.1    | <p>an amount equal to the fare paid, including all applicable taxes, fees, and charges, less any applicable cancellation fees if no portion of the Ticket has been used, less a reasonable administration fee prevailing at the time of the refund, if the Passenger's Ticket is subject to restrictions; or</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 11.3.1.2    | <p>if a portion of the Ticket has been used, an amount equal to the difference between the fare paid, including all applicable taxes, fees and charges and the fare, including all applicable taxes, fees, and charges for travel between the points for which the Ticket has been used, less any applicable cancellation fees, less a reasonable administration fee prevailing at the time of the refund, if the Passenger's Ticket is subject to restrictions.</p> <p>The standard Airlink Refund administration fee of ZAR440.00 plus VAT will be charged. Refer to Annex. A of the Airlink Refund Policy for the respective market related refund administration fees.</p> <p><a href="https://www.flyairlink.com/important-info/refund-policy">https://www.flyairlink.com/important-info/refund-policy</a></p> |
| <b>11.4</b> | <b>RIGHT TO REFUSE REFUND</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 11.4.1      | <p>The Airline reserves the right not to refund a Ticket if an application for the refund is made more than one (1) year from the date of issue of the original Ticket.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11.4.2      | <p>The Airline reserves the right not to refund a Ticket for any flight on which:</p> <ul style="list-style-type: none"> <li>a) the Passenger has been refused carriage (for any of the reasons set out in <a href="#">Clause 8.1 (Right to Refuse Carriage)</a>).</li> <li>b) from which the Passenger has been removed (for any of the reasons set out in <a href="#">Clause 12 (Conduct Aboard Aircraft)</a>).</li> <li>c) for Force Majeure events listed under Definitions in <a href="#">Clause 1</a>.</li> </ul>                                                                                                                                                                                                                                                                                             |
| <b>11.5</b> | <b>REFUND CURRENCY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|             | <p>The Airline will remit refunds in the same form and currency that was used to pay for the Passenger's Ticket.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>11.6</b> | <b>BY WHOM TICKET REFUNDABLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|             | <p>The Airline will pay a voluntary refund on a Ticket only if the Airline or its Authorised Agents issued the Ticket.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>11.7</b>                              | <b>WAIVER REQUESTS FOR VOLUNTARY REFUNDS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                          | <p>All Waivers of Cancellation Fees or Administration Fees for Voluntary Refunds must be referred to the Airlink Head Office Refunds department.</p> <p>The Consumer Protection Act (CPA) directive in South Africa which gives consumers the right to receive a full refund in case of hospitalisation or death. The following is required for such refund:</p> <p><b><i>Illness:</i></b> The hospital account or admission form must be obtained. Please note that the waiver is for the cancellation fee only, the refund administration fee is still applicable.</p> <p><b><i>Death:</i></b> A death certificate must be obtained. The Waiver is applicable to the death of an immediate family member only.</p> <p><b><i>Note:</i></b></p> <ul style="list-style-type: none"> <li>• Death and illness must coincide with the E-ticket dates of travel.</li> <li>• The standard fare rules will apply where no hospital account/admission form is received to substantiate the illness.</li> <li>• Medical Certificates are not covered by the Consumers Protection Act.</li> </ul> |
| <b>11.8</b>                              | <b>MEDICAL CERTIFICATES FOR REFUNDS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                          | <p>The waiver of the cancellation fee will only be considered for illness of a passenger or immediate family member based on the fare rules. Please note that the refund admin fee is still applicable.</p> <p>It is recommended that the passenger be advised and encouraged to take out a cancellation and curtailment insurance cover. The insurance cover will protect and compensate for all those eventualities or penalties that will be levied to those airfares they have chosen to purchase.</p> <p>Immediate Family is defined and limited to spouse, children (including adopted children), parents, brothers, sisters, grandparents, grandchildren, father-in-law, mothers-in-law, brothers-in-law, sisters-in-law, and daughters-in-law. Blood relations to family members will need to be proved upon request and all decisions are subject to Airlink's discretion. Refunds due to medical reasons with a medical certificate are not guaranteed.</p>                                                                                                                   |
| <b>CLAUSE 12 CONDUCT ABOARD AIRCRAFT</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>12.1</b>                              | <b>GENERAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                          | <p>At all times during the Passenger's carriage, the Passenger has a duty to behave in a manner which is not likely to:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12.1.1                                   | contravene the Laws of any country and/or state which has jurisdiction over the aircraft;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12.1.2                                   | endanger, threaten (whether by hoax threats or otherwise), injure or prejudice any person or property or create the risk or threat of injury or damage to health;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12.1.3                                   | cause distress to, or be complained of as materially objectionable to, other persons aboard the aircraft, such conduct includes but are not limited to harassment, molestation, sexual assault, physical or verbal abuse;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12.1.4                                   | cause, or be likely to cause, loss of or damage to the Airline's property or that of other persons aboard the aircraft;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12.1.5      | obstruct, hinder or interfere with the crew in the performance of their duties;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12.1.6      | contravene any instruction or direction of the crew or the Airline (whether oral or by written notice) lawfully issued for the purpose of the safety or security of the aircraft and of persons or property and/or the comfort or convenience of Passengers, including but not limited to instructions concerning safety, security, seating, seat belts, smoking, consumption of alcohol or use of drugs, use of electronic equipment including, but not limited to, cellular telephones, laptop computers, PDAs, portable recorders, portable radios, compact disks, DVD and MP3 players, electronic games or transmitting devices (for example, radio controlled toys and two-way radios). |
| <b>12.2</b> | <b>ALCOHOLIC BEVERAGES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12.2.1      | Alcoholic beverages between 24% and 70% alcohol by volume may be permitted as checked or carry-on baggage under certain conditions. These beverages must remain in their original retail packaging and may not exceed 70% alcohol by volume, with a maximum of 5 liters per passenger. No children under the age of 18 years old will be permitted to carry alcohol as checked or carry-on baggage. All baggage must meet the applicable carry-on baggage and checked baggage limitations relating to maximum weight and dimensions. Excess baggage charges will apply whenever checked baggage exceeds the free baggage allowance. No additional carry-on baggage is permitted at all.      |
| 12.2.2      | Alcoholic beverages included in your hand baggage below 24% alcohol by volume are not restricted, provided the applicable baggage limitations relating to maximum weight and dimensions are met. Alcoholic beverages, when tendered for carriage, must be in their original sealed packaging and adequately packed for transportation. Open or unsealed containers will not be accepted for transportation as either carry-on or checked baggage. Passengers will be requested to dispose thereof prior to boarding the flight.                                                                                                                                                              |
| 12.2.3      | Alcoholic beverages may not be consumed by passengers at any time during their journey, regardless of how or where they were purchased. This does not apply to alcohol served onboard the aircraft on selected Airlink flights.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12.2.4      | Airlink maintains the right, at any time and for any reason, to decline or withdraw the service of alcohol in the interest of both safety and comfort of passengers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>12.3</b> | <b>SMOKING POLICY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12.3.1      | Smoking is not permitted on any of Airlink's flights. The use of electronic, simulated smoking materials including cigarettes, pipes and cigars is prohibited.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 12.3.2      | No Passenger or crew may pack electronic cigarettes (e-cigarette) or other battery-operated electronic smoking devices (Vape, Twisp or similar) in the Checked Baggage. They are only permitted in Cabin baggage and not permitted to recharge or use the device while in the aircraft.                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12.3.3      | In the event the cabin baggage is removed and placed as SkyCheck baggage, Passengers shall remove all Lithium-Ion batteries from the cabin baggage and carry this into the cabin of the aircraft.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12.3.4      | <p>No Passenger or crew may carry on his or her person or pack any drugs as defined in the Drugs and Drug Trafficking Act 140 of 1992 in the Checked Baggage and may only carry such items on his or her person or pack such items in Unchecked Baggage, if the use and possession of such drugs has been acquired from a medical practitioner, dentist, veterinarian (Medical Practitioner) or pharmacist acting on the oral instruction or written prescription of a Medical Practitioner or have otherwise been acquired in a lawful manner and as permitted in terms of applicable Laws (Permitted Drugs).</p> <p>All Permitted Drugs must be kept in your hand luggage, and you must have a medical letter on hand authorising you to use and possess the Permitted Drugs. Due to the public nature of airline travel and that of the business operations of the Airline, if you do not have the required medical authorisation to use and possess the Permitted Drugs, you will be prohibited from carrying such items on you person or from placing such items in Unchecked Baggage or Checked Baggage.</p> |
| <b>12.4</b> | <b>BREACH OF DUTY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12.4.1      | <p>If the Airline reasonably believes that the Passenger has failed to fully observe all of the duties placed on the Passenger by <a href="#">Clause 12.1</a>, <a href="#">Clause 12.2</a> and <a href="#">Clause 12.3</a> then:-</p> <p>The Airline reserves the right to report the matter to any relevant police or other enforcement authority; and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 12.4.2      | <p>The Airline reserves the right to take such measures as the Airline considers necessary to prevent the continuation or repetition of the offending conduct including but not limited to physical restraint and/or removal of the Passenger from the aircraft and/or refusal to carry the Passenger after a Stopover (whether made for the purpose of removing the Passenger from the aircraft or otherwise); and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12.4.3      | <p>The Airline reserves the right to refuse to carry the Passenger at any time in the future; and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12.4.4      | <p>The Passenger will reimburse the Airline for any costs the Airline incurs in order to:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12.4.4.1    | <p>repair or replace property lost, damaged or destroyed by the Passenger;</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12.4.4.2    | <p>compensate any Passenger or crew member affected by the Passenger actions; and</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 12.4.4.3    | <p>divert the aircraft to a destination other than the destination as indicated on the Ticket for the purpose of removing the Passenger from the aircraft.</p> <p>The Airline reserves the right to use the value of any unused carriage on the Passenger's Ticket or any of the funds in its possession to pay sums due to the Airline from the Passenger in regard to this Clause.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## CLAUSE 13

## SERVICES PROVIDED BY THIRD PARTIES

|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13.1 | <b>If the Airline arranges for another company to provide the Passenger with surface carriage or other services (for example, ground transfer, hotel reservation or accommodation or car rental) or if the Airline issues the Passenger with a Ticket or voucher relating to any such surface carriage or other services for the Passenger's convenience, the Airline is acting only as the Passengers agent in making those arrangements or issuing the Ticket or voucher. The terms and conditions of the companies providing those services will apply to the Passenger and the Airline does not guarantee the quality and/or safety of such service on those companies' behalf.</b> |
| 13.2 | <b>The Airline will have no liability to the Passenger regarding any surface carriage or other services the Airline may arrange for the Passenger in its capacity as the agent in making those arrangements which are to be provided by another company unless caused solely by the Airline's gross negligence.</b><br><br><b>The Passenger will have the right to refuse the use of such third-party services and the Airline will not accept any liability as a result of the Passenger's decision to do so.</b>                                                                                                                                                                      |
| 13.3 | The use of the Airlink website to reserve any third-party services is at the passenger's discretion. The third-party services made available on Airlink's website is managed by the respective car hire and hotel companies. For clarification on the service bought please contact the third-party supplier. The information provided on Airlink's website is distributed as received by the supplier. Therefore, Airlink cannot be held liable for any information that is not supplied and/or disclosed during the booking process.                                                                                                                                                  |
| 13.4 | The flight information display system (FIDS) used in airports to display arriving and departing flight information to passengers is managed by the respective airports. Airlink takes no responsibility for incorrect information displayed which may result in passengers missing the flight.                                                                                                                                                                                                                                                                                                                                                                                          |

## CLAUSE 14

## TRAVEL DOCUMENTS, CUSTOMS and SECURITY INSPECTIONS

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14.1   | <b>GENERAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 14.1.1 | <p>The Passenger is responsible for obtaining and holding all the required travel documents the Passenger needs for entry into any country the Passenger is visiting even as a transit Passenger.</p> <p>All passports must be in good condition (not damaged, torn, have loose pages or defaced). Some countries require the passport to be valid for three (3) or six (6) months beyond the date of return and require one (1) or more Visa unused (blank) pages available in the passport to travel. This does not include pages reserved for Endorsements, Amendments or Observations.</p> <p>Airlink is obligated by the Department of Home Affairs to ensure passengers are properly documented and the airline document check is normally limited to a visual examination to identify possible fraud and to ensure that a visa or other travel entitlement is present and valid in the passport if required. To assist Airlink, we make use of the IATA software solution, TIMATIC, which provides travel documentation advice to airlines.</p> <p>The final decision lies solely with immigration at the country of departure and Airlink reserves the right to refuse carriage if passengers do not comply with these requirements or if the travel documents do not appear in order. Airlink will not be liable if, in good faith, we are of the opinion that in our view decisive regulations do not allow your carriage, which we</p> |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>therefore refuse. Furthermore, Airlink will not be liable for damages that arise from non-compliance with formalities if passengers were accepted for carriage despite their non-compliance.</p> <p>For convenience, passengers can check their own travel status directly:<br/> <a href="https://www.flyairlink.com/en/za/timatic-widget">https://www.flyairlink.com/en/za/timatic-widget</a></p> <p><i>Note: Entry regulations are official requirements and outside the airline's discretion. Since entry regulations are constantly changing in individual countries, Airlink accepts no liability for the accuracy of the information provided by a third-party supplier.</i></p> |
| 14.1.2 | <p>The Passenger is obliged to obey all Laws, Regulations, Orders, and other requirements of all countries the Passenger will exit, enter, or through which the Passenger will transit during the Passengers journey.</p> <p>The granting of a visa does not guarantee that the holder will be permitted to enter the country concerned since permission to land is at the discretion of the immigration officials of a country.</p>                                                                                                                                                                                                                                                      |
| 14.1.3 | <p>For details of the required travel documents the Passenger is advised to contact the embassy, consulate, or other relevant body of all relevant countries prior to making the reservation.</p> <p>If the Passenger is not travelling immediately, the Airline advises the Passenger to contact the same bodies again before the Passenger commences travel to ensure that the requirements which are applicable to the Passenger has not changed and that the Passenger's travel documents remain valid for all flights, destinations, and planned Stopovers.</p>                                                                                                                      |
| 14.1.4 | <p>At the Airline's request at any time before or during carriage, the Passenger is obliged to:</p> <ol style="list-style-type: none"> <li>present all Passports, Visas, Health Certificates, and other Travel Documents needed for the journey.</li> <li>permit the Airline to take photocopies of those documents or hand the documents to a member of its flight crew aboard the Passenger aircraft for safe keeping during a flight.</li> </ol>                                                                                                                                                                                                                                       |
| 14.1.5 | <p>The Airline will not be liable to the Passenger if the Passenger does not have all Passports, Visas, Health certificates and other Travel Documents needed for the journey or if any of those documents are out of date or if the Passenger has not obeyed all Laws, regulations, orders, and other requirements of all countries the Passenger will exit, enter, or through which the Passenger will transit during their journey.</p>                                                                                                                                                                                                                                                |
| 14.1.6 | <p>The Airline will not accept the Passenger or the Passenger's Baggage for carriage if the Passenger's Visas or travel documents do not appear to be in order or if the Passenger has not complied with the other requirements of <a href="#">Clause 14.1</a>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 14.1.7 | <p>The Airline has the right to refuse carriage to the Passenger even if the Passenger has started or completed part of the carriage if the Airline has reasonable cause to believe (whether as a result of operation of <a href="#">Clause 14.1.4</a> or otherwise) that the Passenger has not complied with <a href="#">Clause 14.1</a>.</p>                                                                                                                                                                                                                                                                                                                                            |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>14.2</b> | <b>REFUSAL OF ENTRY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|             | <p>If the Passenger is refused entry to a country (including a country the Passenger transits through while en route to the destination), the Passenger will be obliged to reimburse the Airline in full on request for any fine, penalty or charge assessed against the Airline by the government concerned (including detention costs) as well as the fare for transporting the Passenger and an escort if required, from that country.</p> <p>The Airline will not refund to the Passenger the fare paid for carriage to the airport where the Passenger was refused entry.</p>                                                                                                                                                                                                                                                                        |
| <b>14.3</b> | <b>PASSENGER RESPONSIBILITY FOR FINES, DETENTION COSTS AND OTHER CHARGES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|             | <p>At the Airline's request, the Passenger will be obliged to reimburse the Airline in full for the amount of any fine, penalty, detention costs, deportation or removal expenses, escorting charges (if any), cost of Ticket(s) issued for the Passenger, or any other expenditure the Airline incurs because the Passenger has failed to comply with any Laws, regulations, orders or other travel requirements of the country the Passenger has travelled to or because the Passenger has failed to produce the required travel documents on seeking entry to a country or the Passenger has been refused admission into the country.</p> <p>The Airline reserves the right to use the value of any unused carriage on the Ticket or any of the funds in its possession to pay sums due to the Airline from the Passenger in terms of this Clause.</p> |
| <b>14.4</b> | <b>RETURN OF CONFISCATED TRAVEL DOCUMENTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|             | <p>The Airline will not be liable to the Passenger for the return of any of the travel documents, identification documents or Tickets confiscated by a governmental or other authority.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>14.5</b> | <b>CUSTOM INSPECTION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|             | <p>If required, the Passenger shall attend inspection of their Baggage by customs or other government officials. The Airline will not be liable to the Passenger for damage suffered by the Passenger during such inspection or as a result of the Passenger's failure to attend such inspection.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>14.6</b> | <b>SECURITY INSPECTION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|             | <p>The Passenger shall be obliged to allow all such security checks, searches, and scans of your person by the Airline, the Airline's handling agents, government officials, airport officials, police or military officials and other Airlines involved in their carriage.</p> <p>If the Passenger does not allow all such security checks, searches, and scans to be conducted, the Airline will refuse to carry the Passenger and the Passenger's Baggage and the applicable fare rules of the Ticket will apply. See <a href="#">Clause 10.10 (Right to Search, Screen and X-ray)</a> for security checks on Baggage.</p>                                                                                                                                                                                                                             |

| 14.7                                                              | ACCEPTANCE OF DEPORTEE – REPATRIATION – PERSON IN CUSTODY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14.7.1                                                            | <p>Airlink needs to ensure that certain preventative measures are in place before and during a flight with potentially disruptive passengers on board including:</p> <ol style="list-style-type: none"> <li>The number of inadmissible passengers, deportees or persons in custody shall be limited according to the aircraft size, reason for removal of the individual from the State and risk assessment.</li> <li>All requests to transport or accept deportees or persons under administrative control or jurisdiction shall be e-mailed to the Airlink Aviation Security Manager at least seven days in advance.</li> <li>Form DA1: “<b>Application for Acceptance of Deportee, Repatriation and Person in Custody</b>” must be submitted for such requests and prior clearance from Airlink obtained before travel acceptance. The information supplied in this form will assist the AvSec Manager in conducting a risk assessment on the special category passenger(s).</li> </ol> |
| 14.7.2                                                            | <p><b>Notification Requirement</b></p> <p>The appropriate government department shall notify the Airlink AvSec Manager at least seven (7) days prior to the date of travel, when passengers are obliged to travel because they have been subject of judicial or administrative proceedings. Such passengers include persons in the custody of personnel, mentally disturbed persons under escort, deportees, and inadmissible persons. When a person is obliged to travel because they are deemed to be inadmissible or the subject of a deportation order, the appropriate government department must supply Airlink, authorities in transit and destination States with the following:</p> <ol style="list-style-type: none"> <li>The identity of the person;</li> <li>The reason for transportation of that person;</li> <li>An evaluation of any threat posed by that person; and</li> <li>A copy of the deportation order.</li> </ol>                                                 |
| <div> <div>CLAUSE 15</div> <div>SUCCESSIVE AIRLINES</div> </div>  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                                   | <p>Where the Passengers carriage is to be performed by the Airline and other Airlines in succession under one Ticket, or a conjunction Ticket, it is likely to be regarded as a single operation for the purposes of the Warsaw Convention and the Montreal Convention. See <a href="#">Clause 16.2 (Scope of Liability)</a> for limitations of the Airline’s liability for such carriage.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <div> <div>CLAUSE 16</div> <div>LIABILITY FOR DAMAGE</div> </div> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 16.1                                                              | GENERAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                   | <p><b>The Airline’s liability will be determined by the applicable Law and this Conditions of Carriage. Where other Airlines are involved in the Passenger’s journey, their liability will be governed by the applicable Law.</b></p> <p><b>The applicable Law may comprise the Warsaw Convention or the Montreal Convention and/or Laws which apply in individual countries.</b></p> <p><b>The Warsaw Convention and the Montreal Convention apply to international carriage as defined in those Conventions. Provisions concerning the Airline’s liability are set out in <a href="#">Clause 16.2</a> to <a href="#">16.6</a>.</b></p>                                                                                                                                                                                                                                                                                                                                                   |

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>16.2</b>     | <b>SCOPE OF LIABILITY</b>                                                                                                                                                                                                                                                                                                                                                                                                          |
|                 | <b>The Airline will be liable only for damage occurring during carriage performed by the Airline, or in relation to which the Airline has a legal liability to the Passenger. Where the Airline issues a Ticket for carriage by another Airline, or the Airline checks-in the Passenger's Baggage for carriage by another Airline, the Airline does so only as an agent for that Airline.</b>                                      |
| <b>16.3</b>     | <b>GENERAL LIMITATION</b>                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>16.3.1</b>   | <b>Wherever the Warsaw Convention or the Montreal Convention applies to the Passenger's carriage, our liability will be subject to the rules and limitations of the applicable Convention.</b>                                                                                                                                                                                                                                     |
| <b>16.3.2</b>   | <b>The Airline will be wholly or partly exonerated from liability to the Passenger for damage if the Airline proves that the damage was caused or contributed to by the Passenger's negligence or other wrongful acts or omissions.</b>                                                                                                                                                                                            |
| <b>16.3.3</b>   | <b>The Airline will not be liable for any damage arising from its compliance with applicable local Law or government rules and regulations or from the Passenger's failure to comply with the same, except as may be provided by the Warsaw Convention or the Montreal Convention.</b>                                                                                                                                             |
| <b>16.3.5</b>   | <b>Except where the Airline provides otherwise in this Conditions of Carriage, the Airline may be liable to the Passenger only for compensatory damages that the Passenger is entitled to recover for proven losses and costs under the Warsaw Convention or the Montreal Convention or applicable local Laws which may apply.</b>                                                                                                 |
| <b>16.3.6</b>   | <b>The Passenger's contract of carriage with the Airline (including this Conditions of Carriage and all applicable exclusions and limits of liability) applies for the benefit of its Authorised Agents, servants, employees and representatives to the same extent as they apply to the Airline.</b>                                                                                                                              |
| <b>16.3.7</b>   | <b>Nothing in these Conditions of Carriage:</b>                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>16.3.7.1</b> | <b>gives up or waives any exclusion or limitation of the Airline's liability in terms of the Warsaw Convention, the Montreal Convention or applicable local Law, whichever may be applicable, unless otherwise expressly stated in writing by the Airline; or</b>                                                                                                                                                                  |
| <b>16.3.7.2</b> | <b>prevents the Airline from excluding or limiting its liability under the Warsaw Convention, or the Montreal Convention, whichever may be applicable, or under any other Laws which may apply, or gives up any defence available to the Airline there under against any public social security body or any person liable to pay, or who has paid, compensation for the death, wounding or other bodily injury of a Passenger.</b> |

| 16.4      | DEATH OR INJURY OF PASSENGERS                                                                                                                                                                                                                                                                                                                                                                    |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 16.4.1    | <p>Our liability for damage sustained by the Passenger, in the event of death, wounding, injury or other bodily injury caused by an accident is subject to the rules and limitations of applicable Law as the following supplementary rules:</p> <p>The Airline's liability for proven damages will not be subject to any financial limits as defined by the Warsaw Convention or otherwise;</p> |
| 16.4.2    | <p>For any proven damages up to the national currency equivalent of one hundred thousand (100,000) SDRs. Any defence based on proof that the Airline and its agents have taken all necessary measures to avoid the damage, or that it was impossible for such measures to have been taken, will not apply to the Airline;</p>                                                                    |
| 16.4.3    | <p>The Airline agrees to make advance payments to the Passenger or the Passenger's heirs subject to the following terms and conditions:</p>                                                                                                                                                                                                                                                      |
| 16.4.3.1  | <p>the person receiving payment is a natural person;</p>                                                                                                                                                                                                                                                                                                                                         |
| 16.4.3.2  | <p>the Passenger or the person receiving payment is entitled to compensation under the applicable Laws;</p>                                                                                                                                                                                                                                                                                      |
| 16.4.3.3  | <p>payments will be made only in respect of immediate economic needs which must be proven by the Passenger or their heirs;</p>                                                                                                                                                                                                                                                                   |
| 16.4.3.4  | <p>the amount of a payment will be proportional to the economic hardship being suffered as a result of the death, wounding or bodily injury, save that, in the case of death, it will not be less than the national currency equivalent of fifteen thousand (15,000) SDRs per Passenger;</p>                                                                                                     |
| 16.4.3.5  | <p>payment will not be made later than fifteen (15) Days after the identity of the person entitled to compensation has been established under the applicable Laws;</p>                                                                                                                                                                                                                           |
| 16.4.3.6  | <p>no person will be entitled to receive a payment if he or she or the Passenger to whom the payment relates, caused or contributed to the damage to which the payment relates by his or her negligence;</p>                                                                                                                                                                                     |
| 16.4.3.7  | <p>payments will be off-set against any subsequent sums payable in respect of the Airline's liability under the applicable Laws;</p>                                                                                                                                                                                                                                                             |
| 16.4.3.8  | <p>except for payment of the minimum sum specified in <a href="#">Clause 16.4.3.4</a> in respect of death, a payment will not exceed the maximum damages for which the Airline may be liable;</p>                                                                                                                                                                                                |
| 16.4.3.9  | <p>the making of a payment will not constitute recognition or admission of liability by the Airline in any way whatsoever;</p>                                                                                                                                                                                                                                                                   |
| 16.4.3.10 | <p>no payment will be made unless the person receiving payment provides the Airline with a signed receipt which also acknowledges the applicability of <a href="#">Clause 16.4.3.7</a> and <a href="#">16.4.3.8</a> and <a href="#">16.4.3.9</a>; and</p>                                                                                                                                        |
| 16.4.3.11 | <p>save to the extent in conflict with any applicable Law, and subject to payment of the minimum sum specified; the Airline's decision in relation to the payment amount will be final.</p>                                                                                                                                                                                                      |

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>16.5</b>     | <b>ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>16.5.1</b>   | Where the Passenger's journey involves an ultimate destination or Stopover in a country other than the country of origin, the Passenger is advised that the Warsaw Convention or the Montreal Convention may be applicable to the entire journey, including any section entirely within the country of origin or destination.                                                                                                                                                                                                                                              |
| <b>16.5.2</b>   | Where the Montreal Convention is applicable, the Airline is liable for proven damages for death or personal injury, and certain defences to liability specified by that Convention will be inapplicable for damages not exceeding the national currency equivalent of one hundred thousand (100,000) SDRs.                                                                                                                                                                                                                                                                 |
| <b>16.5.3</b>   | Where the Montreal Convention is not applicable, the conditions of carriage of many Airlines provide that the liability for death or bodily injury will not be subject to any financial limit defined by the Warsaw Convention and that, in respect of such damage up to a maximum of the national currency equivalent of one hundred thousand (100,000) SDRs, any defence to liability based on proof that they have taken all necessary measures will not apply.<br><br>Where no such provisions are included in the Airline's conditions of carriage, please note that: |
| <b>16.5.3.1</b> | for such Passengers on a journey to, from or with an agreed Stopover in the United States of America ("USA"), the Warsaw Convention and special contracts of carriage embodied in applicable Tariffs provide that the liability of certain Airlines, parties to such special contracts, for death of or personal injury to Passengers is limited in most cases to proven damages not to exceed seventy five thousand (75,000) United States Dollars per Passenger, and that this liability up to such limit will not depend on negligence on the part of the Airline; and  |
| <b>16.5.3.2</b> | for such Passengers travelling by an Airline not a party to such special contracts or on a journey to which the Warsaw Convention applies which is not to, from or having an agreed stopping place in the USA, the liability of the Airline for death or personal injury to Passengers is limited in most cases to ten thousand (10,000) United States Dollars or twenty thousand (20,000) United States dollars; and                                                                                                                                                      |
| <b>16.5.4</b>   | Additional protection can be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the Airline's liability under the Warsaw Convention or the Montreal Convention or such special contracts of carriage of the type mentioned above. For further information, please consult the Airline or the insurance company representatives.                                                                                                                                                                                  |
| <b>16.5.5</b>   | Please note that the limit of liability of seventy five thousand (75,000) United States Dollars specified in this <a href="#">Clause 16.5.3.1</a> is inclusive of legal fees and costs except that, in case of a claim brought in a state where a provision is made for separate award of legal fees and costs, the limit will be the sum of fifty eight thousand (58,000) United States Dollars exclusive of legal fees and costs.                                                                                                                                        |
| <b>16.5.6</b>   | The Passenger will have no right to compensation for any damage if an action is not brought within seven (7) days of the date of the Passengers arrival at the place of destination, or the date on which the aircraft was scheduled to arrive, or the date on which the carriage stopped.                                                                                                                                                                                                                                                                                 |

RECORD SHEET: 4Z Conditions of Carriage:

| Date            | CLAUSE        | Remark                                                                                                         | Responsible |
|-----------------|---------------|----------------------------------------------------------------------------------------------------------------|-------------|
| 01 JUN 2020     | ALL           | <b>New</b> revised CoC to accommodate 4Z                                                                       | V VILES     |
| 26 JUN 2020     | 2.1.3         | Amended                                                                                                        | V VILES     |
| 03 JUL 2020     | 10.8.2 (a)    | <b>New</b> updated Firearm Handling Fee                                                                        | V VILES     |
|                 | 10.8.8        | New                                                                                                            |             |
|                 | 11.7          | <b>New</b> Waiver Requests for Voluntary Refunds                                                               |             |
| 06 JUL 2020     | 2.5.3 (c)     | Amended                                                                                                        | V VILES     |
|                 | 11.1.3        | Amended                                                                                                        |             |
| 24 AUG 2020     | 10.1.4        | Amended                                                                                                        | V VILES     |
|                 | 10.6.1        | Amended                                                                                                        |             |
|                 | 10.8          | Added ELS / PLZ Firearm charges                                                                                |             |
|                 | 10.19.5       | Removed                                                                                                        |             |
|                 | 10.20.2.1     | Amended                                                                                                        |             |
|                 | 10.21.1       | Amended                                                                                                        |             |
|                 | 10.21.2       | Amended                                                                                                        |             |
|                 | 10.21.4       | Amended                                                                                                        |             |
|                 | 10.21.5       | Amended                                                                                                        |             |
|                 | 10.21.6       | Amended                                                                                                        |             |
|                 | 11.7          | Amended                                                                                                        |             |
|                 | 11.8          | <b>NEW</b> Medical Certificates for Refunds                                                                    |             |
| 18 SEP 2020     | 2.5           | Amended various words                                                                                          | V VILES     |
|                 | 2.5.5         | <b>NEW</b>                                                                                                     |             |
|                 | 2.5.6         | <b>NEW</b>                                                                                                     |             |
| 01 OCT 2020     | Clause 1      | SA Airlink changed to Airlink (Pty) Limited                                                                    | V VILES     |
| 27 OCT 2020     | 10.2.3        | FBA Exceptions, removed GBE & MSU                                                                              | V VILES     |
|                 | 2.5.3 (a)     | Updated to include exceptions                                                                                  |             |
|                 | 10.8 (e)      | Removed Nampula                                                                                                |             |
|                 | 8.3.1         | VGML added Vegans                                                                                              |             |
|                 | 10.14.11      | Reduced puppy/kitten age from 10 weeks to 8 weeks                                                              |             |
| 04 DEC 2020     | 5.1.3         | Updated to include name changes                                                                                | V VILES     |
|                 | 5.1.4/5       | <b>NEW</b>                                                                                                     |             |
|                 | 5.1.6/7/8     | Renumbered                                                                                                     |             |
|                 | 2.5.3         | Amended (a), (f), (k)                                                                                          |             |
| 01 FEB 2021     | 10.8.2 (a)    | Amended PZB to include no handguns                                                                             | V VILES     |
|                 | 10.8.2 (c)(j) | Added in DAR and FBM                                                                                           |             |
|                 | 14.1.1 + 2    | Added extra information                                                                                        |             |
|                 | 10.2.5        | <b>NEW</b> Sporting Equipment                                                                                  |             |
|                 | 10.16.2       | Amended musical instruments                                                                                    |             |
| 1-26 March 2021 | Clause 1      | Amended <b>Force Majeure</b> , <b>Involuntary flight change</b> and <b>Voluntary flight change</b> definitions | V VILES     |
|                 | Clause 1      | Added <b>Weight Concept</b> definition                                                                         |             |
|                 | Clause 1      | Deleted <b>Ticket</b>                                                                                          |             |
|                 | 2.2.5         | <b>NEW</b> customer care correspondence                                                                        |             |
|                 | 2.5.3 (a)     | Amended                                                                                                        |             |

|           |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |         |
|-----------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
|           | 2.5.5 (a)      | Amended                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |
|           | 2.5.5 (b)(c)   | Removed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |
|           | 2.5.6          | Amended                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |
|           | 2.5.7/8/9      | <b>NEW</b> reference to Covid memo                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |         |
|           | 3.1.5          | Removed: ticket is non-transferable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |         |
|           | 3.1.6/7/8/9    | Renumbered                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |
|           | 3.4.3          | <b>Removed:</b> Should the Passenger be required to change any aspect of the transportation due to Force Majeure; the Passenger must contact Airlink as soon as practicable and Airlink will use reasonable efforts available to it to transport the Passenger to the next Stopover or the final destination, without recalculation of the fare.                                                                                                                                                                        |         |
|           | 3.4.4/5/6/7    | Renumbered                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |
|           | 3.5            | <b>NEW</b> Tax Invoices                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |
|           | 4.2.4          | <b>Removed:</b> In the event that any tax, fee or charge is abolished or reduced and becomes no longer applicable to all or part of the Passengers carriage, a refund can be claimed by the Passenger from Airlink.                                                                                                                                                                                                                                                                                                     |         |
|           | 5.4.3          | <b>NEW</b> Emergency exit row                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |         |
|           | 7.6.1          | Amended Check-In Options                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |
|           | 9.1.1/2/3      | Amended Flight Schedules - General                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |         |
|           | 9.2            | <b>NEW</b> Disruption to Operation as a result of Government Regulations                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |
|           | 9.3            | Renumbered Remedies for Cancellation, Rerouting ...                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |         |
|           | 9.4            | Renumbered Weather Delays                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |         |
|           | 9.5            | Renumbered Denied Boarding                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |
|           | 9.6            | Renumbered Denied Boarding Compensation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |
|           | 10.2.5         | Amended Sporting Equipment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |
|           | 10.4.4         | Added in duct tape and handcuffs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |         |
|           | 10.8.2         | Removed the destination list with rates and added link to web page.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |         |
|           | 10.8.7         | Amended the wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |         |
|           | 10.8.8         | Amended the wording and added crossbows/starter pistols                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |
|           | 10.12.1        | Added No baggage may be placed on the seat.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |         |
|           | 10.12.3        | <b>Removed:</b> Deleted If the Passenger has a valuable item, a musical instrument or diplomatic bag which the Passenger wishes to carry with as Unchecked Baggage, but it exceeds the Airline's size or the weight limitations, the Passenger must purchase one additional seat (subject to availability) for the purpose of storing such permitted item next to the Passenger during the flight. The Airline will not carry as Unchecked Baggage any other type of item which exceeds its size or weight limitations. |         |
|           | 11.1.2/3/5/6/8 | Amended Refunds wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |
|           | 11.3.1.2       | Amended Refunds wording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |
| 30 MAR 21 | 2.5.3 (a)      | Changed under 2 years to read under 5 years                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | V VILES |
| 10 MAY 21 | 7.1            | Increased the check-in times for Domestic and Regional                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | V VILES |
| 18 JUN 21 | 2.5.5 (a)      | Updated                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | V VILES |
|           | 8.3.1          | Removed Moslem meal                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |         |
|           | 10.8.8         | Removed >bows and arrows< from handling fee charge                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |         |
| 22 JUN 21 | 10.14.12       | <b>NEW</b> Requirements for rabies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | V VILES |
|           | 10.2.5         | Amended and added 10.2.5.1 to 6 of Sporting Equipment                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |         |
|           | 6.2.2          | Amended last sentence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |         |
|           | 10.3.3         | <b>NEW</b> Excess baggage conditions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |         |
| 08 JUL 21 | 10.3.1         | Increased Domestic rate from ZAR26 to ZAR33                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | V VILES |
| 02 AUG 21 | 6.4.1          | Removed (e) and (f)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | V VILES |

|           |           |                                                                                                          |         |
|-----------|-----------|----------------------------------------------------------------------------------------------------------|---------|
|           | 6.11.7    | <b>NEW</b> ESAN rabies, health                                                                           |         |
|           | 10.14.6   | Amended documents for cats and dogs AVIH                                                                 |         |
| 01 SEP 21 | 6.4.1     | Amended paragraph                                                                                        | V VILES |
| 07 SEP 21 | 3.1.9     | <b>NEW</b> in line with ITR airfare conditions                                                           | V VILES |
|           | 2.1.1     | Updated in line with flyairlink.com                                                                      |         |
|           | 2.5.5     | Amended paragraph (a)                                                                                    |         |
|           | 2.5.7     | Changed date to 30 December 2021                                                                         |         |
|           | 2.5.8     | Changed date to 31 March 2022                                                                            |         |
| 15 SEP 21 | 10.14.6   | Added in new paragraph (c)                                                                               | V VILES |
| 28 SEP 21 | 2.3       | Update heading                                                                                           | V VILES |
|           | 2.3.2     | <b>New</b> Legal Liability for Codeshare / Interline Partners                                            |         |
|           | 2.5.9     | Amended paragraph                                                                                        |         |
|           | 3.1.1     | Added "valid for 3 months"                                                                               |         |
| 13 OCT 21 | 10.8.8    | Removed <i>crossbows</i> from WEAP as it will fall under SPEQ                                            | V VILES |
|           | 3.1.2     | Moved 2.5.8 to 3.1.2                                                                                     |         |
|           | 3.1.3     | Moved 2.5.9 to 3.1.3                                                                                     |         |
|           | 3.1.4     | Moved 5.1.5 to 3.1.4                                                                                     |         |
|           | 3.1       | Clauses renumbered due to 3 clauses above moved to correct heading                                       |         |
|           | 5.1       | Clauses renumbered due to 5.1.5 moved to 3.1.4                                                           |         |
| 14 OCT 21 | 6.13.7    | Deleted UM should reach their destination before 20h00 and remaining clauses renumbered                  | V VILES |
|           | 8.3.1     | MOML added                                                                                               |         |
| 20 OCT 21 | 10.1.2    | Reworded the whole of 10.1.2                                                                             | V VILES |
|           | 10.1.10   | <b>NEW</b> Out of Gauge baggage                                                                          |         |
|           | 7.5.5     | <b>NEW</b> clause                                                                                        |         |
|           | 7.6.5     | Amended time to 2 hours                                                                                  |         |
| 26 OCT 21 | 7.6.10    | <b>NEW</b> paragraph, cancel online check-in                                                             | V VILES |
|           | 10.8.5    | Amended clause for packing ammunition for different countries                                            |         |
| 25 NOV 21 | 2.5.5     | Reworded the whole of 2.5.5                                                                              | V VILES |
| 21 JAN 22 | 6.4.2     | Replaced the email address to <a href="mailto:e-ticketing@flyairlink.com">e-ticketing@flyairlink.com</a> | V VILES |
| 24 JAN 22 | 10.4.4    | Added tennis racquets as not permitted as cabin baggage                                                  | V VILES |
| 15 FEB 22 | 3.1       | <b>NEW</b> Domestic Form of Identification                                                               | V VILES |
| 02 MAR 22 | 2.3.1 / 2 | <b>NEW</b> IROPs added for non 749 and paragraphs renumbered                                             | V VILES |
|           | 5.7.3     | <b>NEW</b> paragraph: cancel online check-in                                                             |         |
|           | 10.2.3    | Update the FBA for Checked baggage into a table                                                          |         |
|           | Various   | Replaced Revenue Control office with Reservation Support desk                                            |         |
|           | 10.1.11   | <b>NEW</b> paragraph: alcohol-based hand sanitisers                                                      |         |
|           | 10.16.3   | <b>NEW</b> section: extra seat for diplomatic baggage in the cabin                                       |         |
| 10 MAR 22 | 10.8.2    | Pax under the age of 18 years not allowed to check in weapons                                            | V VILES |
| 01 APR 22 | 5.4.4     | <b>NEW</b> Chargeable Advance Seat Reservation E90/E70 Row 1+2                                           | V VILES |
| 04 APR 22 | 3.3.1     | Non-use of Ticket updated                                                                                | V VILES |
| 14 APR 22 | 2.5       | Heading changed to Covid Health Advisory and contents updated                                            | V VILES |
|           | 6.6.1     | <b>NEW</b> Portable Oxygen Concentrators                                                                 | V VILES |
|           | 6.6.2     | Update CPAP & PAP                                                                                        |         |
| 22 APR 22 | 2.5.4     | Update PCR requirements                                                                                  | V VILES |
|           | 5.4.4     | Removed the ASR rates                                                                                    |         |
| 11 MAY 22 | 2.2.6     | <b>NEW</b> Travel Agent + Third Party bookings                                                           | V VILES |
|           | 2.5.4     | Update PCR requirements                                                                                  |         |

|           |            |                                                                                                                                              |         |
|-----------|------------|----------------------------------------------------------------------------------------------------------------------------------------------|---------|
|           | 6.2.5.4    | <b>NEW</b> Wheelchairs on Lodge Link flights                                                                                                 |         |
|           | 6.2.13     | Update MAAS                                                                                                                                  |         |
|           | 9.1.4      | <b>NEW</b> Liability for Travel Agents                                                                                                       |         |
|           | 9.5        | <b>NEW</b> Schedule Change                                                                                                                   |         |
|           | 9.6        | Renumbered 9.6.1.4 added OVERSOLD flights                                                                                                    |         |
|           | 9.7        | Renumbered and updated DB compensation                                                                                                       |         |
| 18 MAY 22 | 2.2.6      | Update Travel Agent and 3 <sup>rd</sup> party changes may carry a cost                                                                       | V VILES |
|           | 9.5.5      |                                                                                                                                              |         |
| 01 JUN 22 | 5.4.4      | Added terms & conditions for ASR                                                                                                             | V VILES |
|           | 6.13.5     | Added UM as MEDA to travel with escort                                                                                                       |         |
| 07 JUN 22 | 2.2.6      | Amended as per COMESA Ref: CCC/CP/12/9/2021                                                                                                  | V VILES |
|           | 9.5.5      |                                                                                                                                              |         |
| 20 JUN 22 | 11.2.1     | Bullet point 2 added excluding Force Majeure events                                                                                          | V VILES |
| 21 JUN 22 | 6.13       | New section under UMR "Travel Documents" + renumbering                                                                                       | V VILES |
| 27 JUN 22 | 2.5        | Updated entire clause in line with department of health related to the wearing of face masks and regulations to persons entering the country | V VILES |
|           | 3.2        | Updated entire Clause, effective 1/1/2023 E-ticket validity will be 1 year from DOI.                                                         |         |
|           | 10.2.3     | Luanda FBA changed to 40K = C / 30K = Y                                                                                                      |         |
| 01 JUL 22 | 5.4.4      | Added Row 3 as chargeable ASR                                                                                                                | V VILES |
| 04 JUL 22 | 6.11.3     | Added conditions to travel with ESAN                                                                                                         | V VILES |
| 28 JUL 22 | 3.2.1      | Updated, effective 1/8/2022 E-ticket validity will be 1 year                                                                                 | V VILES |
| 02 SEP 22 | 10.12.3    | <b>NEW</b> Cabin baggage disclaimer                                                                                                          | V VILES |
|           | 9.1.2      | Removed paragraph the option to extend to two year validity                                                                                  | V VILES |
| 08 SEP 22 | 6.2.2      | Added Wheelchair category WCHS/WCHC                                                                                                          | V VILES |
|           | 6.2.5.1    | Added WCHR service must be prebooked cannot guarantee                                                                                        |         |
|           | 6.3.5      | (f)Removed bend knees at 90 degrees                                                                                                          |         |
| 04 OCT 22 | 6.7.6      | Updated carer requirements for mental disability                                                                                             | V VILES |
|           | 9.7.2      | Changed "valid 3 years" to 1 year from date of compensation voucher issue                                                                    |         |
| 11 OCT 22 | 5.4.4      | Updated ASR to include exit rows + E95 + 737                                                                                                 | V VILES |
|           | 5.4.5      | <b>NEW</b> car seat for children                                                                                                             |         |
|           | 10.1.8     | Removed Lodge Link baggage allowance                                                                                                         |         |
|           | 6.2.5.4    | Deleted clause for wheelchairs on Lodge Link                                                                                                 |         |
|           | 8.3.1 + 2  | Removed Vegan and wording update                                                                                                             |         |
| 21 OCT 22 | 10.14.6    | (b) updated to every three years (c) removed done annually                                                                                   | V VILES |
|           | 10.3.3     | Removed Lodge Link routes                                                                                                                    |         |
| 18 NOV 22 | 6.2.14     | Removed UM with medical condition escort recommended                                                                                         | V VILES |
|           | 6.7        | Replaced Mental Disability with DPNA and updated the whole clause                                                                            |         |
|           | Various    | Replaced "book 3 Business days" with "72 hours" for SSRs                                                                                     |         |
|           | 6.13.5     | Removed UM with medical condition must travel with an escort.                                                                                |         |
|           | 3.5.1      | Updated tax invoice wording                                                                                                                  |         |
| 09 DEC 22 | 12.2       | Updated conditions when travelling with alcohol                                                                                              | V VILES |
|           | 10.6.2 (n) | <b>NEW</b> alcoholic beverages                                                                                                               |         |
|           | 6.11.3     | Added "domestic flights only"                                                                                                                |         |
| 03 FEB 23 | 13.3       | <b>NEW</b> third-party disclaimer                                                                                                            | V VILES |

|           |                 |                                                                                                                 |         |
|-----------|-----------------|-----------------------------------------------------------------------------------------------------------------|---------|
| 01 MAR 23 | 3.2.1           | Updated Document Validity                                                                                       | V VILES |
| 28 APR 23 | 5.4.6           | <b>NEW</b> Extra Seat for comfort and size                                                                      | V VILES |
|           | 6.2.5           | Added WCH the form requirements                                                                                 |         |
|           | 6.2.6           | Amended battery WCH information                                                                                 |         |
|           | 6.2.13 (a)      | Updated Young Passenger age                                                                                     |         |
|           | 6.2.21          | Replaced artificial limbs with prosthesis                                                                       |         |
|           | 6.3.5 (g)       | Incomplete sentence updated                                                                                     |         |
|           | 6.6.1           | Updated the PPOC name                                                                                           |         |
|           | 6.11.3          | Added max 7kg                                                                                                   |         |
|           | 6.13.3          | Updated the young passenger sentence                                                                            |         |
|           | 9.6.1/4         | Rephrased both Clauses                                                                                          |         |
|           | 9.6.2           | Changed to...very next Airlink flight                                                                           |         |
|           | 10.14.1         | Updated description for Animals                                                                                 |         |
|           | 10.14.5         | Updated to include pet container sizes                                                                          |         |
|           | 10.14.7         | Updated to email pet documents to e-ticketing                                                                   |         |
|           | 10.14.13        | <b>NEW</b> terms related to brachycephalic and snub-nosed pets                                                  |         |
|           | 10.14.14        | <b>NEW</b> two pets in same container                                                                           |         |
|           | 10.16.2         | Formatting update to musical instruments                                                                        |         |
|           | 12.2.2          | Added included in your hand baggage                                                                             |         |
| 11 MAY 23 | 2.5             | <b>DELETED</b> section on Covid Health Advisory                                                                 | V VILES |
| 22 MAY 23 | 6.2.22.2        | <b>NEW</b> EpiPen injector                                                                                      | V VILES |
| 26 MAY 23 | 11.1.5          | Updated refund validity to 12 months to coincide with 4Z refund policy                                          | V VILES |
| 13 JUN 23 | 10.3.1          | Update the domestic excess baggage rate                                                                         | V VILES |
| 23 JUN 23 | 6.11.3 / 6.11.5 | Removed ESAN may sit on passenger's lap                                                                         | V VILES |
| 10 JUL 23 | 7.1             | Updated check-in times to 2 hours all routes                                                                    | V VILES |
|           | 7.5.1           | Re-worded paragraph                                                                                             |         |
|           | 3.3.1           | Re-worded paragraph and included medical certificate                                                            |         |
| 12 JUL 23 | 5.4.4           | Chargeable Seat general information updated                                                                     | V VILES |
|           | 10.8.8          | Added air rifles, decommissioned weapons, pellet, and dart guns                                                 |         |
|           | 10.4.4          | Added crochet needles                                                                                           |         |
| 26 JUL 23 | 3.3.2           | Clause updated                                                                                                  | V VILES |
|           | 9.3.4           | Clause updated                                                                                                  |         |
|           | 9.7.1           | Change "next available flight" to "very next flight"                                                            |         |
|           | Clause 1        | Force Majeure: added lightning and bird strikes                                                                 |         |
| 31 AUG 23 | 3.2.1           | Added note for ETKT placed on hold validity                                                                     | V VILES |
|           | 7.6.1 (a)       | Updated check-in time 2 hours for all flights                                                                   |         |
| 05 SEP 23 | 5.1.6           | Update to include pax under 18 years with INF                                                                   | V VILES |
|           | 6.2.5.2+3       | Removed PAU service will be provided                                                                            |         |
|           | 9.3.2.1+2+3+4   | Updated Airline to Airlink and minor grammar changes                                                            |         |
| 07 SEP 23 | Clause 6        | Updated email address to <a href="mailto:specialassistance@flyairlink.com">specialassistance@flyairlink.com</a> | V VILES |
| 28 SEP 23 | 5.4.4           | Updated the Chargeable seat rows                                                                                | V VILES |
|           | 8.3.1           | Added excluding flight range 4Z8000 to 4Z8999                                                                   |         |

|           |             |                                                                                      |         |
|-----------|-------------|--------------------------------------------------------------------------------------|---------|
| 17 OCT 23 | 2.3.3       | Re-worded and added 4Z Interline excess rates (charge & keep)                        | V VILES |
|           | 3.3.1       | Clause updated                                                                       |         |
|           | 6.1.2       | Clause updated and added if medical condition changes                                |         |
|           | 10.2.5.3    | Updated to maximum length of 2 meters                                                |         |
|           | 10.2.2.2    | Updated sentence to include unisex handbags                                          |         |
|           | 10.16.1 (c) | Updated to include maximum 50kg                                                      |         |
| 22 DEC 23 | 5.4.4       | Deleted the ASR rows table                                                           | V VILES |
|           | 3.1.3       | Deleted "at the discretion of Airlink"                                               |         |
|           | 6.2.5.1/3   | Grammer update                                                                       |         |
|           | 7.5.3       | Added self-service check-in closes 1 hour prior to departure                         |         |
|           | 7.6.1       | Added self-service check-in closes 1 hour prior to departure                         |         |
|           | 10.1.6      | Updated to NOT accept single items that exceed 32kg                                  |         |
| 18 JAN 24 | 9.3.4       | Revised and added "excluding alcohol" for hotel accommodation                        | V VILES |
| 15 FEB 24 | 2.1.1       | Updated from BBEE level 4 to level 5                                                 | V VILES |
|           | 10.1.8      | Deleted Clause "NOS Sporting Equipment restriction and no excess baggage permitted." |         |
|           | 10.2.5      | Updated to allow all SPEQ                                                            |         |
|           | 10.3.3      | Removed "excluding Nosy Be" for additional baggage purchase                          |         |
| 28 FEB 24 | 5.4.4       | Removed Chargeable Advance Seat Reservations (ASR) effective 1/3/2024                | V VILES |
|           | 10.14.5     | Clause updated                                                                       |         |
|           | 11.1.1      | Deleted SA8 tickets for Refunds                                                      |         |
| 13 MAY 24 | 13.4        | <b>NEW</b> 4Z takes no liability for incorrect FIDS                                  | V VILES |
|           | 11.1.1      | Updated to include Skybucks Refunds email address                                    |         |
|           | 11.1.2      | Deleted the effective date                                                           |         |
|           | 11.1.5      | Refund processing time reduced from 4 months to 8 weeks                              |         |
| 21 MAY 24 | 8.1         | Revised the introduction on the "right to refuse carriage"                           | V VILES |
|           | 8.1.17      | <b>NEW</b> extra reason added for the "right to refuse carriage"                     |         |
|           | 8.2         | <b>NEW</b> Consequences of Refusal to Carry or Removal of Passenger                  |         |
|           | 8.2 to 8.5  | Remaining Clauses renumbered 8.3 to 8.6                                              |         |
| 14 JUN 24 | 10.8.2      | Rephrased Clause and removed the 18 years of age limit                               | V VILES |
| 26 JUN 24 | 9.4.1       | Included Force Majeure                                                               | V VILES |
| 18 JUL 24 | 10.4.3      | Deleted "mechanical car parts"                                                       | V VILES |
|           | 10.4.3.1    | <b>NEW</b> Car Parts in Checked Baggage                                              |         |
|           | 11.7        | Clause updated to include wording from Refund policy                                 |         |
| 23 JUL 24 | 2.3.3       | <b>NEW</b> (d) + (e) detailed baggage allowance for foreign ticket stock             | V VILES |
|           | 6.4.2       | Revised Medical Indemnity Form                                                       |         |
| 05 AUG 24 | 9.5.7       | <b>NEW</b> 5-to-15-minute Schedule Time Change                                       | V VILES |
|           | 9.5.1       | Changed 24 hour to 72 hours                                                          |         |
|           | 10.3.3      | Added 3-digit flight number                                                          |         |
|           | 10.14.14    | <b>NEW</b> non-aggressive and friendly nature dogs accepted                          |         |
|           | 10.14.15    | Renumbered and paragraph updated dogs/cats share same container                      |         |
|           | Clause 10   | Renumbered and all limitation on baggage liability moved to Clause 10.22             |         |
|           | 10.8.8      | Removed flare guns / paintball guns / spear guns from handling fee table             |         |
|           | 10.14.12    | Clause updated for vaccination against Rabies                                        |         |
|           | 10.21.5     | Clause updated Domestic/Regional baggage claims for Warsaw Convention                |         |
|           | 10.2.3      | Magnificent Sunbird Y class Free Baggage Allowance 30kg after 31/7/2024              |         |

|           |                |                                                                             |          |
|-----------|----------------|-----------------------------------------------------------------------------|----------|
| 08 AUG 24 | 9.5.1          | Changed from 72 hour to 48 hours                                            | V VILES  |
| 17 SEP 24 | 6.2.7          | Updated to include wheelchair/mobility aid with battery requirements        | V VILES  |
| 14 OCT 24 | 6.2.8          | Deleted occupational health and safety law and revised paragraph            | C JACOBS |
| 25 OCT 24 | 10.4.3.1       | Deleted the acceptance of car parts up to 2kg in Checked baggage            | C JACOBS |
|           | 10.4.3         | Added "Car parts/motorcycle parts" under not include in Checked Baggage     |          |
| 01 NOV 24 | 10.21.5        | USD20 increased to USD22.64                                                 | C JACOBS |
|           | 10.21.8        | Added "damage or loss"                                                      |          |
| 07 NOV 24 | 6.10.1         | Moved "Psychiatric dog" from ESAN to SVAN                                   | C JACOBS |
|           | 6.10.2         | Revised paragraph                                                           |          |
|           | 6.10.3         | Revised (e) added Vest/Bib and (f) "in front of you"                        |          |
|           | 6.11.1/2/3     | Deleted Psychiatric dog and added obedience training                        |          |
| 18 NOV 24 | 5.4.3          | Deleted the word elderly and added new wording to (e)                       | C JACOBS |
| 21 NOV 24 | 10.3.1         | Updated Domestic Excess Baggage rate ZAR38.00 per kg excluding VAT          | C JACOBS |
| 25 NOV 24 | 6.6.2          | Replaced "without" to "with"                                                | C JACOBS |
| 11 DEC 24 | 2.3.3          | Added "excluding weapons" to the heading                                    | V VILES  |
|           | 6.2.8          | Rephrased paragraph on wheelchair weight limitations                        |          |
|           | 7.4.2          | Rephrased paragraph on boarding requirements                                |          |
|           | 7.5.6          | <b>NEW</b> when passengers must check-in online and airport                 |          |
|           | 7.5.7          | <b>NEW</b> confidentiality of travel information                            |          |
|           | 8.6            | Rephrased paragraph on weight limitations                                   |          |
|           | 6.6.1          | Updated Clause with new wording for PPOC                                    |          |
|           | 10.3.4         | <b>NEW</b> payment for excess baggage at the airport                        |          |
| 16 JAN 25 | 9.6.1.4        | Rephrased description related to overbooked flights                         | V VILES  |
| 28 JAN 25 | 5.4.1          | Added "restricted recline seats"                                            | V VILES  |
| 11 FEB 25 | 3.2.1          | Move placed on hold ticket validity to (h) and new look                     | V VILES  |
| 17 FEB 25 | 14.7           | <b>NEW</b> acceptance of deportee – repatriation – person in custody + form | V VILES  |
| 18 FEB 25 | 10.4.3         | Added sun/reading glasses and binoculars to not include in checked bag      | V VILES  |
| 17 FEB 25 | 10.14.10       | Added rebook and reroute if aircraft does not accommodate AVIH              | V VILES  |
| 20 FEB 25 | 5.4.4          | Deleted children booster car seats not permitted                            | V VILES  |
| 3 MAR 25  | 6.2.7          | Updated the whole section on battery operated wheelchairs as per DGR        | V VILES  |
|           | 6.2.10         | Added see Clause 5.4.5                                                      |          |
|           | 6.6.3          | Updated wording with MEDA form requirements for CPAP etc.                   |          |
|           | 6.6.5          | <b>NEW</b> oxygen cylinders not permitted                                   |          |
|           | 9.7.2 (c)      | Added USD currency for Compensation Vouchers                                |          |
|           | 10.3.5         | <b>NEW</b> Excess Baggage T&C                                               |          |
|           | 10.4.3 (P)     | Added hover /balance boards to go as cargo                                  |          |
| 11 MAR 25 | 9.4.3          | Removed the standard refund admin fee and referred to refund policy table   | V VILES  |
| 15 APR 25 | 6.2.6          | Rephrased description for mobility aids / assistive devices                 | V VILES  |
|           | 10.14.15       | Changed (same species) to (same group)                                      |          |
|           | Various        | Removed 15% for the VAT                                                     |          |
|           | 10.2.3         | Added note for Z class free baggage allowance                               |          |
| 07 MAY 25 | 14.1.1         | New URL for self-help document check, deleted the IATA travel centre URL    | V VILES  |
| 15 MAY 25 | 6.8.1          | Added (10 day) date period for the doctor's letter                          | V VILES  |
|           | 10.6.4 + 5     | <b>NEW</b> undeclared and mis-declared dangerous goods in baggage           |          |
| 20 MAY 25 | 11.2.4         | Revised wording to contact RES support for AUTH waiver                      | V VILES  |
|           | 10.14.5.1      | Added "note" column to the table                                            |          |
|           | 10.14.5.2 to 5 | Updated the pet screening process                                           |          |

|           |           |                                                                          |         |
|-----------|-----------|--------------------------------------------------------------------------|---------|
| 21 MAY 25 | 2.2.5     | Revised wording and reduced acknowledgement from 30 days to 10 days      | V VILES |
| 22 MAY 25 | 9.4.1/3/4 | Updated & include breakdown for cancelled and diverted flights due to WX | V VILES |
| 26 MAY 25 | 3.1.2 (c) | <b>NEW</b> foreign drivers licence as identification on domestic travel  | V VILES |
| 03 JUN 25 | 5.4.4 (h) | Added one car booster seat for children                                  | V VILES |
| 18 JUN 25 | 6.2.8     | Deleted clause with 100kg weight limitation for wheelchair passengers    | V VILES |
| 14 JUL 25 | 14.1.1    | Replaced traveldoc.aero URL with the Timatic widget via 4Z website       | V VILES |
| 24 JUL 25 | 5.4.3 (e) | Updated the list of pax who may not occupy the exit rows                 | V VILES |
| 04 AUG 25 | 6.2.5.4   | <b>NEW</b> Pax required to use Airlink / Service Provider wheelchair     | V VILES |
|           | 9.4.3 (c) | Added RETURN BACK TO BASE due to weather                                 |         |
|           | 6.6.2     | CPAP maximum 8kg                                                         |         |
|           | 6.2.5.1   | Added in Airbridge for WCHR                                              |         |
|           | 2.3.3 (I) | Added "or separate bookings"                                             |         |
|           | 10.2.3    | Skybucks additional FBA for Red, Emerald and Black Tier                  |         |
| 12 SEP 25 | 8.4.1     | Added Vegan to VGML plus a meal description                              | V VILES |
|           | 9.3.4     | Replaced (24 hours) with (first night)                                   |         |
| 15 SEP 25 | 10.5.5    | Spare batteries updated and added max 8kg for cabin baggage              | V VILES |
|           | 10.5.7    | PEDs updated                                                             |         |
|           | 5.4.3 (e) | Removed Elderly and updated the list for non-exit row passengers         |         |
| 17 SEP 25 | 9.8       | <b>NEW</b> Compensation for flight delays and flight cancellations       | V VILES |
| 20 OCT 25 | 10.20.2.1 | Added "within seven calendar days"                                       | V VILES |
|           | 10.7.2    | Added "whether or not the limited release tag has been signed"           |         |
| 03 NOV 25 | 5.4.4     | Updated CHD/INFT car seat / booster seat requirements                    | V VILES |
|           | 4.1.3     | Removed 6 – 23 months age                                                |         |
|           | 6.7       | Updated the heading                                                      |         |