

FLYING TO ST HELENA

How can I book my ticket?

Tickets are available online via the Airlink website at <https://flyairlink.com> and through all normal IATA global distribution systems. Passengers are advised to contact their IATA travel agent.

Where will the service operate from and to?

The St Helena Air Service will operate from OR Tambo International Airport in Johannesburg, South Africa (JNB). There will be a stopover at Windhoek International Airport in Namibia (WDH) before the flight continues to St Helena Airport (HLE). On the return route, the flight will stopover at Windhoek before returning to Johannesburg. In summary, the route is as follows: JNB – WDH – HLE – WDH – JNB.

What will be the frequency of the flights?

Initially, the flight will operate on a weekly basis on a Saturday. There is scope for Airlink to lay on an additional mid-week flight as demand grows.

How many seats will be available on each flight?

Initially, the maximum number of passengers on each flight will be 76. There will be six business class seats and 70 economy class seats. Airlink plan to carry out an engine upgrade in the first quarter of 2018 which will allow the aircraft to be registered to carry 87 passengers on this route.

What are the regular flight times/schedules?

The proposed flight schedules that will apply from 21 October 2017 onwards are shown below. All times are shown in UTC (co-ordinated universal time) and have been converted to the local times at the airports involved for ease of reference.

Airport	Arrive/Depart	UTC/GMT	Local time
Saturday			
JNB	Depart	0700	0900 (Central African Time/GMT+2)
WDH	Arrive	0900	1000 (West African Time/GMT +1)
WDH	Depart	0930	1030 (West African Time/GMT +1)
HLE	Arrive	1315	1315 (GMT)
HLE	Depart	1430	1430 (GMT)
WDH	Arrive	1805	1905 (West African Time/GMT +1)
WDH	Depart	1840	1940 (West African Time/GMT +1)
JNB	Arrive	2030	2230 (Central African Time/GMT+2)

Johannesburg (normal weekly service commencing on 21 October 2017)

Ascension Island (monthly service commencing on 18 November 2017)

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How much will tickets cost for a return fare?

Ticket prices start at £804 (including taxes) for an economy return fare on the Johannesburg route. The below tables highlight the range of return fares from St Helena to South Africa including taxes. Passengers should note that fares are subject to change and are subject to availability.

St Helena to Johannesburg (return)		
Class	Lower	Upper
Business		£1,544
Economy	£804	£1,244

How much will tickets cost for a single fare?

Passengers should note that the single fare is not 50% of the return fare - this is because some airport taxes are applied on arrival, others on departure. The below tables highlight the range of return fares from St Helena to South Africa including taxes. Passengers should note that fares are subject to change and are subject to availability.

FARES

What will children pay?

Child fares are determined by the age of the child on the day of departure. The following rates will apply: Child (2-11yrs) - 75% of the basic adult fare plus any applicable airport taxes Infant - 10% of the basic adult fare plus any applicable airport taxes

What is the difference between business and economy class?

There are six business class seats and 70 economy class seats available on the flight. Business class passengers will enjoy more legroom, access to airport lounges, an increased baggage allowance, and preferential boarding onto the aircraft.

How far in advance can I book my ticket?

The ticketing system allows tickets to be purchased up to 342 days in advance of the date of travel.

Can I choose my seat on the plane?

Yes. Passengers will be able to select a seat on the plane when making their ticket booking. However, consider, for example, if everyone tried to book seats on the side of the aircraft to get the best view of the approach to the Island - this simply would not work! Passengers are advised that due to weight and loading requirements for the aircraft, you might be asked to swap your seat on the day of the flight. If you have shown a preference for a window or an aisle seat, we will do our best to accommodate this.

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How do I make a booking?

Tickets will be available online via the Airlink website at <https://flyairlink.com/> and through all normal IATA global distribution systems. Passengers are advised to contact their IATA travel agent. For those passengers that are resident on St Helena, ticket bookings can also be made via Solomon & Company (St Helena) Plc's 'Shipping & Travel Agency' at the Malabar in Jamestown. Passengers can visit the 'Shipping & Travel Agency' in person or can contact shipping.manager@solomons.co.sh or telephone: 22523.

What is the risk that I could be bumped off the flight?

Airlink do not apply a denied boarding policy. Once your ticket has been confirmed, your seat on the flight is reserved for you.

The only circumstances under which a passenger might be bumped off the flight relate to a medical emergency where the timing coincides with the departure of the Airlink flight from St Helena. If the flight is fully booked, St Helena Government would ask for a volunteer to give up their seat to accommodate the patient that needs to be transported and SHG would fully compensate that volunteer. This would apply in extreme circumstances only, and only when the timing coincides with the departure of the Airlink flight from St Helena. In all other medical emergencies, the SHG Public Health Directorate would use the aeromedevac service provided by ER24.

What is the check-in time?

The check-in time for passengers departing St Helena Airport on an Airlink flight will be two hours prior to the published flight departure time.

For passengers travelling to St Helena, check-in times for international departures from Johannesburg are normally three hours prior to the published flight departure time.

Those passengers that are travelling from further afield to connect with the flight at Johannesburg should seek advice from their travel agent. Passengers should allow sufficient time to connect with onward flights. There is a minimum one hour connection time at OR Tambo International Airport. If in doubt, passengers may wish to consider an overnight stop.

What facilities will be available at St Helena Airport?

Members of the public will have access to all landside facilities. This includes the Tourism facility, the Bank of St Helena facility, the Shop, the Restaurant and the Viewing Platform.

Departing passengers will also have access to the Duty Free Shop, the Airside Café, and the Departures Lounge.

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What is the baggage allowance?

For checked or hold baggage, the general free allowance on Airlink flights is 20Kg in Economy Class and 30Kg in Business Class per adult passenger. In addition to the checked or hold baggage, passengers may carry the following cabin or hand baggage. Each piece should not exceed 8kg.

Economy Class: 1 Piece plus 1 slimline laptop bag Business Class: 2 Pieces plus 1 slimline laptop bag.

Children (ages 2-11) are entitled to the same baggage allowance as adults. Infants will be permitted 10kg of checked-in baggage in addition to one collapsible pram/buggy and one infant car seat.

Will the rules about baggage allowances be strictly applied?

To ensure that all passengers are treated fairly, if a passenger exceeds the baggage allowance, additional fees will be applied.

Weight restrictions apply on the flight so on days when the flight is fully booked with both cargo and passengers, persons with excessive baggage might be asked to leave items over and above their baggage allowance behind. These items can be airfreighted at a cost to the passenger at the next available opportunity.

What if I want to take a particular item on the plane?

Passengers are advised that St Helena Airport is an international airport and the normal rules of what can be carried onto a flight will apply. Further guidance is available in the attached posters. Further information on items that can be carried on board can be found at <https://flyairlink.com/information/baggage-policy> or <http://sthelenaairport.com/at-the-airport/security/baggage/> If you are resident on St Helena, please consult Solomon & Company (St Helena) Plc's 'Shipping & Travel Agency' for further advice. Passengers can visit the 'Shipping & Travel Agency' in person at the Malabar in Jamestown or can contact shipping.manager@solomons.co.sh or telephone: 22523.

Are there any restrictions as to what you are allowed to bring on the island?

As a remote oceanic island, St Helena is very vulnerable to the harmful impacts of introduced pests, weeds and diseases. Everyone benefits from a strong biosecurity system so everyone has a role to play. In order to protect the Island please note the following restrictions on the personal effects you can bring in.

Restricted: • Fresh fruit and vegetables only under licence • Live animals only under licence • Some meat and fish products

Prohibited: • Honey which can carry bee diseases • Cut flowers which can carry pests and plant diseases

Permitted: • Processed food such as chocolate and cake. • Food items such as nuts, herbs, spices, dried fruit etc, if in unopened packets from a commercial source. • Most types of plant seed if in unopened packets from a commercial source.

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All goods and personal effects entering St Helena are inspected on arrival using a combination of detector dogs, x-ray machines and visual checks. Any prohibited or restricted goods found will be seized. If you have inadvertently brought in such goods please hand them over to a Customs or Biosecurity Officer, or place them in the quarantine bin in the arrivals hall.

Dirty boots and shoes can carry weed seeds and harmful plant diseases which could damage the islands agriculture or native plants and animals. Please ensure that your footwear is clean before landing.

What is the freight/cargo allowance?

SHG has reached agreement with Airlink that in the first instance the priority for cargo/freight will be given to essential services for the Island. A typical example is the Island's mail which will be given priority over other types of cargo.

Any remaining cargo/freight capacity can then be made available. Cargo transport is currently charged at GBP £1.88 per kilogramme from Johannesburg or St Helena respectively. Note that this fee will be subject to change from time to time.

Can Airlink carry patients with additional requirements, for example, medical referrals, wheelchair customers, and stretcher cases?

Residents on St Helena should note that emergency medical cases will be transported using the aeromedevac flight service in place with ER24: emergency cases will not need to wait for the Airlink weekly scheduled air service.

However, in future the Island's medical referrals (i.e. non-urgent cases) will travel to South Africa on the St Helena Air Service. Airlink is applying for a Part 138 licence in order to facilitate this. Airlink already has the capacity to carry disabled passengers who are wheelchair bound. Persons with reduced mobility may carry free of charge one wheelchair and/or other assertive devices upon which they are dependant. Airlink is also developing its capacity to carry stretcher cases and this service will be in place in the first quarter in 2018.

Is there a frequent flyer programme?

Yes. Airlink is a member of the South African Airways Frequent Flyer Programme 'Voyager'. Frequent fliers are rewarded with air miles every time they travel with one of the member airlines on the Voyager scheme. These miles can be redeemed for free flights, upgrades and other benefits.

What about the Comair service?

Comair had planned to operate a B737-800 to St Helena but this aircraft type would not give an optimum payload if it were operated on Runway 02 in tailwind conditions. Agreement has therefore been reached with Comair to terminate the original air services agreement.

Comair has remained very much engaged with SHG and has been a helpful source of advice. SHG extends its thanks to the team in Comair for their support.

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Is there an in-flight entertainment system?

Unfortunately no. However, passengers will be able to use their personal electronic devices.

Is there in-flight catering?

Yes. A snack is provided on the first leg of the flight (i.e. between departing from your chosen airport and arriving in Windhoek) and a more substantial meal is served on the second leg of the flight (i.e. between departing Windhoek and your final destination). Soft drinks, teas, coffees and alcoholic beverages will be available. This applies on both the Johannesburg and Cape Town routes.

I am a nervous flyer. Should I be worried about windshear at St Helena Airport?

St Helena Airport is open and operational. The isolation of the Island together with the potential for windshear has meant that St Helena Airport has been classed as a Category C airport. Category C airports have additional considerations for approach, landing or take-off. Difficult wind conditions, including turbulence and windshear, are encountered and safely managed at many airports around the world and St Helena Airport is no different. There has been extensive work undertaken to understand and mitigate the potential for windshear at St Helena Airport. Safety is our number one priority. The decision on whether a flight takes place as scheduled rests with the pilot - flights will only take place when the pilot is confident that conditions are favourable. During Airlink's proving flight visit in August 2017, they carried out a total of 13 flight trials at St Helena Airport. These included 'touch and go' - where the aircraft circles the runway, comes in to land, touches the wheels to the runway, and immediately takes off again for another circuit. All of the trials were successful and subsequently the final approvals for the scheduled air service were granted by the South African Civil Aviation Authority. All necessary regulatory approvals for the scheduled air service to St Helena are therefore in place. A short video of Airlink's proving flight to St Helena is available at the following link: <https://youtu.be/kiEcNLqWrMA>

What if the flight is delayed?

Every effort will be made to ensure that the flight schedule is maintained. However, should there be a delay, Airlink will offer assistance with making all practical arrangements (e.g. if passengers need to find a hotel). Compensation to passengers in the event of a delay will very much depend on the circumstances around the delay but in general passengers will need to consult with their insurance provider in relation to any costs that might be incurred

Can I join other flights at Windhoek?

Currently Airlink has stopover rights at Windhoek, enabling passengers to transfer there to another Airlink flight. Airlink has applied for Fifth Freedom Rights which once granted will facilitate customers boarding flights at Windhoek (and de-boarding on the return trip).

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Why has the fare from St Helena to Windhoek not been published?

Currently Airlink has stopover rights at Windhoek, enabling passengers to transfer there to another Airlink flight. For this reason at the present time we are able to advertise flights between Johannesburg and St Helena (via Windhoek).

Airlink has applied for Fifth Freedom Rights which once granted will facilitate customers boarding the flight at Windhoek (and de-boarding on the return trip). While this application process may take some months, we hope that Fifth Freedom Rights will be in place for the inaugural flight or shortly thereafter. The fares between St Helena and Windhoek will be published at that point.

Will I have to overnight at Johannesburg?

OR Tambo International Airport in Johannesburg offers connectivity to over 80 airports around the world. In scheduling the St Helena Air Service, every effort has been made to ensure that same-day connections are possible to London and Europe. However, passengers will wish to bear the following points in mind: Passengers should allow sufficient time to connect with onward flights. There is a minimum one hour connection time at both OR Tambo International Airport in Johannesburg. Passengers should note that flights are subject to change, for example, some flights are seasonal. Many of the queries we have received have been from passengers who have carried out general searches on flight availability. Whilst this will give passengers a general idea, it is important to look at the period in which travel is planned. Passengers travelling from St Helena who have the misfortune to miss a connecting flight will have a number of options to join a connecting flight the following day. However, passengers travelling to St Helena who miss their connecting flight will not be able to join a flight to St Helena until the following week. In light of the above, if in doubt, passengers may wish to consider an overnight stop. Passengers should consult their travel agent. When will the charter service to Ascension Island commence? The monthly charter flight to Ascension Island will commence with the first flight from St Helena on Saturday, 18 November 2017, and returning on Sunday, 19 November. Thereafter the flight will take place on the second weekend of every month.

Can a flight still land on Ascension, even with the runway repairs?

Wideawake Airfield at Ascension Island is open. Whilst it is not possible for larger aircraft such as the A330 to land there, all other regular aircraft services continue as normal.

How do I book a seat on the flight to Ascension Island?

Bookings can only be made with the Ascension Island Travel Agency, an announcement will be released to publicise when bookings can be taken for the Ascension service. Once this is available please contact them via email: flight.bookings@ascension.gov.ac or tel: +247 66500.