



ASI - HLE AIR SERVICE

FAQs

Why do we need this service?

This air service is to enable employers on Ascension to continue to fulfil their contractual obligations, to provide access for their Saint employees back to St Helena. Currently the RMS provides the access route, however this is due to be decommissioned in early 2018. It will also ensure the continuation of transport links between the two sister islands.

With the re-routing of the Voyager A330, several employers will also send their employees and contractors seeking to get to the UK via this route and St Helena's service to Johannesburg.

When is the commencement date for scheduled air services between St Helena and Ascension?

The inaugural flight for Airlink's scheduled air service from St Helena to Ascension will take place on Saturday 18th November 2017.

The aircraft will stay overnight on Ascension and will return to St Helena on Sunday 19 November 2017.

Thereafter the service will operate on a monthly basis on the **second** weekend of the month.

What will be the frequency of the flights?

The flight will operate on a monthly basis.

What are the flight times/schedules?

The proposed flight schedule is 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
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)

Airport	Arrive/Depart	UTC/GMT	Local time
HLE	Arrive	1315	1315 (GMT)
HLE	Depart	1430	1430 (GMT)
ASI	Arrive	1630	1630 (GMT)
Night Stop			
ASI	Depart	1115	1115 (GMT)
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)

Making a Booking:

How can I book my ticket?

Tickets will be available only through the Ascension Island Travel Agency; tickets can be requested through the AIG website: <http://www.ascension-island.gov.ac/>.

Why does the AIG website look different?

AIG is currently redesigning its website; therefore some areas may still be under construction. However this will not affect people wishing to book tickets.

When can I start booking my ticket?

The ticket system will be open from 9.00am (GMT) Friday 6th October 2017.

How far in advance can I book my ticket?

You will be able to request tickets for any of the flights on the current schedule, up to October 2018.

When will my ticket booking be confirmed?

For most flights. tickets bookings will be confirmed within the last 3 months prior to the flight departure date.

For the Christmas Flights (Dec 10th ASI-HLE & Jan 13th HLE-ASI), ticket bookings will be confirmed within the 8 weeks prior to the flight departure date.

Why can't my ticket be confirmed at the time of booking?

This service has been paid for by the Ascension employers so they can fulfil their contractual obligation to provide access for their employees back to St Helena. Therefore priority will be given to these bookings before seats being released for individual travel, at the 3 month point.

When is the last point I can book a ticket for a specific flight?

The cut-off point for any ticket bookings is 13.00 (GMT) Thursday before the Saturday on which the flight is scheduled to arrive. Ticket bookings will not be accepted beyond that the point.

Can I book tickets for both ASI-HLE service and HLE-JNB from the same place?

No, as the Ascension Island air service is under a separate charter agreement, you will need to book any flights from St Helena to South Africa separately.

What is the cost of a flight to / from Ascension Island?

As this is a chartered flight there is a standard rate for tickets, applicable to all travellers over the age of 2 years. Those wishing to fly between Ascension and St Helena will be able to purchase a ticket at the following rates (including all St Helena taxes):

- A return ticket - £845 (£728 + £117 St Helena Tax)
- A southbound (ASI-HLE) single ticket - £415 (£365 + £50 St Helena Tax)
- A northbound (HLE-ASI) single ticket - £430 (£363 + £67 St Helena Tax)

For Children aged 2-12 years, the passenger service charge in St Helena is reduced by 50%. Therefore the prices are as follows:

- A return ticket - £836.50 (£728 + £108.50 St Helena Tax)
- A southbound (ASI-HLE) single ticket - £415 (£365 + £50 St Helena Tax)
- A northbound (HLE-ASI) single ticket - £421.50 (£363 + £58.50 St Helena Tax)

Information for Passengers

What is the check-in time?

The check-in time for passengers departing both St Helena Airport and Wideawake Ascension, on an Airlink flight will be 2 hours prior to the published flight departure time.

For passengers travelling to St Helena (not from Ascension), check-in times for international departures from Johannesburg or Cape Town are normally 3 hours prior to the published flight departure time.

Those passengers that are travelling from further afield to connect with the flight at Johannesburg or Cape Town should seek advice from their travel agent. Passengers should allow sufficient time to connect with onward flights. There is a minimum 1 hour connection time at both OR Tambo International Airport in Johannesburg and at Cape Town International Airport. If in doubt, passengers may wish to consider an overnight stop.

What is the baggage allowance?

Hold baggage, maximum of 20kgs per passenger

Cabin baggage, maximum of 8kgs per passenger

Can pets be transported on the flight?

This service will not be offered in the initial stages of the air service to St Helena and passengers wishing to bring pets to the Island should continue to use the RMS St Helena or the Falkland Island Resupply Ship (FIRs) in the first instance.

Is there an in-flight entertainment system?

No, however, passengers will be able to use their personal electronic devices.

Is there in-flight catering?

Soft drinks, teas and coffees will be available (free of charge?) but no food will be served.

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

There has been extensive work undertaken to understand and mitigate the potential for windshear at St Helena Airport. Safety is everyone's 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.

How long will the RMS operate for?

There will be a period of overlap between the current RMS service and the St Helena Air Service. Further information will follow.

Can I transfer my ticket from the RMS to the flight? Will charges apply?

Passengers booked to travel on the RMS St Helena will be able to transfer their ticket to the St Helena Air Service. No transfer fees will apply. However, there may be a fare differential chargeable. The no transfer fee offer will cease on 23rd October 2017.

Whom can I contact for further information?

Please contact the Ascension Island Travel Agency: flight.bookings@ascension.gov.ac or tel: +247 66500.

Ascension Island Government
Administrator's Office
Georgetown
Ascension Island
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