



ASI - HLE AIR SERVICE

Schedule and Ticket Prices 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 the access link 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 to St Helena?

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

On this occasion, 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)
HLE	Arrive	1315	1315 (GMT)

Airport	Arrive/Depart	UTC/GMT	Local time
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. A further announcement will be released detailing when and how tickets can be requested for the Ascension service.

Once the system is live, tickets can be requested through the AIG website: <http://www.ascension-island.gov.ac/> or via the Ascension Island Travel Agency: flight.bookings@ascension.gov.ac or tel: +247 66500.

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.

As part of the ticket system announcement, AIG will provide details of where you can book your scheduled flight from St Helena to Johannesburg or Cape Town.

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
- A southbound (ASI-HLE) single ticket - £415
- A northbound (HLE-ASI) single ticket - £430

When will I be able to book tickets from? When will tickets be released?

Ascension Island Government is currently working on getting the ticket booking system online and once this is live, people will be able to request tickets via the Ascension Island Travel Agency or the Ascension Island Government website:

<http://www.ascension-island.gov.ac/>.

We are looking to announce this within the upcoming weeks and will provide further details about when and how to request tickets for any of the flights.

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 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.

Whom can I contact for further information?

If you have any further questions, prior to the booking system going live. We ask that you contact AIG's Policy Officer Matt Pritchard-Evans: matthew.pritchard-evans@ascension.gov.ac or 67000 ext 116,

Once the system is in place please contact the Ascension Island Travel Agency: flight.bookings@ascension.gov.ac or tel: +247 66500.

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