



**St Helena
Government**



**ST HELENA
AIRPORT**

CHARTER PLANE TO BRING HOME ST HELENA PASSENGERS

QUESTIONS & ANSWERS

Updated on Tuesday, 2 May 2017

The Flight

When is the flight scheduled?

Weather permitting, the flight is scheduled for Wednesday, 3 May 2017. The current scheduling is as follows:

Wednesday 3 May 2017

All times are local to the airports.

Depart Cape Town (CPT) 08:00 (06.00 St Helena time) arrive Namibe Angola (MSZ) 10:20 (09.20 St Helena time) for fuelling

Depart Namibe (MSZ) 11:00 (10.00 St Helena time) for St Helena (HLE) to arrive at 13:00

Depart HLE 14:00 for Windhoek (WDH) to arrive at 18:50 (17.50 St Helena time)

Depart WDH 19:30 (18.30 St Helena time) to arrive CPT at 22.40 (20.40 St Helena time)

Why was it not possible to confirm the flight details until today?

Flight details were confirmed on the afternoon of Tuesday, 2 May 2017. Prior to this, the airline was still in the process of making the practical arrangements for the flight. This included confirming the specific flight slots (i.e. the availability at the airports for the flight to arrive and depart).

The aircraft normally operates out of Johannesburg so will need to travel to Cape Town the evening prior to the flight. Arrangements are also being made for the aircraft to return to Johannesburg from Cape Town once this charter flight is complete.

How many passengers will the flight carry?

We expect that the flight will carry around 60 passengers (in both directions). Numbers are still to be confirmed. All passengers will be informed on the afternoon of Tuesday, 2 May 2017.

Who is operating the flight?

The flight has been sourced by Air Partner, a commercial organisation that sources charter flights around the world. Air Partner was contracted to investigate the availability of suitable aircraft that meet the technical and regulatory requirements to fly to St Helena.

As a result of these investigations, Air Partner has entered into an agreement with SA Airlink to carry out the flight.

What type of aircraft will be used?

SA Airlink plan to use a British Aerospace 146 Avro RJ85.

Will the issues at Wideawake Airfield on Ascension impact on the flight?

Wideawake Airfield has restrictions for some aircraft types (primarily the A330 that normally operates the Airbridge) but is not closed.

Should the flight not be able to land at St Helena Airport upon arrival, it will have two hours of fuel available in which to undertake the landing. The flight could also divert to Ascension Island in the event of an emergency.

Information for Passengers Travelling from Cape Town to St Helena

How can I reserve a seat on the flight?

The flight from Cape Town to St Helena is fully subscribed. Should a seat become available, priority will be given to returning medical referrals.

Priority has been given to those passengers who were unable to travel because of the cancelling of RMS Voyages 255 and 256 and to passengers travelling to St Helena for work purposes.

Some passengers affected by the cancellation of V255 and V256 have chosen not to travel to St Helena at this time or prefer to travel by the RMS on V257.

It is expected that V257 of the RMS will depart Cape Town as scheduled on 4 May 2017. The travel arrangements for those persons booked on this voyage are not affected.

How will I know if I am booked on the flight?

Those people who are listed to travel on the flight have been contacted already. They will receive final confirmation this afternoon.

I am booked to travel on the flight. What further information do I need?

Please be advised that:

- Your baggage allowance is 20kgs, plus one piece of hand luggage not exceeding 7kg
- Check-in time is two hours in advance of flight departure

All other standard airport/airline rules will apply.

What happens to my excess baggage?

Arrangements are being made for excess luggage to go on the RMS.

Do I have to pay for my ticket?

As you were booked on the RMS voyages that were cancelled there will be no additional charge for tickets to fly.

Do I need travel insurance?

Yes. You should have travel insurance whether you are travelling to or from St Helena.

How will I get to Cape Town Airport?

Passengers will be collected from the Cape Sun Hotel, Stay Easy Hotel & Panorama Lodge at 5.15am. Please ensure you are on the list to be collected.

Information for Passengers travelling from St Helena to Cape Town

How can I reserve a seat on the flight?

Please note that there are only 60 seats available. Priority will be given to those passengers who were impacted by the cancellation of Voyages 255 and 256 of the RMS, as well as passengers on V257 who have been affected by issues with the Airbridge at Ascension.

All queries should be directed to Solomon & Company (St Helena) Plc via tel: 22523.

Do I have to pay for my ticket?

If you were booked on the RMS voyages that were cancelled or where there was an RMS booking for onward travel via the Airbridge on Ascension for the week commencing 15 May there will be no additional charge for travel via a flight to Cape Town.

If however you are booked on Voyage 257 to travel to Cape Town on 17 May and wish to catch the flight to Cape Town then you will need to pay for the flight and normal cancellation fees on the RMS will apply.

How much will a ticket cost?

The cost of a ticket from St Helena to Cape Town is £850.00 (eight hundred & fifty pounds).

When will I receive my ticket?

No tickets will be issued. You will receive a boarding card.

Do I need travel insurance?

Yes. You should have travel insurance whether you are travelling to or from St Helena.

What about patients requiring medical treatment in South Africa?

The Public Health Directorate has advised that there are no urgent cases at this time. Arrangements have been made for medical referrals to travel to Cape Town on Voyage 257 of the RMS.

When will my seat on the flight be confirmed?

All passengers due to travel on the flight to Cape Town will be advised on Tuesday, 2 May 2017.

We appreciate that this gives only 24 hours notice of the ability to travel but we wish to give as much time as possible for people to register.

Once I receive confirmation that I am able to travel on the flight, what further information will I need?

Please be advised that:

- Your baggage allowance is 20kgs, plus one piece of hand luggage not exceeding 7kg
- Check-in time is 2 hours in advance of flight departure

All other standard airport/airline rules will apply.

Please contact Solomon & Company (St Helena) Plc via tel: 22523 if you have any queries.

How do I book ongoing connecting flights and travel arrangements from Cape Town Airport?

This is passengers' personal responsibility.

General

Why did we let passengers leave on the Ocean Observer without making them aware of this week's flight?

The flight wasn't confirmed at this point.

What are the opening hours for St Helena Airport?

St Helena Airport will be opened from 10am onwards.

Check in will be open at 10.30am closing at 12.30pm to ensure all are checked in and waiting in the departure area.

Arrangements at St Helena Airport

How can I pick up my friend/relative arriving on the flight?

People who are dropping off/collecting passengers at the Airport will be permitted to use the car park immediately in front of the terminal building for short periods of time. No vehicles will be allowed to stay in this car park for a long period of time and no vehicle should be left unattended there.

What will happen at the Airport when the flight arrives?

St Helena Airport will be open to the public from 10am on a first come, first served basis.

The landside restaurant will be open and people will be able to view the arrival of the flight from the viewing platform. Members of the public are also encouraged to use other viewing points such as Bradley's and the Millennium Forest.

The Airside Cafe will be open for departing passengers. There will be no airside access to anyone else unless you are part of the Airport operations.

Officials will be on-hand to answer any questions from the media. Details to be confirmed.

All questions regarding travel to and from Ascension Island should be directed to inquiries@ascension.gov.ac in the first instance. For commercial passengers please contact Ascension Island Flight Bookings on flight.bookings@ascension.gov.ac

SHG

2 May 2017