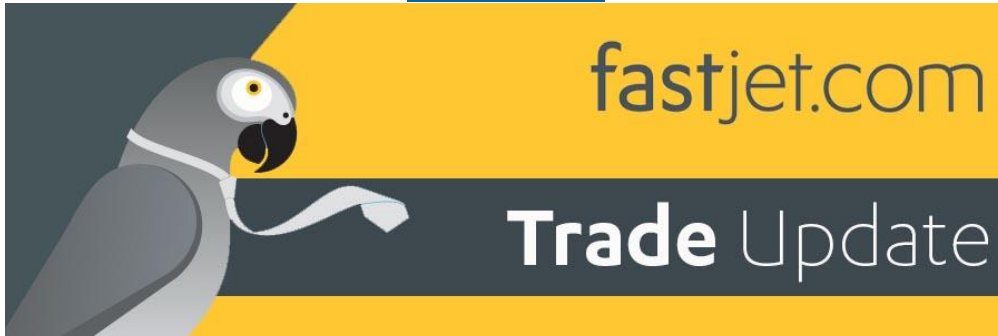


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10 FEBRUARY 2021

## FASTJET ZIMBABWE | FLEXIBLE BOOKING CHANGE POLICY UPDATE

### Introduction

The following advisory provides details on our latest Flexible Booking Change Policy and shall replace all previous issues shared electronically or via our website or any formal communication process by Fastjet Zimbabwe or an Agency acting on our behalf.

The policy has been amended with the inclusion of one additional condition, whereby **tax differences** applicable for all re-bookings must be collected. Read below for further details which includes a quick ease of reference **summary** of the Flexible Booking Change Policy.

### General

The Fastjet Flexible Booking Change Policy applies to all customers holding existing and fully paid bookings for travel up to and including 30 June 2021, irrespective of the date the booking was made. Terms & Conditions apply as per below. Fastjet Zimbabwe Ltd reserves the right to amend these conditions as may be reasonably required and without any prior notification to its customers or members of the trade.

### Terms & Conditions of Flexible Booking Change Policy

- Unlimited changes are permitted.
- No change fee will apply.
- **All tax differences will apply.**
- Applicable on Fastjet Zimbabwe Ltd schedule flights up to and including 30 June 2021. After 30 June 2021, standard Terms and Conditions of Carriage and standard fare rules shall apply.
- All changes must be for a date later than the current booked date of travel.
- With any changes to a date earlier than the current booked date of travel, the **fare difference & taxes** will be applicable. The change fee will be waived.
- All booking changes must be completed by **28 June 2021**.
- All travel must be completed by **30 June 2021**.
- Re-booking remains subject to space.
- Changes apply to all passengers listed on a booking.
- Valid for FN334 ticket stock only.
- Name changes & Rerouting are **not permitted**.
- Refunds, except taxes, are **not permitted**.
- Requests for changes must be made with more than 48 hours' notice. There will be no exceptions to this condition unless a customer has tested positive to COVID-19 and provides a copy of the positive test certificate.
- Passengers holding a confirmed booking for travel from 01 October 2020 who fail to cancel or rebook for an alternate flight in the event that they are unable to travel will be deemed by us as a No Show, the standard no-show fare rule will apply, and their booking will be forfeited. The Flexible Booking Change policy will not apply, except in the event of hospitalisation or death as specified in our Terms and Conditions of Carriage.

### Instructions for Travel Agents

#### Changes Made by Travel Agents

- Agents processing changes through the GDS must ensure that they adhere to all the Terms & Conditions of the Flexible Change Policy, and take note of the following additional key instructions:
- Take note that bookings can only be changed to a date **later than** the current booked date on the reservation.

- If any changes are made **within 48 hours** of the flight departure time, agents must ensure that they **collect the change fee and any differences in fares and taxes**. If a travel agent changes the booking within the 48-hour period, without collecting the differences in fares and taxes and fees, then fastjet will issue the agency an Agent Debit Memo (ADM).
  - Exception to above condition: If a customer is unable to travel due to a positive COVID-19 result then a notice of less than 48 hours' notice is acceptable subject to the agent sending an **email and copy of the C19 positive certificate before the date/time of departure to trade@fastjet.com** for authority to reissue at No Additional Charges (NO ADC). Failure to provide this information or to change without authority will also result in fastjet issuing the agency an ADM.
- If the above instructions are not adhered to, fastjet shall reserve the right to issue the Agency an ADM to the full value of the ticket.
- Passengers holding a confirmed booking for travel from **01 October 2020** who fail to cancel or rebook for an alternate flight in the event that they are unable to travel will be deemed by us as a No Show, **the standard no-show fare rule will apply and their booking will be forfeited**. The Flexible Booking Change policy will not apply, except in the event of hospitalisation or death as specified in our Terms and Conditions of Carriage.

### Changes That Need to Be Made via Fastjet Sales

- Agents who booked directly with fastjet must be familiar with the Terms & Conditions of the Flexible Change policy, and take note of the following additional points and instructions on the process to follow:
- Rebooking assistance will be offered via email only at **trade@fastjet.com**.
- When sending an email, the travel agent must provide the following (1) Booking reference; (2) Full name and surname of the passenger(s); (3) The preferred new travel date and flight time of choice.
- All booking changes must be requested not later than 48 hours before the proposed new travel date. This support is offered Monday to Friday **08h30 to 14h00** only and will exclude weekends and public holidays.
- Any requests with **less than 48 hours'** notice will be subject to the standard fare rules, all change fees and fare differences will apply.
  - Exception to above condition: If a customer is unable to travel due to a positive COVID-19 result then a notice of less than 48 hours' notice is acceptable subject to the agent sending an email and copy of the C19 positive certificate before the date/time of departure for the reissue to be done.

We thank you for your continued support.

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**Fastjet Zimbabwe  
Commercial**

### Summary of Flexible Booking Conditions Validity Period

- 15 March 2020 to 30 June 2021

### General Conditions

Rebooking Condition	More than 48 hours' notice	Less than 48 hours' notice	Positive C-19 Test	Travel for an earlier date and flight	Travel Period 26 Mar to 30 Sep 20*	Travel Period 01 Oct20 to 30 Jun 21
Unlimited Free Changes (future travel date only)	Yes	No	Yes	No	Yes	Yes
Change Fee Applicable	No	Yes	No	No	No	No
Fare Difference Applicable	No	Yes	No	Yes	No	No
Tax Differences Applicable	Yes	Yes	Yes	Yes	Yes	Yes
No-Show Rule Applies	N/A	N/A	Waived	N/A	Waived	Yes

*Note: \* This period of travel is referenced by us as the regulated lockdown period, which prevented flight operations within and to and from Zimbabwe.*

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