

## **CHARTER FLIGHT HANDLING SERVICES PUBLISHED PRICING AND CONDITIONS**

(Effective 01 May 2021 to 31 March 2022)



*Modern Ground Support Equipment*

Air Botswana provides a comprehensive range of passenger and ground handling services at all international airports in Botswana to commercial airlines, business aviation, private charters, cargo aircraft, flight diversions and a full range of support services such as arranging for aircraft fuelling, security services, HOTAC, transportation, airport permit application, catering, etc. The support services are provided at an additional cost (surcharge).

Wherever your destination is at one of the international airports in Botswana, our Staff are always ready to take care of your arrangements in a professional manner to give you a peace of mind. Air Botswana has designated a Professional Team of Managers and Supervisors at each Station to coordinate and deliver quality service to our valued clients.

### **Our services:**

- ✓ Aircraft handling
- ✓ Passenger and Crew handling
- ✓ Cargo handling
- ✓ Lounge Services (SSKIA only)

## Support services (arranged on request):

- HOTAC
- Transportation
- Catering
- Airport permit application
- Customs and Immigration assistance
- Fuelling arrangement
- Our experienced Handling Services Teams provide services themselves and we have a relatively new ground support equipment deployed at all the domestic Stations.

## Contacts

Head Office Building  
Sir Seretse Khama International Airport Road  
P.O. Box 92  
Gaborone, Botswana  
Tel: +267 3688400  
[www. airbotswana.co.bw](http://www.airbotswana.co.bw)

Station	E-mail	Mobile +267	Office +267
Gaborone (GBE)	<a href="mailto:hmohlotsane@airbotswana.co.bw">hmohlotsane@airbotswana.co.bw</a>	71372707	3688542
	<a href="mailto:treikeletseng@airbotswana.co.bw">treikeletseng@airbotswana.co.bw</a>	74736078	
	<a href="mailto:bsibanda@airbotswana.co.bw">bsibanda@airbotswana.co.bw</a>	76795383	
Maun (MUB)	<a href="mailto:omosweu@airbotswana.co.bw">omosweu@airbotswana.co.bw</a>	76236385	6860762
Kasane (BBK)	<a href="mailto:srathedi@airbotswana.co.bw">srathedi@airbotswana.co.bw</a>	77823664	6250161
Francistown (FRW)	<a href="mailto:lkeitheile@airbotswana.co.bw">lkeitheile@airbotswana.co.bw</a>	74227775	2412393
Cargo Services	<a href="mailto:mkgautlhe@airbotswana.co.bw">mkgautlhe@airbotswana.co.bw</a>	71311095	3688551



*Aircraft servicing in progress*

## SERVICES INCLUDED IN COMPREHENSIVE HANDLING RATES:

Services	Included	On request
Passenger handling	√	
Cargo handling	√	
Baggage handling	√	
Ground Support Equipment	√	
Water & toilet servicing	√	
Aircraft cleaning	√	
HOTAC		√
Transportation		√
Catering		√
Airport permit application		√
Customs and Immigration assistance		√
Fuelling arrangement		√
Lounge Services		√

*\*\*On request services attract a 12% surcharge (Disbursement fee) on the comprehensive rate.*

### Important:

Cargo charter/freighter flights are charged at comprehensive rate as applicable by our Cargo Services Section.

## PUBLISHED HANDLING PRICES AND CONDITIONS

*(All prices in USD and VAT inclusive)*

GROUP	MTOW (kg)	TRANSIT & TURN AROUND	STOPOVER 6 HOURS OR MORE
A	</= 10 000	294	370
B	10 001 - 15 000	488	606
C	15 001 - 30 000	962	1218
D	30 001 - 50 000	1620	2025
E	50 001 - 100 000	2836	3240
F	100 001 - 150 000	3916	4725
G	150 001 - 200 000	5130	5536
H	200 001 - 300 000	6076	6616
I	300 001 - 400 000	6884	8100
J	>/= 400 001	9316	10124

### SURCHARGES \*

For Handling on public holidays (local) + 50% on basic handling

For night 22h00 to 06h00 local time + 50% on basic handling

\* Surcharges are not cumulative.

## SERVICES ON REQUEST

Additional Services & Extra Charges - On request

(all prices in USD, VAT included)

SERVICE/ITEM	RATE	UNIT
Air Start Unit	162	Per 15 minutes per start
Business Lounge Access	34	Per person per visit
Cabin Cleaning – Narrow Body	122	Per occasion
Cabin Cleaning – Wide Body	176	Per occasion
Conveyor Belt Loader	190	Per hour or part thereof
Deportees handling	68	per flight
Engineering & Maintenance - Technician	62	Per hour per Technician
Escort (Unaccompanied Minor/Meda/Elderly/Etc)	28	Per person/escort
Fork Lift	68	Per hour or part thereof
Ground Power Unit	204	Per hour or part thereof
High Loader	608	Per hour or part thereof
Nitrogen Servicing	108	per service
Oxygen Servicing	108	per service
Passenger Aid Unit	150	Per trip
Passenger Bussing	108	Per trip
Passenger Steps – Narrow/Wide Body	190	Per hour or part thereof
Pushback – Narrow Body	244	Per push/tow
Pushback – Wide Body	338	Per push/tow
Security - Outsourced	54	Per person per 3hours or part thereof
Toilet Servicing – Narrow Body	122	Per service
Toilet Servicing – Wide Body	162	Per service
Water Servicing – Narrow Body	108	Per service
Water Servicing – Wide Body	162	Per service
Wheel Chair	28	Per passenger

## FEES AND CONDITIONS

### PARKING & LANDING FEES

We can only provide rates as supplied by the Airport Authority. Parking and landing rates are paid direct to the Civil Aviation Authority of Botswana and may be subject to revision by Airport Authority without written notice.

### CONCESSION FEES: 10%

This charge is invoiced in a separate line as percentage of the comprehensive handling fee and is independent from disbursement fees.

### DISBURSMENT FEES: 12%

The handling charges mentioned do not include disbursements which may arise to the Handling Company in connection with a third-party services provided. Reimbursement

of such expenses to the Handling Company will be at cost price plus an accounting surcharge of 12% (twelve percent).

### **CANCELATION FEES**

Any flight cancelled or diverted with less than 12 (twelve) hours-notice will be charged at 50% (fifty percent) of the applicable handling fees.

### **GENERAL CONDITIONS**

1. These General Conditions are applicable to offers made and to all services performed and/ or goods supplied by Air Botswana, unless specifically modified in writing by Air Botswana and this regardless of the conditions mentioned on order forms or invoices sent to Air Botswana.
2. Air Botswana, its employees, agents and subcontractors shall not be liable for damage of any kind sustained by the Customer or any third party in connection with or resulting from the performance or non-performance of services or the provision of facilities or goods or by any other act or omission pursuant to an agreement between the Customer and Air Botswana, unless it is proven that such damage result from an act or omission of Air Botswana, its employees, agents or subcontractors, done with intent to cause damage or recklessly and with knowledge that damage would probably result.
3. The Customer shall indemnify and hold free and harmless Air Botswana, its employees, agents and subcontractors from all claims filed by any third parties (i.e. other than Air Botswana' employees, agents and subcontractors) including costs and expenses incidental thereto, arising in connection with or resulting from the performance or non-performance of services or the provision of facilities or goods or by any other act or omission pursuant to an agreement between the Customer and Air Botswana, unless it is proven that such claims result from an act or omission of Air Botswana, its employees, agents or subcontractors, done with intent to cause damage or recklessly and with knowledge that damage would probably result. All claims arising in connection with or resulting from the performance or non-performance of services or of the provision of facilities or goods or by any other act or omission by Air Botswana shall be dealt with by the Customer.
4. In the event of a delay of payment, Air Botswana can suspend all pending orders without prejudice to all other courses of action.
5. The non-payment of invoices by the due date will result in the application of a penalty of 10% as an irreducible compensation for extra administrative costs, credit control and commercial perturbation.
6. All disputes shall be resolved by both parties amicably failing which they shall be referred to the competent court in Botswana. The Republic of Botswana law is applicable.



*1 of the 2 Passenger Busses*