

PUBLIC NOTICE

VISAS

Please make sure you know well in advance of traveling whether you need a visa for your destination country. The airline or travel agents can help you with information and advice, but the final application and responsibility for obtaining a visa rest with you.

PASSPORT

Botswana nationals traveling to South Africa should ensure that their passports are valid for at least one month (30 days) after their intended date of return. However, most countries require the passport to be valid for at least six (6) months from the date of arrival. Passports must also be left with at least two (2) blank pages. Therefore, we encourage passengers to consult our sales and customer service agents or their travel agents before embarking on a journey.

IDENTIFICATION DOCUMENTS AT CHECK IN

Valid identity card (Oman), Valid passport
Original Birth certificate for children under the age of 16. Children under the age of 18 travelling unaccompanied or with one parent will require affidavits and certified copies of parent's identification documents for international flights.

CHECK IN TIMES

Please save yourself the stress of late check-in at the airport. Check in counters Open at least two hours before departure for international flights and usually 1 hour 30 minutes before departure for domestic flights. Please note that international check in closes 45 minutes and domestic check-in closes 30 minutes before departure.

SEATBELTS

We suggest that you keep seatbelts fastened throughout the flight, even when the seatbelt sign is not illuminated. This is a precautionary measure taken in the event of turbulence.

ELECTRONIC EQUIPMENT

Please follow-on board instructions on the use of cellular phones and other equipment such as laptops, computer games and sound systems. Cellular phones must be switched Off for take-off and landing.

EXPECTANT MOTHERS

Expectant mothers in good health may travel up to the end of the thirty-two weeks of pregnancy. This applies to both pressurized and non-pressurized aircrafts. A medical certificate* of fitness for air travel is required. Expectant Mothers will not be allocated emergency exit seats. The medical certificate should state the gestation period and is valid for two weeks from issuance date.

INFANTS

Air Botswana shall not accept an infant who are less than two weeks old to fly. An adult will be allowed to travel with one infant; in the case of twins, an extra adult will be required. Please remember to bring birth certificates.

MEDICAL CASES (PATIENTS)

A medical certificate is to be completed by the passenger's doctor before reservation action. Those making reservations must make sure that correct information is captured in the system to allow smooth facilitation of the affected passenger. Reservations will then originate MEDA messages to all concerned.

YOUR BAGGAGE

You will understand the need to limit carry-on baggage, in both weight and size. The bag or case that you bring into the cabin should not weigh more than 7kg and must fit into the overhead lockers. Please ensure that you don't put any valuable items such as money, laptops, electronic items etc in your check-in baggage, as the airline will not be held responsible for the loss of these items.

SHARP OBJECTS

Be sure to pack knives, scissors, and other sharp Objects in your check-in baggage. Such items must not be placed in your carry-on baggage because on x-ray detection they will be confiscated by airport security. This regulation is inflexible.

LIQUIDS AND AEROSOLS AND GELS (LAGS)

Carriage of sanitizers on cabin baggage should be in accordance with ICAO/ IATA Dangerous Goods Regulations. Refer to IATA Table 2.3A and ICAO Restrictions on LAGS. The net quantity of each single article must not exceed 0.5 kg per passenger and LAGS must not exceed 100ml.

BAGGAGE LIABILITY

Please inspect your baggage immediately after claiming it at your destination. Any damaged or missing items must be reported before leaving the airport. Reports for missing items must be done within 24hrs failure to which the airline cannot be held liable. The airline operates on a computerized tracking system for missing bags, which when located are sent to passenger's final destination. If the trace is unsuccessful, you will be asked to complete a baggage claim form. Compensation for lost baggage is as prescribed by the Montreal Convention. Damage to wheels, locks, handles and other items that protrude from luggage will not be compensated. This is in line with Conditions of Carrier Normal Wear and Tear which is not part of the airline's Liability.

BAGGAGE IN BOXES

Only personal effects in boxes are accepted for check in, any other items that do not fit the definition of baggage or personal effects for the journey must be referred to Cargo. These items include engine/Portable generator or power pack, frozen fish, magazines, computers etc

HUMAN REMAINS (ASHES)

Only cremated human remains may be carried on Company aircraft. They can ONLY be accepted as cargo, NOT in checked in baggage or hand luggage

UNRULY OR DISRUPTIVE PASSENGERS

Unruly or disruptive behaviour will not be tolerated at any of our customer services points such as check-in counters, ticket offices or onboard an aircraft. Such behaviour may lead to denial of service and prosecution. According to Section 12 of the Botswana Aviation Security Act of 2011; anyone who commits the below listed offences is liable to a fine not exceeding P5 million or to imprisonment not exceeding 10 years. or both. The full Aviation Security Act of 2011 is available on the Civil Aviation Act Authority of Botswana website www.caab.co.bw.

- Assault, intimidation, menace or wilful recklessness which endangers good order, the safety of property or persons.
- Assault, intimidation, menace or interference with a crew member in the performance of duties or which lessens the ability to perform duties.

- Wilful recklessness or damage to an aircraft, its equipment, or attendant structures and equipment such as to endanger good order and safety of the aircraft or its occupants.
- Communication of information, which is known to be false, thereby endangering the safety of an aircraft inflight; and
- Disobedience of lawful commands or instructions for safe, orderly or efficient operations.

YOUR MEAL

Care has been taken to serve you a meal on selected flights when the flight duration allows. Alternatively, snacks and beverages will be served. If you require a special meal for health or religious reasons, please make your needs known at Least 48 hours before traveling and every effort will be made to satisfy your requirements.

COVID-19 PROTOCOLS

All passengers are required to comply with Covid 19 Health Protocols from the time of check-in until disembarkation at their final destination. This includes sanitizing, social distancing and always wearing of masks during flight, Air Botswana reserves the right to deny

boarding or offload anyone who refuses to comply with COVID 19 Health Protocols. A Negative Covid 19 PCR Test is mandatory for those travelling abroad and must have been done within the last 72hrs.

SPECIAL BAGGAGE (CARRIAGE OF FIREARMS AND AMMUNITION

The Botswana government policy does not allow private firearms in the country other than sporting rifles. It is the responsibility of the passenger to ensure all the necessary clearances and Licenses are obtained from Police and Air Botswana at least 24hrs before the intended date of travel to allow notification of transiting states. Firearms must be stored in lockable sturdy containers. Air Botswana will only allow Two firearms per passenger and a maximum of Four firearms per flight. Ammunition is limited to quantities NOT exceeding 5kg per passenger.

IF YOU NEED HELP

If you need a wheelchair or any other form of assistance, please let us know at the time of making your reservation. The same applies when making travel arrangements for unaccompanied minors (passengers under the age of 12).

SOMETHING WRONG?

We hope you have a pleasant flight. If, however, there was something that was not quite right, we would like to hear about it. Your views are important to us. Please contact Customer Relations, Air Botswana.

Email: customerrelationseairbotswana.co.bw