Terms & Conditions

Coach travel

hello@flightconnect.net

You need to produce a hard copy of your ticket or a mobile ticket at the time of your journey.

1. Flight Connect does not take responsibility for missed onward connections. Flight Connect does not guarantee any arrival or departure times, neither does it accept any liability for any inconveniences experienced by any person due to a delay or any cancellation of any service provider.
2. Passports, visas, passenger border requirements and child affidavits remain the sole responsibility of the passenger. Feel free to seek advice before travel to avoid inconvenience. We do not refund based on non-compliance.
3. Tickets are non-refundable for a no-show.
4. A ticket is not transferable; no name swaps are allowed. The ticket can only be used by the person whose name is on the ticket, and the passenger must carry a matching travel document.
5. Rescheduling a ticket can only be done once by notifying us at least 6 hours before departure time. Once a ticket is rescheduled, it cannot be cancelled or refunded. Notify us by email at hello@flightconnect.net or send a text to +267 77528752 when the office is closed so this can apply.
6. Cancellations can be made at least 6 hours before departure time, and a refund of 90% will be given back. Notify us by email at hello@flightconnect.net or send a text to +267 77528752 when the office is closed so this can apply.
7. Office operating hours: weekdays 09:00-18:00; Saturdays 09:00-14:00. Sundays are closed.
8. Any passenger disturbing co-passengers may be disembarked from the coach.
9. Flight Connect is not responsible for loss or damage to a passenger's luggage, except if such loss or damage arises directly or indirectly from the gross negligence or wilful misconduct of Flight Connect or any person acting for and controlled by Flight Connect.
10. Pets and animals are not allowed on Flight Connect vehicles.
11. Each fare-paying customer is allowed only two pieces of luggage: one bag and one item of hand luggage. An extra piece of luggage will be charged at P300 per piece.
12. Non-fare-paying infants (under two years of age) do not have a luggage allowance. However, they are allowed to check in either a baby stroller, buggy or pram. If the passenger is carrying two of these items, one will be considered extra luggage and charged at P300 per piece.