

SAFARI NJEMA!!

Safari holds the distinction of being the most renowned Swahili term, and 'Safari Njema' serves as the age-old East African wish bestowed upon all travelers. More than just a journey, a Safari embodies a state of mind ingrained with adventure, curiosity, and an acknowledgment of the surprises and occasional hazards that accompany travel in Africa.

Operating amidst challenging conditions, Coastal Air stands as a modest safari company dedicated to ensuring your flying safari remains unforgettable. While we endeavor to provide exceptional service, we also implore you to approach this experience with the appropriate spirit and mindset.

Many of the destinations we navigate are located in remote, rugged bushlands, demanding a certain level of resilience and open-mindedness from our travelers.

01. DATE, TIME, AND ROUTE CHANGE

Due to the limited capacity of our aircraft, we operate on a closed ticket system, thus unable to accommodate changes in passenger numbers. Nevertheless, we extend the option to change or cancel reservations up to 14 days before departure date, with no additional charges incurred. However, 48 hours prior to departure, we finalize our operations plan to ensure adequate aircraft allocation for confirmed passengers. At this point, changes or cancellations are no longer accepted, and the full ticket cost will be applied. For flights within the coastal region (including Dar es Salaam, Zanzibar, Pemba, Tanga, and Mafia), we offer more flexibility in R class. You may book as usual, with the added benefit of free changes allowed until 24 hours before departure. Alternatively, you may change your reservation up to one hour before the flight at a fee of 25% to 100% of the fare. It's crucial to note that failure to inform us of any changes at least an hour before departure will result in a no-show status, rendering the ticket non-refundable.

INDUCEMENT

On certain routes, insufficient passenger numbers make it impractical for us to operate without reaching a minimum inducement threshold. This necessitates that each sale must meet a specified minimum number of seats (such as an inducement of 2 or 5, etc.). It is the responsibility of either the agent or the guest to ensure that the required number of guests is met or assembled.

02. MINIMUM CONNECTING TIME

Arriving in Tanzania with minimal time before your local flight to your initial safari destination? We recommend obtaining your entry visa before departing your home country to streamline the entry process and save valuable time upon arrival. If you have a tight connection upon departure, although we cannot assume responsibility for ensuring the connection, informing us in advance may allow us to offer assistance if possible.

03. GROUP BOOKINGS

While we will make every effort to accommodate your needs, please understand that due to operating restrictions and the limitations of our small aircraft, we may encounter challenges. If you have specific requirements, please communicate to our reservations, ground staff or the captain, and we will do our utmost to assist you.

04. PRIVATE CHARTER



A private charter can provide convenience and enhance the enjoyment of your trip, potentially resulting in cost savings as well. Conversely, opting for a private flight ensures exclusivity and delivers an exceptional experience tailored specifically to your journey.



05. LATE CHECK IN

We understand that delays may occur, especially in bush locations, if communicated in advance. However, please be punctual at main airports as we won't wait. Our check-in closes 15 minutes before the flight, and seats may be assigned to wait-listed passengers thereafter.

06. LARGE BAGGAGE

Please consider leaving larger bags at home! Bush destinations specifically require small, soft bags that are compatible with small aircraft and more likely to accompany you throughout your journey. If necessary, we can store your larger bags at our offices and return them to you when you're heading home, allowing you to divide your belongings into different bags for practicality. It's important to note that willingness to pay for extra luggage doesn't increase the plane's capacity. If you need to carry additional items such as fishing rods, specialized camera equipment, wheelchairs, etc., please inform us at the time of reservation, and we will make every effort to accommodate your needs, ensuring space is available or providing suitable suggestions.

07. LOST BAGGAGE



This scenario is applicable with Coastal as well! Particularly, we want to stress that unlike major airlines, at certain airstrips, we do not tag and manage your luggage. Instead, we provide assistance in carrying them, and we rely on you to keep a watchful eye on your belongings, ensuring they are loaded onto the plane and accompany you on safari. Using small, soft bags will streamline this procedure.



08. ONTIME PERFORMANCE

Coastal Air serves the purpose of connecting camps situated in remote tourist destinations with each other and urban centers. While we are committed to fulfilling our promise of transporting guests according to the prearranged itinerary, the unpredictability of circumstances may lead to significant delays. Various factors such as challenging roads, floods, airstrip conditions, adverse weather, among others, are difficult to anticipate and may disrupt the schedule. In such instances, adjustments to our routing or deployment of additional aircraft might be necessary. However, we always strive to ensure that your safari program remains uninterrupted. To minimize waiting time and discomfort, we encourage you to stay in communication with us.

At our Control Centre, we continuously monitor the progress of our aircraft. Although it may be challenging for us to initiate contact with you, we kindly request that you frequently reconfirm with us by calling to our reservation's hotline at Mob: +255 699 999 999 to receive the latest updates on aircraft position, potential delays, schedule changes, weather conditions, and more. We eagerly anticipate your call, etc.

09. CODE SHARE FLIGHTS

You have the option to book our codeshare partners through Coastal. However, please note that all terms and conditions will be governed by the operating carrier. When making your bookings, we kindly request that you familiarize yourselves with all the requirements associated with the booking.