

BONISAIR HELICOPTERS

VICTORIA FALLS

HAVE YOU FLOWN THE  
**PERFECT**

*Vic Falls Flight?*



Bonisair from "Bonisa" - Matabele for "I see well" or "Place of Good view"



# INTRODUCTION ■

Incorporated in 2001 Bonisair is a wholly Zimbabwean owned and managed Helicopter Company.

Each member of Bonisairs management team has an average of 25 years experience in the helicopter aviation Industry and 20 years each in tourism management, we bring all this expertise together, setting the benchmark for helicopter operations in Victoria falls.

Bonisair is a Civil Aviation Authority of Zimbabwe (CAAZ) certified Public Transport Company, and a Zimbabwe Tourism Authority (ZTA) inspected and licensed facility situated a conveniently short drive from town. Positioned to comply with the ICUN World Heritage and Victoria Falls Town requirements to reduce the noise impact on Victoria falls town and its surrounds.

Newly constructed, the facility is CAAZ approved and registered and is the first custom designed helicopter terminal, helipad, maintenance and helicopter training facility in Zimbabwe. Our vision is to provide our agents with a world-class and user friendly environment for our guests to view the magnificence of the Victoria Falls from the air.

Bonisair's licenses include:

- Zimbabwe Tourism Authority registered facility & Tour Operator*
- Victoria Falls Municipal Business License*
- Civil Aviation Authority of Zimbabwe Masuwe Helipad Aerodrome License*
- Civil Aviation Authority of Zimbabwe Air Operators Certificate*



# Bonisair's Fleet

- 2 x 6 Seater Bell Longranger
- 2 x 3 Seater Robinson R44
- 2 x Cessna 206 Fixed Wing



# Bonisair's "Livingstone's Angels Flight 15 Mins"

Bonisair has great pleasure and pride in introducing our flagship flight (LAF)

- Approach the magnificent face of the Falls over the upper gorges
- Some 10 min viewing pleasure overhead the Falls and upper Gorges. 30% more than other similar products
- Headsets for passenger comfort
- Please check that you are with a "Bonisair" approved agent



# Bonisair's "Livingstone's Experience 22 Mins"

Our longer flight (LE22)

- Approach the gorges at Rapid #16
- View the gorges with more time over them
- Extended time over the Zambezi above the falls
- Same 10 min viewing pleasure overhead the Falls and upper Gorges.
- Please check that you are with a "Bonisair" approved agent



# Bonisair's "Livingstone's Long Flight 25 Mins"

Our longest flight (LL25)

- Approach the gorges at Rapid #16
- View the gorges with more time over them
- Extended time over the Zambezi above the falls
- Time over Zambezi National Park looking for game
- Same 10 min viewing pleasure overhead the Falls and upper Gorges.
- Please check that you are with a "Bonisair" approved agent







- Guests will be collected from anywhere in Victoria Falls Municipal area approximately 25 to 30 minutes before their scheduled flight.
- At the Bonisair Terminal building, passengers will present their voucher or purchase a ticket from the Bonisair consultant, the passenger will then receive their flight ticket.
- A Government Levy of U\$12.00 is due payable by the passenger at check-in (subject to change at any time).
- Guests may relax and enjoy a coffee, drinks or snacks at our on-site Shop.
- On pre-boarding flight call, the guests will receive a flight safety and route briefing and will then be escorted by our ground crew on to the apron. Once in the helicopter the crew will open and shut the doors, indicate the position of the seat belts and head sets and ensure guests are comfortably and safely seated. The flight will then commence.
- The flight takes off from the Masuwe Helipad in an easterly direction via the Masuwe river valley toward the Batoka Gorge where you will climb to a height of 1500ft above the ground, approaching the gorges and face of the magnificent Victoria Falls.
- The flight will complete orbits to the left and right-hand side of the helicopter to enable all the passengers a fantastic view and opportunity to video/photograph the mighty Victoria Falls and will then fly overhead the centre of the Falls and up-river towards Long Island where one often sees Elephant, Hippo and Crocodiles, dependent on the time of year. From there back to the Falls for another viewing opportunity. Then follow the mighty gorges for a short distance before returning to Bonisair's helipad. If the opportunity allows the pilot will point out any wildlife that may be in the vicinity of the helipad. Once landed the crew will open the doors and help escort the guests safely from the helicopter to the terminal building.

## GUESTS PROCEDURE ■



- Back in reception, videos, coffee, drinks & snacks are available to guests.  
A video compiled of the guests flight and documented footage of the Victoria Falls will be produced and available approximately 5 to 10 minutes after the flight.
- Bonisair offers a scheduled shuttle which will depart the helipad approximately every 30 minutes and transport guests to their lodges / hotels in Victoria falls town.





## CONTACT DETAILS ■

**\*\* PLEASE NOTE - We only have Econet Mobile Network at the Bonisair Masuwe Helipad \*\***



---

Toll Free Reservations numbers	08080029 and 08080030
Reservations	+263 (0) 776 497 888 and +263 (0)776 407 877
Sales & Marketing	+263 (0) 779 555 233 <a href="mailto:marketing@bonisair.com">marketing@bonisair.com</a>
Reservations	+263 (0) 774 752 487 <a href="mailto:res@bonisair.com">res@bonisair.com</a>
Accounts	+263 (0) 774 752 487 <a href="mailto:accounts@bonisair.com">accounts@bonisair.com</a>
Helicopter Operations	+263 (0) 772 411 410 <a href="mailto:ops@bonisair.com">ops@bonisair.com</a>

---

### **Bonisair Helicopters**

Masuwe Helipad  
Std. 8340, Rocklands Road  
P.O. Box 236  
Victoria Falls, Zimbabwe  
Telephone: +263 (0) 774 752 487  
[www.bonisair.com](http://www.bonisair.com)

---

### Our radio Frequencies are- repeater Station:

Receiving	167.425	Tone	123.0
Transmitting	172.425	Tone	131.8

---

### **Other Products we have on Offer:**

**Air Charter Work, Filming, Medical Evacuation, Wildlife management  
Pilot Training, Helicopter Management and Maintenance, Search & Rescue**

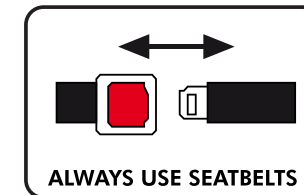
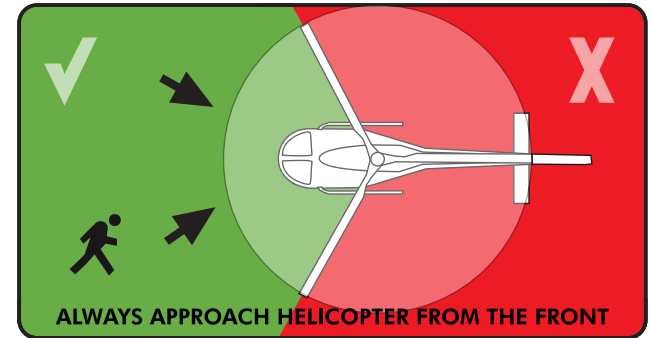
For any specialized helicopter air work please contact Bonisair on:  
[ops@bonisair.com](mailto:ops@bonisair.com) or on mobile +263 772 411 410 or +263 777 059 962



Our guest is the most important person at the helipad, therefore we ask that our agents pay attention to the following points to ensure their experience is both enjoyable and memorable:

- Please ensure you follow all booking procedures and guests are issued with a ticket / Voucher
- Early check in is recommended to complete ticketing and safety briefings. Please ensure guests are advised accordingly.
- Please take note of our trading terms and conditions and flight safety rules displayed at the helipad and on the ticket.
- Please ensure you do not leave any belongings, cameras, bags etc, behind when you depart the premises.
- We reserve the right of admission.
- No seats are guaranteed.
- The helicopters we use have large windows, which means video and photography shoots can be very successful for everyone.
- There are soft drinks and bottled water available at our shop.
- Should guests have special requests / requirements please inform us in advance for the necessary planning and quotation.
- Light lunch or snacks can be arranged.
- Clients have the opportunity to purchase a DVD video of the flight.
- Please note the list of prohibited items.  
Compressed gases, corrosives, explosives, flammable liquids, radioactive and bio hazardous materials, oxidising materials.
- Prices subject to change without notice.

## PRE-FLIGHT ADVICE ■





# BONISAIR RESERVATIONS & CANCELLATIONS ■

## ■ RIGHT OF ADMISSION RESERVED

## ■ NO SEATS RESERVED

## ■ BOOKING CONFIRMATION PROCEDURE

The booking company issuing the voucher will only have the booking confirmed for a specific "time allocated slot" providing the issuing company's credit rating is clear with Bonisair. This will confirm the Pick-up time and the flying time.

- If the booking company does not have credit facilities with Bonisair, then the guests will be obliged to pay on check-in. Bonisair operates on strict "confirmed bookings only policy".
- We will endeavor to work with agents to accommodate guest's time requests as much as possible.
- If an empty time slot becomes available, Bonisair will take the booking, provided it is made 1 hour before the flight time.
- Bonisair will take provisional bookings on 1 passenger, flight times accommodating.

## ■ VOUCHERS & AMENDMENTS

- Guests are required to present a voucher prior to flying; the standing rule is "No Voucher No Flight". This may attract a no show fee.
- If Bonisair is able to accommodate amendments then an amendment will be accepted. If however Bonisair is unable to accommodate the Amendments, standard cancellation fees will be charged.

## ■ RATES

All rates are quoted in US\$. Rates may be subject to change without prior notice and are payable in US\$, Rand, GBP or Euro. Credit card payments will attract a 3% bank levy

## ■ NO SHOWS & CANCELLATION

Confirmed bookings cancelled with less than 24 hrs notice or no shows will be liable for 100% cancellation fees. Refunds subject to the aforesaid terms will be at the discretion of Bonisair. Factors that may be considered:

1. A Doctors letter to prove illness and injury.
2. Bonisair's ability to "resell" the seat.

Group bookings of 9 or more that are cancelled 3 days prior to departure may be subject to a 50% cancellation fee, subject to circumstances, at the discretion of Bonisair.

## ■ BONISAIR FLIGHT CANCELLATION

In the interests of humanitarian or other assistance Bonisair may provide service for rescue and medical or other emergency. Should this happen, flights may be cancelled with either a full refund or be re-scheduled if possible.

Bonisair will under no circumstance accept cancellations; issue refunds or waive cancellation fees due to weather unless Bonisair cancels the flight.

Bonisair reserves the right to cancel any flight without notice should we feel the safety of our clients, personnel and our machines are at risk.

## ■ COMPLIMENTARY OR DISCOUNTED FLIGHTS

- All comps are issued at the discretion of the management of Bonisair Helicopters, (there is no recommended commission payable for comp flights). Full comp's will be issued to agents/consultant's and sales staff as a familiarization flights, which will be allocated on a stand by basis, as and when we have a seat available for such purposes.
- The company will have to issue a voucher and Bonisair will issue a ticket. However consultants/sales personnel will be required to pay the \$12 Government Levy
- Site Inspections, Groups, Overland truck drivers, Tour leaders & Journalists do not automatically qualify for comps unless previously agreed with Bonisair management.

## ■ FILM CREW

This will be co-ordinated with the Chief Pilot.

## ■ PUBLIC LIABILITY

Bonisair carries liability on all its aircraft and vehicles. Terms and conditions of aforesaid are printed on every passenger ticket issued for flight (and can be viewed at reception, and on the website)

## ■ AGE RESTRICTION

Children under their 2nd birthday fly free of charge in parent / guardian's lap.

## ■ HEALTH

- 1) If you have a health problem please advise our reception so we may accommodate you
- 2) If you are a nervous or 1st time flyer please do not sit in the front seat of the helicopter
- 3) If you weigh over 125 Kg's Bonisair reserves the right to charge for an extra seat, refuse carriage, or to reschedule at our convenience.
- 4) The passenger shall comply with Government and/or Civil Aviation travel requirements, present exit, entry and other required documents and arrive at the airport concerned by the time fixed by the carrier.



# BONISAIR TERMS & CONDITIONS

## ■ DRESS

Please dress with respect, Bonisair reserves the right to refuse carriage if the staff find's your attire inadequate, offensive or unsafe.

## ■ HAND BAGGAGE

Helicopters are very short of space and you are requested to keep hand baggage to a minimum - no larger than a small handbag or camera. (Lockable bins are available at reception should you wish to leave baggage, hats etc. behind. This is entirely at the guest own risk we will not take any responsibility for any possessions, cash, cameras, key's etc. left at the reception).

The carrier is not obligated to accept luggage or baggage with "a special declaration of value."

## ■ ALCOHOL AND DRUGS

Bonisair reserves the right to refuse carriage to guests who by their behavior may be perceived to be under the influence of alcohol or drugs, or who may represent a danger to the aircraft and its occupants.

## ■ CHILDREN

There are no age restrictions. Children under 12 years must be accompanied by a parent or legal guardian.

## ■ WHAT TO BRING

Bottled water and other refreshments are available at the shop.

A DVD of the flight is for sale although we recommend you bring the following:

- Your Voucher
- A camera or video camera
- Sunglasses are optional
- Any personal medication

## ■ RECONFIRMATION

You **MUST** reconfirm your reservations at least 24 hours prior to departure.

## ■ FARE RESTRICTIONS

Many tickets are sold which are subject to restrictions on refunds or changes. If you purchase such a ticket should consider taking out insurance to cover instances where you might have to cancel or change your ticket

## ■ TERMS & CONDITIONS

- A government levy is payable, in cash, at the helipad. Maximum weight limit per passenger is (125kg); passengers in excess will be required to pay an additional 50% of their base fare.
- The right to substitute alternative carrier/s and/or aircraft or crew and /or pilots and alter the agreed stopping places and or routing is reserved to the carrier/s.

- The ticket is good for 1 calander year from date of issue except as otherwise provided in this ticket, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage herunder is subject to change prior to commencement of carriage. Bonisair may refuse transportation if applicable fare has not been paid.
- Bonisair Helicopters is acting as an agent for suppliers of various travel goods and services including but not limited to ground transportation, hotel accommodations, aero plane flights, meals, tours, cruises. Bonisair Helicopters works with these suppliers in selling travel related services and/or in accepting reservations or bookings for services that may not be directly supplied, managed, or otherwise provided by Bonisair Helicopters.
- Bonisair Helicopters attempts to represent only suppliers that have shown an acceptable level of stability, dependability, and responsiveness to problems and complaints; nevertheless, Bonisair Helicopters cannot and does not control the actions or inactions of the suppliers it represents. Therefore, Bonisair Helicopters shall not be responsible for any breach of contract, failure to comply with any laws, or any intentional or negligent actions or omissions on the part of such suppliers resulting in any loss, property damage, delay, inconvenience, or personal injury to travellers, travellers' companions, or group members, including but not limited to any losses resulting from changes in suppliers' rates, losses in connection with bookings, reservations, connections, or scheduling problems, or losses arising out of the handling or loss of baggage or other personal effects.
- Bonisair Helicopters shall not be responsible for any injuries, damages, or losses caused to any traveller in connection with terrorist activities, social or labor unrest, mechanical or construction failures or deficiencies, diseases, local laws, climatic conditions, abnormal conditions or developments, or any other actions, omissions, or conditions outside Bonisair Helicopters control.
- Bonisair Helicopters is not responsible for changes in currency valuation.
- By embarking upon his/her travel, the traveller voluntarily and expressly assumes all risks associated with such travel, whether foreseeable or unforeseeable.
- Bonisair Helicopters and the suppliers of ground transportation, hotel accommodations, aeroplane flights, meals, tours, cruises, and various other goods and services reserve the right to change the accommodations, flights, and any and all details of the tour itinerary as needed.
- The travellers' booking of reservations or utilisation of tickets after receipt of this information will constitute consent to the above and an agreement on his / her part to provide copies hereof to his / her companions or group members together with an explanation that if they embark, they do so subject to these Terms & Conditions.



- The carriage or flight is subject to the Special Conditions and regulations of the Carrier, which are displayed and open for inspection at the Booking Offices insofar as those Conditions and Regulations are not inconsistent with the provisions, set out hereunder.
- In the case of international carriage where the passengers journey involves an ultimate destination or a stop in a country other than the country of departure, the Warsaw Convention as amended from time to time and set out in the schedules of the carriage by Air Act, Chapter 256, may be applicable and that Convention governs and in most cases, limits the liability of Carrier ('s) for death or personal injury and in respect of loss or damage to baggage.
- In the case of internal carriage, where the passengers journey does not involve an ultimate destination or a stop in a country other than the country of departure, until such time as the aforesaid Carriage by Air Act, Chapter 256, is made applicable to internal carriage, the Carriers ('s) liability for death, personal injury and in respect of loss or damage to baggage or cargo is limited in terms of the Special Conditions and Regulations of the Carrier which are displayed and open for inspection at their Booking Office. The carrier shall not be liable for damage occasioned by delay in the carriage by air of passengers, luggage or cargo. Save where the liability is imposed in terms of the Warsaw Convention as contained in the Carriage by Air Act, Chapter 256, referred to above.
- a) The Carrier, their servants and agents shall be under no liability in respect of or arising out of carriage or any other services or operations to the carrier, their servants or agents and the passengers by acceptance of this ticket hereby renounces for himself, his representatives and dependents, all claims against the carrier for compensation for damages, whether sustained on board the aircraft or in the course of or from any of the operations of flights embarking or disembarking or in the course of any ancillary services or otherwise caused directly or indirectly to him or to his belongings or to persons who, except for these conditions, might have been entitled to make a claim whether or not caused or occasioned by the act of negligence, neglect or default of the Carrier, their servants or agents, mechanical or other defect or otherwise howsoever caused.
- b) In the event of the Conditions and regulations stated or referred to above, or any part thereof relating to the exclusion or limitation of the liability of the Carrier being contrary to the law of the state or territory in the Court in which an action is brought, the liability of the Carrier shall be excluded or limited insofar as such permits and the Carrier shall be entitled to the benefit of every exclusion or limitation of liability permitted by such law. Save where otherwise provided in terms of the Convention aforesaid and laws referred to above, any action against the Carrier shall be brought in Zimbabwe.
- The passenger acknowledges by the issue of this ticket that he has agreed to the Conditions of Carriage enumerated above and that he has acquainted himself and has agreed with the special conditions and regulations of The Charter Displayed as aforesaid at the booking office of The Carrier.

## CONDITIONS OF CARRIAGE ■

- No agent, servant or representative of the Carrier has authority to alter, modify or waive any of the provisions of the Conditions of Carriage and the special Conditions and Regulations of the Carrier.
- The right to substitute alternative carrier/s and/or aircraft or crew and /or pilots and alter the agreed stopping places and or routing is reserved to the carrier/s. Schedules are subject to change without notice. Bonisair assumes no responsibility for making connections.
- Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under the Warsaw Convention or such special contract of carriage. For further information please contact your travel agent or insurance company representative.
- The passenger shall comply with Government and/or Civil Aviation travel requirements, present exit, entry and other required documents and arrive at the airport concerned by the time fixed by the carrier.
- The carrier is not obligated to accept luggage or baggage with a special declaration of value.
- In the case of damage to baggage complaint must be made to the Bonisair in writing forthwith after discovery of damage and at latest 24 hours from receipt.

