

Traveller Information

mackair®

What **Mack Air passengers** can expect travelling in or out of **Botswana** and **Zimbabwe**

Meeting Mack Air



If you're travelling into Maun or Kasane off a **connecting Airline**



We will meet you after passing through Immigration, Baggage and customs.

Look out for your **booking name** and our **Check-in Clerk!**

or



If you are already in Maun with your **own vehicle** or being **transferred by your lodge/hotel**



We'll be expecting you at our **Check-in desk**.

Please make sure you've arrived **90min before your Departure**.

Tip:

If you need any assistance (carrying luggage or even parking your car) you can ask anyone in **Mack Air Uniform** - Charcoal Grey Collar Shirt with a **mackair®** logo

If your connecting airline is late, don't stress! We're on it and will always do our best to make sure you reach your destination.

Airport Process



Check-In

We will;

- Confirm your booking
- Issue **boarding passes**
- Collect and check-in your luggage

From here you will be guided to the correct security gate.

Clearing Security

At security you will need your **boarding pass** and **passport**.

- Items commonly confiscated;
- Bottles of water (liquids over 100ml)
 - Knives
 - Lighters
 - Bug spray and sunscreen

Boarding

Once through Security and/or Immigration you may put away passports but keep out your boarding pass.

You will be collected by a terminal assistant 20-40 minutes before departure.

Departure

Before departure you'll be given plenty of cool water.

At the aircraft, you will be met and briefed by your pilot. You'll double check all your luggage, board and depart.

The Flight

We're a bush airline and therefore operate 'smaller aircraft' - specifically **Cessna Grand Caravans**. These make a beautiful fleet of aircraft, able to effectively move up to 12 passengers out of small airstrips. They are also **fully airconditioned** to quell the African heat.

Seating is where ever you feel most comfortable and arranged as per the diagram. Flights are generally bumpy so if you are subject to motion sickness, **anti-nausea pills may be useful** to pack.

The airstrips in the Okavango Delta and surroundings are generally small dirt strips that service between 1-4 lodges. We frequent over 50 of them in the Okavango Delta area and, on a transfer, you can expect to stop at multiple airstrips on the way. We'll never schedule you more than 3 airstrips before your destination.



Lastly, the areas we fly into can be incredibly scenic and the possibility of seeing **wildlife** can be high, so bring your camera and enjoy the flight!

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Airstrip Process

If you're in the bush, all arrival and departure times are prearranged with your lodge. Your guides will be there to meet you at the airstrip and transfer you between. The day before you leave you'll be advised by lodge management of your departure times.

Guides and Mack Air crew will handle your bigger check-in items - you'll only be asked to identify and confirm your belongings as you exit or enter the aircraft - all you have to remember is your hand luggage and yourself!



Luggage

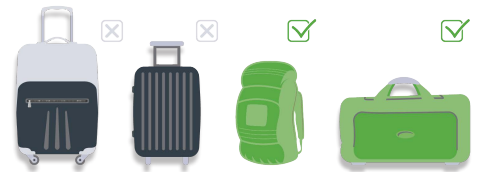
Operating smaller aircraft means smaller bags! Please see our restrictions below;

Dimensions

- 30cm (11,8 inches) wide
- 35cm (13,8 inches) high
- 70cm (27,5 inches) long

Weight

- 20kgs Including hand luggage



Strictly soft-sided bags only, no wheels or frames or rigid sides

Botswana Traveller Checklist

We've mentioned a lot. Here's an quick reminder list that may help you on your African adventure.

Tip:

Weather & Conditions:

Hot
Cold
Rainy
Windy

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Check in Bag

Not more than 20kg (incl. Hand Luggage)

Clothing

- ☐ Lightweight clothing that can be layered
- ☐ Long-sleeved shirts
- ☐ Sweaters or fleece jacket
- ☐ T-shirts
- ☐ Pants and/or shorts
- ☐ Belt
- ☐ Socks – wool socks are best for hiking
- ☐ Comfortable walking shoes
- ☐ Rain jacket or windbreaker
- ☐ Pyjamas/sleepwear
- ☐ Underwear
- ☐ Sunglasses and glasses case
- ☐ Dresses and/or skirts
- ☐ Jewellery
- ☐ Hat or sun visor
- ☐ Scarf or bandana
- ☐ Swimsuit or swim trunks

Toiletries

- ☐ Toothbrush, toothpaste, floss, mouthwash
- ☐ Hair brush or comb & hair ties
- ☐ Deodorant
- ☐ Sunscreen and face lotion with SPF
- ☐ Night time Moisturizer/Lotion
- ☐ Lip balm with SPF and lipstick or lip gloss
- ☐ Feminine hygiene products
- ☐ Cologne/perfume
- ☐ Hair products like hairspray & hair gel

Toiletries - continued

- ☐ Soap, Shampoo & Conditioner
- ☐ Shaving kit and extra razors
- ☐ Facial tissues and/or toilet paper
- ☐ Travel Towel
- ☐ Scissors, nail clippers, and tweezers

Hand Luggage

Electronics

- ☐ Mobile device and charger
- ☐ Laptop, iPad, or E-reader and charger(s)
- ☐ Headphones
- ☐ Camera, memory card, and chargers
- ☐ Electrical converters and adapters
- ☐ Torch

Medication

- ☐ Personal prescriptions (copies of scripts)
- ☐ Pain and fever relievers
- ☐ Cold medicines and throat lozenges
- ☐ Diarrhoea/laxative medicines
- ☐ Allergy medicines
- ☐ Hydrocortisone cream/antibacterial ointment
- ☐ Sunburn relief
- ☐ Insect repellent/mosquito net/sting reliever
- ☐ Motion sickness pills or bands
- ☐ Malaria Medication

Other

- ☐ Travel pillow, eye mask and ear plugs

Documentation

- ☐ Passport/visa(s)
- ☐ Personal ID/Student ID card
- ☐ Cash and credit card(s) – *Call your credit card companies before you travel to inform them of your travel*
- ☐ Health insurance cards
- ☐ Travel insurance information
- ☐ Reservations and itineraries
- ☐ Transportation tickets
- ☐ Emergency contacts
- ☐ Guide books and maps



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At a higher level... Since 1994
Botswana | Zimbabwe