



UNDERSTANDING ULENDO AIRLINKS BOOKING CLASSES

Airlines have an annoying habit of complicating rules and conditions applicable to different classes of travel. All our passengers get the same flying experience when travelling with us, so why do we have different classes of travel and different fares for the same route?

It all comes down to how flexible you need to be with your travel arrangements. To ensure passengers don't hold space they have an intention of using, we have a few rules which ensure we can have as many seats as possible available for our guests at any time. Here is a summary of what we offer and the differences between the various booking classes available:

HOW FAR IN ADVANCE ARE SEATS AVAILABLE TO BOOK?

Y-Class	E-Class	O-Class	M-Class
Available for reservations to 15-JAN-2022		Can be booked a maximum of 21-DAYS before departure (subject to availability on the flight)	Seats only available on select routes for promotions a maximum of 10 DAYS before travel.

WHEN DO TICKETS HAVE TO BE ISSUED?

Y-Class	E-Class	O-Class	M-Class
No later than 14 DAYS before departure.	No later than 30 DAYS before departure.	Issue at time of reservation.	Issue at time of reservation.

IF YOU MAKE A RESERVATION WITHIN THE TICKETING TIME LIMIT INDICATED ABOVE, YOU NEED TO HAVE YOUR TICKETS ISSUED WITHIN 12 HOURS OF RESERVATION.

CAN I MAKE ANY CHANGES TO MY BOOKING AFTER TICKETS ARE ISSUED?

Y-Class	E-Class	O-Class	M-Class
Yes, changes are allowed 12 HOURS or more before departure at a cost of \$50 per passenger, per sector changed.	Yes, changes are allowed 7 DAYS or more before departure at a cost of \$50 per passenger, per sector changed.	No Changes are allowed once tickets have been issued.	No Changes are allowed once tickets have been issued.

WHAT HAPPENS IF I NEED TO CANCEL MY FLIGHT AFTER TICKETS HAVE BEEN ISSUED?

Y-Class	E-Class	O-Class	M-Class
No refund if cancelled within 12 HOURS of departure. If cancelled more than 12 HOURS before travel, tickets are refundable less \$50 processing fee per passenger per cancelled sector.	No refund if cancelled within 7 DAYS of departure. If cancelled more than 7 DAYS before travel, tickets are refundable less \$50 processing fee per passenger per cancelled sector.	No refunds once tickets have been issued.	No refunds once tickets have been issued.

WHAT IS MY BAGGAGE ALLOWANCE FOR FLIGHTS BOOKED WITH ULENDO AIRLINK?

Y-Class	E-Class	O-Class	M-Class
All Classes get 15kg (33lbs) of checked baggage + 1 small carry-on (max 3kg). Flights to/ex CHELINDA on the Nyika are restricted to 10kg (22lbs) per person. We can only accept soft duffel/sports bags, no hard shell cases allowed.			

Need more info – eMail us on reservations@flyulendo.com