



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

# SAA NEWS FLASH

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## **SOUTH AFRICAN AIRWAYS** **POLICY ON BOOKINGS OUT OF SYSTEM RANGE**

Dear Travel Industry Partner,

**South African Airways** will allow one free change where the return date cannot be booked at the time of ticketing due to the flight date out of system range constraints.

This arrangement applies only on SAA Airfares ex. Australia and when the ticket is issued or re-issued on **South African Airways** (083) ticket stock. This free change can be made before or after departure depending on when the required date comes into system range.

It is recommended to have the ticket re-issued before departure due to the fact that **South African Airways** does not have offices or representation at all destinations.

**SAA cannot give authority to have tickets re-issued by any other airline.**

**South African Airways** cannot guarantee the booking class and the passenger is free to change to another booking class (fare rule will apply) provided that the 12-month ticket validity is not exceeded.

### **Flight date out of system range procedure:**

- Agent makes booking in own system, books the latest available date in the applicable class
- Agent contacts SAA Reservations (1300 435 972) to endorse the booking with the date which was not visible at time of booking (**e.g. Authority for 1 free change due to return date being out of system range subject to availability**). Agent will then issue the ticket on booked dates

- Agent monitors the booking and when the return date comes into system range, the agent cancels the ticketed return date and books the (endorsed) return date
- Agent contacts SAA Reservations (1300 435 972) to issue a waiver number **(e.g. WF/XXXXXXXXXX)**
- Agent re-issues the ticket with the waiver number in the endorsement box.

**Note:** If the same booking class is not available as ticketed, the passenger will have to pay the difference in fare but not the change of booking fee. Some **South African Airways** stations have in place administration fees for the re-issuance / revalidation of tickets. These admin fees cannot be seen as change fees and cannot be waived.

**For further enquiry please contact your nearest SAA Sales Office  
or call Customer Service on 1300 435 972**