



SOUTH AFRICAN AIRWAYS AND MANGO THROUGH CHECK IN

2019/02/20




SAA and Mango Domestic Through Check Capabilities

- ❖ PRODUCT DIFFERENTIATION
- ❖ THROUGH CHECK CAPABILITIES
- ❖ THROUGH CHECK NOT PERMITTED
- ❖ EXCESS BAGGAGE



SAA GROUP - THREE PRODUCTS FOR DOMESTIC MARKET: SAA / SAA Code / Mango direct

 <p>SAA</p>	<p>SAA codeshare / Mango operating</p>	
<ul style="list-style-type: none"> ✓ Voyager Revenue-based Earn & Burn ✓ Premium & Elite Pre-seating Premium & Elite Check-in ✓ Premium & Elite Lounge access available ✓ Premium & Elite Priority Boarding Baggage Allowance ✓ Elite Baggage Allowance ✓ VIP Facilitation for selected Elite ✓ Premium Product ✓ Free meals offered ✓ Special meal requests ✓ Through check-in on SAA & codeshare ✓ Sports equipment ✓ UMs ✓ Lifetime Platinum & Platinum Chauffeur Service (CPT, JNB & DUR) for eligible regional and international connections 	<ul style="list-style-type: none"> ✓ Elite Lounge access ✓ SAA Baggage Allowance ✓ Elite Baggage Allowance ✓ Free meals offered ✓ Through check-in on SAA & codeshare <p>New changes:</p> <ul style="list-style-type: none"> ✓ <i>Mango now have a Transfer Desk at JNB</i> ✓ <i>Voyager Revenue-based Earn</i> ✓ <i>Lifetime Platinum & Platinum Chauffeur Service (CPT & DUR) for eligible regional and international connections</i> <p>Under review for implementation:</p> <ul style="list-style-type: none"> ✓ <i>VIP Facilitation for selected Elite</i> ✓ <i>Elite Pre-seating available</i> ✓ <i>Elite Priority boarding</i> 	<ul style="list-style-type: none"> ✓ Voyager Revenue-based Burn ✓ Buy Mango Lounge ✓ Buy Meals on Board ✓ Point to point service ✓ Buy pre-allocated seat <p>New changes:</p> <ul style="list-style-type: none"> ✓ <i>Mango now have a Transfer Desk at JNB</i>



Through Check Capabilities

Mango can now through check to final destination as follows:

- SA2000 TO SA1000 : SA/JE TO SA EXPRESS
- SA2000 TO SA8000 : SA/JE TO SA AIRLINK
- SA2000 TO SAA : SA/JE TO SAA
- SA2000 TO SAA TO SA MARKETING : SA/JE TO SAA TO SA7000
- SA2000 TO SAA TO OAL : SA/JE TO SAA TO LH



Through Checks NOT permitted

Mango CANNOT Through Check in the following flights:

- SA2000 TO SA7000 : SA/JE TO ANY OTHER SA CODESHARE
- SA2000 TO OAL : SA/JE TO ANY OTHER AIRLINE

EXCESS BAGGAGE

- **Currently under review, but the following is in place:**
 - ALL passengers on SA* will be able to through check luggage to the final destination
 - Voyager Elite customers will receive additional piece benefits at Check-in
 - Mango will always honour what is PRINTED on the E-ticket.
 - Mango can charge for any excess baggage applicable if the customer exceeds the overall weight allowance.





THANK YOU FOR YOUR CO-OPERATION

We look forward to your support in putting the Customer first and creating a symbiotic relationship between SAA and Mango

