

SAA News Flash



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South African Airways Re-accommodation Policy for the ADHOC cancellation of Domestic South Africa flights

Due to operational reasons, SAA has cancelled certain operating flights on Domestic South Africa flights between JNB-CPT v.v., JNB-DUR v.v., JNB-PLZ v.v. and JNB-ELS v.v.

SAA would like to notify its customers of its decision to re-accommodate passengers onto the next / nearest available SAA operated or SA* marketing (JE operated) flights.

Tickets issued on/before 12 December 2017 issued on SAA-083 ticket stocks will be re-accommodate onto another SAA flight for a later time/date at no extra charge and subject to availability of the same booking class.

Tickets must be re-issued on/before 31 December 2017. The issuing agent may re-issue the ticket with the following authority to be endorsed "INVOL Re-route due to SA..... on..... (date of xld flight)".

Below are information for passengers re-accommodate onto SA2000 series operated by Mango.

Frequent asked Questions and Answers:

No.	Questions	Answers
1.	What do I do if my flight has been affected?	Customers can rebook onto another South African Airways (SA) flight for a later date at no extra charge and subject to availability of the same booking class.
2.	My new flight does not connect or has a long layover, can I change to a Mango flight?	Economy class passengers can be rebooked onto the SA codeshare flight that suits them at no ADC. Business class passengers must be re-accommodated where possible on the next



		available SAA operated flight.
3.	Can I change my cabin of travel?	Standard re-accommodation policy applies
4.	Does the rebooking policy apply to tickets issued on other airlines?	This is applicable to South African Airways flights only, issued on SA (083) ticket stock on or before 12 December 2017 and not on separate tickets of other airlines
5.	How does this change affect me as a Voyager member?	Members of Voyager will continue to earn Miles on Mango operated flights if booked on the SAA code and will continue to enjoy the SAA baggage allowance, lounge access and a seamless transfer on to the regional and international network services of SAA.
6.	May I still redeem miles on Mango	Voyager members can continue to spend their Miles on Mango operated flights, by utilizing Miles or a combination of Miles and a range of payment options.
7.	Can I through check my bags to the final destination?	Internationally Yes. Domestically No
8.	Will Mango honour my free allowance for sporting goods like SAA?	Mango operating rules apply.
9.	SAA allows me to carry my Golf Bag for free, will I receive the same concession on Mango?	Mango operating rules apply.
10.	I book a special meal when travelling SAA, will I be able to get this on Mango?	Mango does not provide this service, clients can choose from the menu offering onboard. (Passengers must present their boarding card that reflects the SAA "083" ticket number on it

		to the Mango cabin crew in order to redeem items of their choice to the value of R70. Please note that any additional cost is for the passengers account and can only be paid to the Mango cabin crew in South African Rand).
11.	My children fly as unaccompanied minors on SAA, will Mango offer this service?	Mango does not provide this service
12.	I have a FREMEC card with SAA as I am disabled, can Mango accommodate me?	Passengers must be retained on SAA operated flights.
13.	I am booked in Business class, but have to change to a codeshare flight for connectivity, what does Mango offer me?	Mango does not provide a Business class service. Passengers holding a business class ticket can be accommodated in Economy on the codeshare flight for the domestic sector and SAA downgrade policy for this sector only must apply.
14.	I travel with my firearm on SAA. Does Mango offer the same service?	Mango does not provide this service.
15.	I paid for a ticket on SAA, Mango is a low cost carrier and offers a cheaper fare. Will I get a refund?	No.
16.	By when must I re-issue my air ticket?	Tickets must be re-issued on or before December 31, 2017
17.	I am a blind passenger and travel with my guide dog, does Mango offer this service?	No, passengers must be retained on SAA operated flights.