



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

AGENT CLUE CARD

<p>Key Information:</p> <ul style="list-style-type: none"> ✦ 2 letter code – SA ✦ Ticket stock – 083 <u>Child policy:</u> ✦ Children 2-11 years pay 75% of adult fare ✦ We do not accept UNMR's ex NZ ✦ Infant under 2 years occupying a seat pay 75% of adult fare ✦ Infant under 2 years not occupying a seat pay 10% of adult fare <p>Auto quote:</p> <ul style="list-style-type: none"> ✦ SAA fares will auto-quote in the GDS system, including taxes and fuel surcharges <p>Commission:</p> <ul style="list-style-type: none"> ✦ 6% ex New Zealand ✦ 0% ex Anywhere else 	<p>Ticketing:</p> <ul style="list-style-type: none"> ✦ We are not able to suspend coupons for either SAA or an Interline carrier on SAA tickets ✦ Unused tickets cannot be held in 'credit' ✦ Please check fare rules in GDS for re-issue TTL ✦ All change fees & penalties have to be shown on the reissued ticket as a DU tax NOT issued as an EMD <p>Changes/Cancellations:</p> <ul style="list-style-type: none"> ✦ Date change before and after departure permitted at a fee of \$150.00 ex NZ (always check GDS for rules) ✦ Cancellation before departure 25%/no show penalty applies <p>Name Change:</p> <ul style="list-style-type: none"> ✦ Not permitted
<p>Schedules:</p> <ul style="list-style-type: none"> ✦ PER-JNB Daily Outbound: SA281 2340/0450+1 Estimated flying time: 11:00 ✦ JNB-PER: Daily Outbound: SA280 2115/1220 Estimated flying time: 9.00 ✦ Codeshare connections exist between New Zealand and Domestic Australia to Perth ✦ Routing via Australia using NZ/VA or QF ✦ Additional routings available via Sydney, Melbourne, Brisbane and Adelaide (Not available on sale fare) ✦ Routings via HKG offered on Promotional fares using HX as the Interline partner until 21 MAY 19 ✦ Flight schedules are subject to change and may vary due to seasonality 	<p>Key Points:</p> <ul style="list-style-type: none"> ✦ SAA operate the largest network in Africa with seamless connections ✦ Just over 9 hours to Perth and 11 hours to Johannesburg ✦ SAA connects to Africa, North & South America and Europe from NZ via Perth and now Hong Kong as well ✦ SAA uses Air NZ from all regions in NZ via Auckland or Christchurch (which is seasonal) to Perth and Hong Kong Airlines via Hong Kong ✦ No baggage through check possible on separate tickets ✦ SAA subsidiaries Mango, SA Airlink & SA Express operate some domestic and regional services. Baggage through check possible on connecting SAA operated flights provided they are on same ticket/PNR. Some surcharges apply on JE operated flights on SAA fares ex NZ
<p>Baggage:</p> <p><u>Check in baggage:</u></p> <ul style="list-style-type: none"> ✦ Economy 1 x bag of 23 kg ✦ Business Class 2 x bags of up to 32 kg each ✦ Carry on - 7 kg ✦ Excess baggage: Permitted, 1 PC 23kg - NZD 200.00 payable at airport to Air NZ ex NZ to Africa. USD 150.00 ex Africa to NZ * subject to change. Domestic and regional excess can be quoted in CRS, issue EMD as FOP. <p>Sporting Equipment:</p> <ul style="list-style-type: none"> ✦ Sporting items less than 2m long and weighing up to 23kg count as a standard bag on SAA 2 or 3 digit operated flights. ✦ Please ask us for assistance with other items <p>Pre-seating:</p> <ul style="list-style-type: none"> ✦ Permitted 37 hours prior to departure FOC ✦ Bassinets – Prepaid ✦ Charges apply for lead in classes, G, W, L, T 	<p>Economy Class:</p> <ul style="list-style-type: none"> ✦ Classes: G/W/L/V/T/Q/S/H/K/M/B/Y ✦ Capacity: 215 (A340-300) / 275 (A340-600) ✦ Configuration: 2 - 4 -2 ✦ Seat Pitch: 33" ✦ Seat Width: 17.1" (Seat Width) / 20.3" (Backrest Width) ✦ Dining: Choice of Main Course & South African Wines ✦ Other Facilities: 8.6" Personal TV ✦ No Premium Economy <p>Business Class:</p> <ul style="list-style-type: none"> ✦ Classes: Z/D/J/C ✦ Capacity: 38 (A340-300) / 42 (A340-600) ✦ Configuration: 2 -2 -2 ✦ Seat Pitch: 73" (A340-300) / 74" (A340-600) ✦ Seat Width: 21" (Upright / Cradle) / 24" (Bed Width) ✦ Inclination: 180 degree (Completely Lie Flat) ✦ Dining: A' la carte restaurant dining experience ✦ Other Facilities: 10.4" Personal TV, personal reading lights, laptop power as well as USB & RCA jack.



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<p>AKL Airport Check-in Info:</p> <ul style="list-style-type: none"> ✦ Minimum 2 hours before departure ✦ Counters close 60 minutes prior to departure ✦ Boarding gate closes 30 minutes prior to departure <p>Stopovers:</p> <ul style="list-style-type: none"> ✦ Economy Class: Stopovers permitted, at PER or HKG & JNB. Charges may apply depending on fare type, refer to CRS 	<p>Reservations & Sales Support</p> <p>Reservations & Groups: Email: saa@walshegroup.com PH: +64 9 977 2237 Walshe Group Trade Page: www.walshegroup.com/trade</p> <p>Account Executive: Sierra Valente Email: sierra.valente@flysaa.com PH: +64 9 977 2241 M: +64 21 190 4721</p>
<p>Frequent Flyer programme & Lounges:</p> <ul style="list-style-type: none"> ✦ SAA Voyager is FREE to join ✦ South African Airways is a Star Alliance member, the world's largest and most recognised global airline network. ✦ Baobab Premium Lounge in JNB & CPT for all SAA Business class passengers on 083 ticket stock with 2 or 3 digit flight numbers only ✦ Cycad First Class Lounge for all Star Alliance Gold or Platinum members ✦ Paid Airport Lounge JNB – Bidvest or Shongololo Lounges purchased online or on the day. ✦ NZ PER lounge offered for SAA 083 Business Class Passengers ✦ United Club Lounge used in Hong Kong when connecting to a SA flight. ✦ 1000, 2000, 8000 series do not accumulate miles as they are not Star Alliance members and will not have access to the Baobab Premium lounges. 	<p>South African Visa Information:</p> <ul style="list-style-type: none"> ✦ New Zealand passport holders require a tourist visa for South Africa ✦ Applications processed via VFS Global Visa Application Centres <p>Locations: South African Visa Application Centre Auckland: Ground Level, Suite 2, 87/89 Albert St Wellington: Level 4 49 Boulcott Street, Wellington 6011Terrace</p> <p>Contact Details: PH: 09 888 9369 (for AKL & WLG) Email: info.jvac-nz@vfshelpline.com Business hours: 0830 – 1500 (Monday-Friday) Requirements & forms can be found on the website link below: http://www.vfsglobal.com/southafrica/newZealand/</p>

A340-300

