



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

Dear Guest,

Thank you for your recent request for a special meal to be provided on your South African Airways flight due to your food allergy. The purpose of this letter is to explain South African Airways' position on this very important matter.

South African Airways has a selection of special meal options available. Please note that we are not able to cater for individual requests for specific food items to be included or excluded from any of our meals. Special meal options must be requested at the time of booking or at the latest 24 hours prior departure.

If none of our special meals cover your medical requirements, you are welcome to bring your own suitable pre-packed meal on board with you. However please remember that on all of our services, the aircraft facilities are not suitable for heating any meals you may bring with you. Also, we are unable to refrigerate your meals as they could become contaminated with other food items from the aircraft's refrigerators.

We realise that with severe food allergies, people can react to tiny traces of food inadvertently present in ingredients or on cooking utensils and sometimes even with tiny quantities of food in the air - the most common example is peanuts. As South African Airways in-flight meals are prepared at many kitchens around the world it is not feasible to exclude these minute traces from the aircraft environment. Also, we cannot control what is brought on-board by other passengers or left behind by passengers from previous sectors. Therefore, we regrettably advise we are unable to provide allergen-free meals and/or an allergen-free environment on any of our flights. If your allergy is severe we strongly recommend you always carry appropriate medication on-board our services in the event of a reaction. If you are not sure you will be able to administer your own medication in an emergency, we would advise you to travel with a companion who can assist you.

In closing, we would like to reassure you that South African Airways is committed to ensuring your in-flight wellbeing and safety and we hope you will understand our position on this matter.