

## **SOUTH AFRICAN AIRWAYS** **to Offer Customers One Free Change due to Coronavirus**

In light of the Coronavirus pandemic, a number of countries have imposed travel restrictions.

This procedure over-rides our standard Conditions of Carriage pertaining to Refunds and Ticket Validity.

The updated policy applies across SAA's route network, including domestic, regional and international flights.

The policy provides for changes for a period that extends beyond the industry norm (where ordinarily tickets are valid for 6 months only for domestic travel and 12 months only for international travel). This time, the tickets are valid until 2022.

No refunds are permitted as part of this Travel Advisory. Customers would be able to use the value of their original ticket purchase as a credit towards the purchase of a new ticket on South African Airways operated and marketing flights. **The credit must be used between the period 01 June 2020 to 24 March 2022.**

### **Applicability:**

- \* Applicable to all tickets issued on/before 24 March 2020 and new tickets issued up to 31 August 2020
- \* This Travel Advisory is applicable to South African Airways operated flights, SAA/Mango codeshare (SA2000 flight range) and SA marketing (SA7000 flight range) issued on SA-083 ticket stock.
- \* This Travel Advisory is also applicable to SA Express (SA1000 flight range) and Airlink (SA8000 flight range) flights that form part of an itinerary that contains a SAA operated flight issued on SA-083 ticket stock.
- \* Customers would be able to use the value of their original ticket purchase as a credit towards the purchase of a new ticket on South African Airways operated and marketing flights. Should the value of the new ticket purchase be higher than the credit amount, you would be liable for the difference
- \* This Travel Advisory is applicable to all airfare type



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A STAR ALLIANCE MEMBER 



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for the 7th time in 2019.**

- \* Change of cabin will be permitted. Customers would be able to use the value of their original ticket purchase as a credit towards the purchase of a new ticket on South African Airways operated and marketing flights.
- \* Change of routing will be permitted. Customers would be able to use the value of their original ticket purchase as a credit towards the purchase of a new ticket on South African Airways operated and marketing flights.
- \* Previous No-show passengers are only eligible for this waiver if the no show fee of the original ticket is applied at time of new ticket purchase.
- \* This Travel Advisory waives the 72 hours rule.
- \* SAA reserves the right to withdraw or revise the conditions without prior notice.
- \* You do not need to call SAA as long as the above parameters are met.

Please use the blanket waiver code in the endorsement **"INVOL CHG FEE WAIVE DUE COVID-19 SA FLT/DATE"**

SAA regrets any inconvenience to our customers as a result of the coronavirus and encourages customers to visit the website [www.flysaa.com](http://www.flysaa.com) for further updates and information.

**We strongly encourage only those customers travelling within the next 7 days to contact us if needed. If your clients are travelling outside this period, please consider contacting us later when if possible due to high call volumes.**

We thank customers for the support by continuing to place their trust in South African Airways with their travel plans.