

**Travel Advisory Number | 1**

**Date of Issue | 26 April 2017**

**Subject | South African Airways flight cancellations and delays due to industrial action**

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South African Airways (SAA) would like to advise its customers and stakeholders that it is experiencing operational delays and flight cancellations due to industrial action by members of its cabin crew.

Flights departing from coastal cities early this morning have been impacted and options have been considered to accommodate passengers affected by the cancellations.

Assistance will be provided to all ticketed passengers holding South African Airways' Ticket (only) via any SAA Call Centre, City Travel Office or dedicated Travel Agent with the following conditions.

**Rebooking Conditions applicable**

- Rebook onto another South African Airways flight for a later date at no extra charge and subject to availability of the same booking class
- Change of cabin will not be permitted
- This policy is applicable to South African Airways flights only, issued on SA (083) ticket stock and not on separate tickets of other airlines
- Tickets must be re-issued on/**before 02 May 2017**

**Contact details**

**South African Airways Call Centre and City Office Contact details**

**South Africa**

- **Johannesburg Call Centre | 27 (0) 11 978 1111 or 0861 606 606**

South African Airways regrets any inconvenience to our customers as a result of the service interruption, customers are encouraged to visit our website [www.flysaa.com](http://www.flysaa.com) for all flight updates and or flight cancellations. The supporting information will be updated on the Flight Status menu tab.

**Next Update | 12h30, 26 April 2017**

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