

Travel Advisory Number 2

Date of Issue | 26 April 2017

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

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.

The required number of cabin crew members are currently not available to enable SAA to operate all of its flights. The strike action follows a notice of industrial action by one of the labour unions representing its cabin crew members, the South African Cabin Crew Association (SACCA).

Currently 32 flights were cancelled in total which included 28 domestic, three regional and one international flight.

For further updates customers are advised to visit www.flysaa.com for current flight status.

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 or **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 for all flight updates

and or flight cancellations. The supporting information will be updated on the Flight Status menu tab.

Next Update | subject to a change
