

# **Our South African Airways Customer Commitment**

*Last Updated: 01 April 2017*

## **Service Vision**

We aim to become the most awarded airline for customer service excellence out of Africa to the world and from the world to Africa.

## **Service Mission**

To provide uncompromising service offerings to our most valued customers that will be personalised, consistent, efficient and professional.

## **Service Culture**

Inspiring the world with the warmest African hospitality, in every detail, every time.

## **Service Values**

The service values in alignment with our Service Culture are:

- ❖ Warm and welcoming
- ❖ Embracing diversity
- ❖ Devotion to detail
- ❖ Uncompromising standards
- ❖ Readiness to listen
- ❖ Innovative and inspiring spirit

**Welcome on board South African Airways!**

## **1. Offer the lowest available fare**

We will offer the lowest fare for which you are eligible for the date, flight and class of service you request through [www.flysaa.com](http://www.flysaa.com) , through our telephone reservation system and at airport ticket counters. If you ask, our representatives will look for lower-cost alternative itineraries if your travel schedule is flexible.

## **2. Notify customers of known delays, cancellations and diversions**

We work hard to get you to your destination on time, as scheduled. There may be times when weather, air traffic control, or operational or service considerations lead to flight delays, cancellations or diversions. When this happens we will make available the most current, accurate information about your flight's status.

We will:

- Provide our gate agents, flight crew and other appropriate personnel the information that we know about flight delays, cancellations and diversions;
- Explain the reason for the delay, cancellation or diversion based on the information that we have;
- Within 30 minutes of becoming aware of a cancellation, delay or diversion, update the information displayed at airport gates to show flight status; and
- Within 30 minutes of becoming aware of a cancellation, delay or diversion, make information on known delays, cancellations and diversions available if you call us and on our website.

## **3. Deliver baggage on time**

We work hard to get your checked bags to you on time. If your checked bags are delayed or misplaced, we will make every reasonable effort to deliver your bags within 24 hours. If you have expenses because of baggage delay and are eligible to receive compensation, we will compensate you for reasonable and necessary out-of-pocket expenses.

## **4. Allow reservations to be cancelled for a certain period after purchase**

When you book a reservation and purchase a ticket in the United States of America for South African Airways (SAA) flights to and from USA, through the SAA Customer Call Center, via [www.flysaa.com](http://www.flysaa.com), airport ticket counter or if you use Voyager miles to book an award ticket on SAA 7-days or more prior to your scheduled departure, we will allow you to cancel the ticketed reservation without penalty and receive a 100 percent refund provided that you cancel the reservation within 24 hours of purchase.

## **5. Provide prompt ticket refunds**

We will provide prompt ticket refunds for eligible tickets once we receive your request accompanied by any required documentation. When refunds are allowed, we will process requests in a timely manner and refund the purchase price, less any applicable service fees, to the original form of payment. You may seek a refund by sending a written request to:

South African Airways  
Passenger Refunds  
1200 South Pine Island Road, Suite 650  
Plantation, FL 33324

Requests may also be made online at [www.flysaa.com](http://www.flysaa.com), by sending an email to [FLLRefunds@flysaa.com](mailto:FLLRefunds@flysaa.com), or through your travel agent.

If you used a credit card to make your purchase, we will submit the request for a refund to the credit card issuer within seven business days of receiving your completed request for refund. The credit card issuer will refund the purchase price under the terms of the credit card agreement; your credit card statement may not immediately reflect the refund.

For purchases made with cash, check or other forms of payment, we will issue your refund within 20 business days of receipt of your completed request for refund.

Please make sure you have cancelled your reservation before requesting a refund and remember to provide the passenger's name, the address, the credit card number used for purchase, ticket number(s), the date of travel, and the departure and destination cities in your correspondence.

## **6. Properly accommodate passengers with disabilities and other special needs**

We are dedicated to offering convenient and comfortable service to all our customers. We will provide our customers who require additional assistance, including individuals with disabilities and unaccompanied minors, with the attention, respect and care they deserve.

### **a. Customers with disabilities**

We work hard to ensure that our aircraft and our services are in full compliance with all applicable regulations, that our customers' needs are met and that we do not discriminate against passengers on the basis of disability. Our employees are specifically trained to support the commitment to our customers with disabilities.

You can ask for assistance when you arrive at the airport if you would like certain accommodations during your travel. There are, however, certain service requests which are required to be made in advance. This notice helps us plan ahead for your safe and comfortable travel. Please check our website for details. During lengthy tarmac delays, our flight crew will make every effort to properly accommodate customers with disabilities or special needs.

If your travel includes another carrier, please check directly with that carrier for any of your travel needs, as different policies and procedures may apply.

### **b. Requirements for minors who travel without an adult**

We welcome young customers on our flights. We do, however, have rules about when a minor passenger can travel alone and when an adult must accompany the minor during travel.

- Children under age 5 are not permitted to travel alone and must be accompanied on all flights by a ticketed adult.

- Children ages 5-11 may travel without an adult but are required to use our Unaccompanied Minor service. While this service is free of charge, there is some detailed paperwork to be completed prior to travel. This service may not be permitted on some flights (for instance, some connecting flights or the last flight of the day.)
- Children ages 12-17 may travel alone. Our Unaccompanied Minor service is not required, but is available if you would like to use it.

Please ask us or your travel agent if you need additional information about making arrangements for a qualifying minor's travel.

### **7. Meet customers' essential needs during lengthy tarmac delays**

We are committed to operating a reliable schedule for our customers. Safety considerations, weather, air traffic control, operations and other factors may occasionally cause lengthy tarmac delays. We have plans and processes in place to minimize such delays. Should a lengthy tarmac delay occur, and if safety and security considerations permit, we will make every reasonable effort to ensure that your essential needs are met by providing snack food and drinking water at specific intervals, restroom facilities, and adequate medical assistance. Please have a look at our Contingency Plan for Lengthy Tarmac Delays available on [www.flysaa.com](http://www.flysaa.com).

### **8. Treat passengers fairly and consistently in the case of oversales**

Occasionally we may not be able to provide you with a seat on a specific flight, even if you hold a ticket and have checked in on time. This is called an oversale.

If your flight is in an oversale situation, you will not be denied a seat until we first ask for volunteers willing to give up their confirmed seats in exchange for compensation (in an amount determined by South African Airways) and travel on a later, specified flight. If there are not enough volunteers, we will deny boarding to passengers in accordance with our company policy on boarding priority. If you are involuntarily denied boarding and have complied with our check-in and other applicable rules, we will give you a written statement that describes your rights and explains how we determine boarding priority for an oversold flight. You will generally be entitled to compensation and transportation on an alternate flight.

We make complete rules for the payment of compensation, as well as our policy about boarding priorities, available at airports we serve. We will follow these rules to ensure you are treated fairly. Please be aware that if you do not check in on-time or do not meet certain other requirements you may be denied boarding without compensation.

### **9. Disclose travel itinerary, cancellation policies, frequent flyer rules and aircraft configuration**

We will give you clear information about policies and service aspects that may be important to you on our website and, when you ask, through our telephone reservations staff and our representatives at the airport.

This means providing clear information about:

- Aircraft configuration, including seat size and pitch ranges;

- The important terms and conditions that apply to your ticket and travel, including cancellation policies; and
- Any change of aircraft on a single flight with the same flight number.

We also make information about our Voyager frequent flyer program available on our website, through our telephone reservations staff, and in materials provided upon enrollment and in updates to Voyager members.

#### **10. Encourage good customer service from codeshare partners**

We encourage our domestic codeshare partners to provide customer service commitments comparable to our own.

#### **11. Travel Itinerary Changes**

We will advise you of any changes to your itinerary in a timely manner by notifying you via contact information you provided in your reservations for any changes to flight schedules after booking.

#### **12. Ensure responsiveness to customer complaints**

We respond quickly to our customers' complaints. If you have a complaint regarding our services or our products, we want to hear from you. Information about where to direct your written feedback is listed below; on our website; on all E-ticket confirmations; and is available upon request at the airports we serve. We will acknowledge written complaints within 30 days of receipt and we will send a substantive response within 60 days of receiving your written complaint.

If your journey originates in the United States, please use the contact information below to give us feedback and share your concerns:

South African Airways  
Attn: Customer Service  
1200 South Pine Island Road, Suite 650  
Plantation, FL 33324

Email: CustomerServiceUSA@flysaa.com  
Phone: +1-954-769-5023  
Fax: +1-954-769-5069

Hours: Monday-Friday 09:00 a.m. to 5:00 p.m. (EST)  
Closed weekends & U.S. Public Holidays

You may also share your comments about our services with the U.S. Department of Transportation, as follows:

<http://www.dot.gov/airconsumer>

Aviation Consumer Protection Division, C-75  
U.S. Department of Transportation

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1200 New Jersey Ave., S.E.  
Washington, D.C. 20590

If your journey originates outside of United States, you may use the following contact information to give us your feedback about our services:

**Customer Services**

Email Address: SAACustomerService@flysaa.com  
Tel: +27 11 978 2888 or 0860 003 146 (Share Call)  
Fax: +27 11 978 9567  
Office Hours: Mon - Fri: 08:00 - 16:30 (GMT)  
Closed weekends & South African Public Holidays

**13. Provide services to mitigate inconveniences resulting from cancellations and misconnections**

In order to reduce any inconvenience you experience during cancellations and misconnections, we will:

- Do our best to contact you in advance regarding a flight cancellation using the contact information in your reservation;
- Work to confirm you on the next available flight we operate that has seats available in the same class of service when rebooking is necessary; and
- Make available information about your rebooking through our website; at an airport kiosk, when available; and through our airport and reservations agents.

**Please note:** Some of our services are sold in or originate from points outside of the United States and those services may be subject to rules and regulations for those locations. We will comply with the rules and regulations that apply where those services originate. You have contractual rights and obligations associated with your travel under our Contract of Carriage.

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