
INTERRUPTED TRAVEL ASSISTANCE

GENERAL

TO YOU, OUR VALUED CUSTOMER



Bringing the World to Africa.
Taking Africa to the World.



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

OUR SERVICE MISSION

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

It is therefore, our endeavour to make every aspect of your travel as safe, pleasant and convenient as possible. However, when events and obstacles within or beyond our control (such as inclement weather or air traffic delays) prohibit us from achieving our mission, we strive to minimise the inconvenience to you, our valued customer.

In the event that your travel is interrupted due to a lengthy tarmac delay, flight delay, flight cancellation, denied boarding situation or involuntary downgrading, this brochure explains our obligations and your rights as a customer of South African Airways (SAA), excluding flights originating from Europe, USA, Brazil and Nigeria.

LENGTHY TARMAC DELAY

If your SAA flight is subjected to a lengthy tarmac delay, SAA will ensure that the aircraft does not remain on the tarmac for more than 2 hours before allowing you to disembark; unless the pilot-in-command determines there is a safety or security reason the aircraft cannot leave its current position, or air traffic control advises the pilot-in-command that returning to a disembarkation point would significantly disrupt airport operations.

SAA shall provide adequate water and lavatory facilities no later than 1 hour after the aircraft leaves the gate or touches down, if the aircraft remains on the tarmac; unless safety or security considerations prevent such service.

SAA shall notify you every 30 minutes of the status and reason for the tarmac delay, if known. You will also be notified 30 minutes after scheduled departure that you have the opportunity to disembark, if the opportunity to disembark exists.

FLIGHT DELAY

If your flight is delayed prior to boarding, SAA will aid to get you to your final, ticketed destination as quickly as possible. SAA shall notify you every 30 minutes of the status and reason for the flight delay, if known.

If your flight is delayed more than 2 hours (domestic flight) or 4 hours (regional or international flight) beyond its scheduled time of departure, SAA will provide you with refreshments, meals and accommodation, where applicable. If you are delayed more than 12 hours, SAA will compensate you with discount on two sectors of future travel on SAA operated flights.

SAA will rebook you on the next available flight or re-route you to your final destination in the same cabin class at no additional charge. We will also assist you with rebooking any onward connections that are shown on your SAA ticket.

Should you choose not to continue with your SAA flight and make alternative travel arrangements, you may elect to receive a full refund.

FLIGHT CANCELLATIONS

In the event of a flight cancellation, we will re-accommodate you on the next available SAA flight or re-route you to your final destination in the same cabin class at no additional charge.

If the alternate travel options provided do not meet your requirements, you may elect to receive a full refund for the value of the unused portion of your SAA ticket. If you have already commenced with your journey and are then subjected to a flight cancellation, SAA will cover all reasonable accommodation, meals and transportation costs for the first 24 hours.

We are unable to offer compensation for delays or cancellations caused by factors outside SAA's control, such as; inclement weather and air traffic delays.

DENIED BOARDING

If a flight is oversold i.e. more passengers hold confirmed reservations than there are seats available, SAA personnel will first ask for volunteers who will give up their reservation willingly.

Customers willing to surrender their confirmed seat voluntarily will be provided with a Denied Boarding voucher for a two sector return flight in the same region and cabin class; a confirmed booking on the next available SAA operated flight, refreshments, meals and accommodation, where applicable.

INVOLUNTARY DENIED BOARDING

If there are not enough volunteers, other customers holding confirmed tickets may be denied boarding involuntarily in accordance with the following boarding priority of SAA. Seating priority will be provided based on the following order of priority:

1. Unaccompanied Minors i.e. children under the age of 12 traveling alone.
2. Young Travellers i.e. passengers under the age of 16, traveling alone.
3. Customers with Disabilities / Special Needs
4. Lifetime Platinum, Platinum & Platinum Elect SAA Voyager members.
5. International and Regional connecting passengers and Code Share Passengers.
6. Gold & Gold Elect SAA Voyager members.
7. Star Alliance Gold members.
8. Groups or individual members of a group.

COMPENSATION FOR INVOLUNTARY DENIED BOARDING

In the event that you are involuntary denied boarding, SAA will provide the following:

1. A confirmed booking on the next available SAA flight.
2. A meal voucher for denied boarding delays exceeding 2 hours on domestic flights and 4 hours on Regional or International flights.
3. A voucher that can be redeemed on the direct services of SAA for the value of:
 - Domestic: ZAR 1000 (when delay exceeds 2 hours)
 - Regional: ZAR 3000 (when delay exceeds 4 hours)
 - International: ZAR 5000 (when delay exceeds 24 hours)
4. Where the flight departs the following day, meals, two free telephone calls, fax messages or emails, hotel accommodation and transportation between the airport and hotel.

EXCLUSIONS FOR COMPENSATION FOR DENIED BOARDING

Denied boarding compensation from SAA will not be applicable if:

1. You have not fully complied with the airline's ticketing and check-in requirements; or
2. You are not acceptable for transportation under the airline's usual rules and practices; or
3. You are denied boarding because the flight is cancelled; or
4. SAA is able to place you on another flight that is planned to reach your next stopover or final destination within 1 hour of the planned arrival time of your original flight.

INVOLUNTARY DOWNGRADING

Occasionally, overbooking may affect our business class customers. In this instance, SAA will offer business class customers the option of downgrading to economy class on the same flight; this is known as involuntary downgrading.

If you are travelling business class and are subjected to involuntary downgrading, you are entitled to the following:

1. 1.5 times the difference between the business class and economy class fares for the sector in which you were downgraded; or
2. 2 free sector upgrade vouchers for future travel on SAA in the same travel region (Domestic, Regional or International) in which you were downgraded. Upgrades are subject to space availability on the day of travel.

If you find the Involuntary Downgrading unsatisfactory and wish to travel the next day, SAA will provide the following:

1. A confirmed booking for the next day in Business Class, and refreshments, meals, hotel accommodation, transport between the airport and hotel, two free telephone calls, fax or emails, and
2. A compensation voucher that can be redeemed for future use on the services of SAA to the value of:
 - Domestic Flights: ZAR 1,000
 - Regional Flights: ZAR 3,000
 - International Flights: ZAR 5,000

CUSTOMER'S OPTIONS

Acceptance of the compensation may relieve SAA from any further liability to the passenger caused by its failure to honour the confirmed reservation. However, a customer may decline the payment and seek to recover damages in a court of law or in some other manner.

WE APOLOGISE FOR ANY INCONVENIENCE YOU MAY HAVE EXPERIENCED WHILST TRAVELLING WITH SOUTH AFRICAN AIRWAYS.

**We invite your feedback and encourage you to share
your experience with us**

CONTACT DETAILS

Our Customer Service Department can be reached as follows:

South African Airways Customer Service
Private Bag X13,
Airways Park
Kempton Park,
SOUTH AFRICA, 1627

Office Hours: Weekdays, 08h00 to 16h30 (GMT+2), (excluding
SA Public Holidays)

T: +27 (0)11 978 2888 or 0860 003 146 (Share Call)

F: +27 (0)11 978 9567

E: SAAcustomerservice@flysaa.com

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THANK YOU FOR CHOOSING TO FLY SOUTH AFRICAN AIRWAYS
