

---

# INTERRUPTED TRAVEL ASSISTANCE

---

UNITED STATES

**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 endeavor to make every aspect of your travel experience- from reservation, check-in, in-flight and baggage handling- as safe, pleasant and most convenient. However, when events and obstacles within or beyond our control (such as inclement weather or air traffic delays) prohibit us from achieving our endeavor, we strive to minimize the inconvenience to our valued guests. In the event your travel is interrupted due to a lengthy tarmac delay, flight delay, flight cancellation or denied boarding situation, the following policies will apply to US originating passengers of South African Airways (SAA).

## LENGTHY TARMAC DELAYS

If your SAA flight arriving or departing from a U.S. airport is subjected to a lengthy tarmac delay, SAA will ensure that the aircraft will not remain on the tarmac for more than 4 hours before allowing our passengers to deplane, unless it is a safety or security related reason or air traffic control advises the pilot-in-command that another decision would significantly disrupt airport operations.

SAA will provide adequate food and portable water no later than two hours after the aircraft leaves the gate (in the case of departure) or lands (in the case of arrival) if the aircraft remains on the tarmac, unless the pilot-in command determines that safety or security considerations preclude such service.

SAA will provide operable lavatory facilities, as well as medical attention if needed, while the aircraft remains on the tarmac.

SAA shall notify its passengers every 30 minutes of the status and reason for the tarmac delay, if known.

SAA shall notify its passengers 30 minutes after scheduled departure and every 30 minutes thereafter that they have the opportunity to deplane, if the opportunity to deplane exists.

SAA code-share flights within the United States, the Contingency Plan for Lengthy Tarmac Delays of the U.S. operating carrier will always take precedence

## FLIGHT DELAYS

If your flight is delayed, SAA will provide assistance to get you to your final, ticketed destination as quickly as possible. When a delay exceeds 4 hours and is on SAA direct services, the ticket will be re-routed to the intended final destination in the same cabin with no penalties or additional costs.

Please keep in mind that we are unable to offer compensation for delays caused by factors outside our control, such as; inclement weather and air traffic delays. Regardless, we will assist you with rebooking your flights and any onward connections that are shown on your international SAA ticket. Passengers will, however, be entitled to refreshments, meals and accommodation where applicable.

## FLIGHT CANCELLATIONS

If your flight is cancelled, we will re-accommodate you on the next available SAA flight or those of another carrier in the same cabin class as originally booked at no additional charge. If the alternate travel options provided don't meet your requirements, you may elect to receive a refund for the value of the unused portion of your ticket.

## DENIED BOARDING

If you have been denied a reserved seat on SAA, you are probably entitled to monetary compensation. This notice explains the airline's obligation and the passenger's rights in the case of an oversold flight, in accordance with regulations of the U.S. Department of Transportation

## VOLUNTEERS AND BOARDING PRIORITIES

If a flight is oversold (more passengers hold confirmed reservations than there are seats available), no one may be denied boarding against his or her will until airline personnel first ask for volunteers who will give up their reservation willingly, in exchange for compensation of the airline's choosing.

If there are not enough volunteers, other passengers 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 partners' 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

Passengers traveling from the United States to a foreign point who are denied boarding involuntarily from an oversold flight originating at a U.S. airport are entitled to:

No compensation if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover not later than one hour after the planned arrival time of the passenger's original flight; 200% of the fare to the passenger's destination or first stopover, with a maximum of \$675, if the carrier offers alternate transportation that is planned to arrive at the passenger's destination or first stopover more than one hour but less than four hours after the planned arrival time of the passenger's original flight; and

400% of the fare to the passenger's destination or first stopover, with a maximum of \$1,350, if the carrier does not offer alternate transportation that is planned to arrive at the airport of the passenger's destination or first stopover less than four hours after the planned arrival time of the passenger's original flight.

0 to 1-hour arrival delay	No compensation
1 to 4 hours arrival delay	200% of one-way fare (but no more than \$675)
Over 4 hours arrival delay	400% of one-way fare (but no more than \$1,350)

Alternate transportation is defined as air transportation with a confirmed reservation at no additional charge (by any scheduled airline licensed by DOT), or other transportation accepted and used by the passenger in the case of denied boarding.

Except as provided below, SAA will provide each passenger who qualifies for involuntary denied boarding compensation, a payment by cash or check for the amount specified above, on the day and at the place the involuntary denied boarding occurs.

If the airline arranges alternate transportation for the passenger's convenience that departs before the payment can be made, the payment shall be sent to the passenger within 24 hours. SAA may offer free or discounted transportation in place of the cash payment. In that event, SAA will disclose all material restrictions on the use of the free or discounted transportation before the passenger decides whether to accept the transportation in lieu of a cash or check payment. The passenger may insist on the cash/check payment or refuse all compensation and bring private legal action.

## 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, check-in and reconfirmation 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. You are offered accommodations in a section of the aircraft other than specified in your ticket, at no extra charge (a passenger seated in a section for which a lower fare is charged will be given an appropriate refund); or
5. The airline is able to place you on another flight or flights that are planned to reach your next stopover or final destination within one hour of the planned arrival time of your original flight.

## 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 passenger 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:**

### **United States:**

South African Airways Customer Service  
1200 S. Pine Island Road, Suite #650  
Plantation, FL 33324

**Office Hours:** Weekdays, 09h00 to 17h00 (EST), (excluding  
USA Public Holidays)

**E:** [saausa@flysaa.com](mailto:saausa@flysaa.com)

**T:** +1954 769 5023

**F:** +1954 769 5069

### **South Africa:**

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

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

**E:** [saacustomerservice@flysaa.com](mailto:saacustomerservice@flysaa.com)

**T:** +27 (0)11978 2888 or 0860 003 146 (Share Call)

**F:** +27 (0)11978 9567

**Follow us on**



[@FlysaaCare\\_AFR](https://twitter.com/FlysaaCare_AFR)



[Facebook.com/FlySAA](https://Facebook.com/FlySAA)

---

## THANK YOU FOR CHOOSING TO FLY SOUTH AFRICAN AIRWAYS

---