

TRADE SUPPORT GUIDE



SOUTH AFRICAN AIRWAYS



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

Dear Travel Partner

This handbook is designed to empower you with some of our daily operations at South African Airways. It can also serve as a solution to travel agents to outline processes and procedures of our operations.

As our valued customers, we want this tool to be as effective and user-friendly as possible, which is why we've updated and revised this handbook according to your feedback.

Thank you for your continued support, for any queries please contact Trade Support on 0860 102 705.

Warm Regards,
Trade Support Manager

Information correct at time of print on 31 July 2016

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OUT-OF-SYSTEM RANGE

- South African Airways will allow one free change where the return date cannot be booked at the time of ticketing due to the flight date out-of-system range constraints subject to availability in the same booking class.
- Please note that Trade Support has to be contacted before the first ticket is issued so that the passengers' intended date of return can be endorsed in the booking.
- This arrangement applies only on SAA Fares and when the ticket is issued or re-issued on South African Airways **083 ticket** stock.
- This free change can be made before or after departure depending on when the required date comes into system range.
- It is recommended to have the ticket re-issued before departure due to the fact that South African Airways does not have offices or representation at all destinations.
- SAA cannot give authority to have tickets re-issued by any other airline.
- South African Airways cannot guarantee availability in the same booking class and the passenger is free to upgrade to higher booking class / fare (fare rule will apply) provided that the 12-month ticket validity is not exceeded.
- Once the return date becomes available, please contact Trade Support again for authorisation code before reissue is done.
- The waiver number must be reflected in the endorsement box at all times when reissuing ticket.

NAME CHANGES DUE TO INCORRECT SPELLING

PROCESS TO FOLLOW ON NON-ISSUED TICKETS

- Insert a request with the correct name.
- If foreign carriers are involved, agents need to contact those airlines to insert authority into the reservation to permit them to update the name field before contacting SAA.

PROCESS TO FOLLOW FOR ISSUED TICKETS

- Trade Support will do the change and agent to issue.
- If ticket has been issued, it must be sent in for a refund via BSP and new ticket to be issued. Refunds will waiver all penalties and charge an admin fee of ZAR285. Along with that please attach copy of wrong ticket, copy of new ticket and copy of ID/Passport.
- To qualify for a full refund, less administration fee, the new and old ticket must contain the same flights, dates and classes.
- Any variation will result in the Refunds department applying standard refund rules.
- Please note that on other Global Distribution System (GDS) e.g. Amadeus when there is a Corporate number or Voyager number or ticket numbers in the booking the system will restrict Trade Support from doing the name change.

- Therefore, create new booking and contact Trade Support to merge seats from old booking into the new booking.
- Complete name changes are not permitted.

– OFFLOADS – CANCEL ACCEPTANCE

- Please advise ticket number for offloads.
- Offloads can only be performed an hour before a domestic flight.
- International flight – 2 hours before.
- Alternatively, Offloads may be done on our website.
- Log on to www.flysaa.com
- Click on Manage My Booking.
- Click on Cancel Check-in and pax will be offloaded.
- Then you will find Offload icon on that page.

REFUNDS FOR ONLINE BOOKINGS AND SEAT PURCHASE

- The Admin fee for refunds is ZAR285.
- EMAIL: onlinerefunds@flysaa.com

SAA BSP SUPPORT UPDATE

- The SAA BSP Support will assist you when you have made an error.
- The administration fee will cost ZAR250 + VAT per ticket.
- Agents are reminded to only initiate correspondence via email to saabsp@flysaa.com

SERVICE FEE CHARGES ON SAA

- Service fees are charged for transactions taking place at the Airport and SAA Town Offices.
- The service fees at the Airport Offices are R200 per ticket for a pure domestic itinerary and R500 for an international itinerary and R500 for a regional itinerary/ departures. (The fee is inclusive of VAT).
- Please note, Travel agent-issued ticket presented for a re-booking / change at the Airport and SAA Town Offices will be charged as per above.
- Corporate fares presented at the airport will be upgraded to published fares and travel agent bookings created with an option to pay at SAA offices will also be charged as per above.
- Please note that SAA charges XP PTA service fee of ZAR228 for domestic itinerary including VAT and ZAR200 for Regional and International itinerary for processing an EMD.
- The XP PTA service charge is at all times non-refundable.

SPECIAL SERVICE REQUEST BOOKINGS

WHEELCHAIRS

WCHR

- Request it and advise reason for request e.g. elderly passenger.

Advise medical condition if any.

WCHC / WCHS – Requesting a PAU

- Pax can control bowels and bladder.
- Pax can or cannot walk unaided on board.
- Pax can or cannot sit upright for duration of flight.
- Pax cannot climb stairs.
- Pax cannot walk long distances.
- Pax is elderly (age of pax).
- Advise medical condition if any.

UNACCOMPANIED MINORS (UMNR)

- Please note that unaccompanied minors are from age 5-11 years old, 12 years and up are regarded as Young Passengers – please request a meet-and-assist.
- Please advise all the details of the drop-off and all the details of pick-up. Person's name, contact number, physical address and state their relationship with the child.

BASSINET (BSCT)

- Bassinet can only be requested for infants younger than 10 months.
 - Please endorse date of birth, age in months, weight and height of infant.
- Bassinet requirement – Maximum weight 10kg, 10 months and 75cm.

MEET AND ASSIST (MAAS)

- Meet-and-assist may be requested for young passengers, first-time travellers, blind, deaf and elderly passengers

EXTRA SEAT (EXST)

- Passenger may purchase an extra seat for personal comfort, musical instrument or cabin baggage (CBBG).
- Passenger will be charged fare and vat only
- Email: specialhandling@flysaa.com

INVOLUNTARY SCHEDULE CHANGE

- SAA permits our BSPZA IATA-approved agents to reissue our involuntary transactions occurring on SAA, SA Express and Airlink-operated flights and onward journeys (other airlines) issued on the same itinerary reflected on the **083 ticket**.
- For other airline schedule changes issued on 083 ticket stock, such tickets must be reissued by SAA directly. These email addresses may be used to forward booking to SAA offices for reissue depending on where Agent is residing.
 - jnbdirectsales@flysaa.com
 - durdirectsales@flysaa.com
 - cptdirectsales@flysaa.com

- In the event where the Passenger chooses not to travel due to the schedule change, the Agent must apply on a refund application to SAA Head Office Refunds via the BSPLINK.
- The Endorsement box must reflect the words: Rebook due to SAA (flight number) schedule change and the date (cancelled date) only an agent can re-issue with the above (to avoid an ADM). Revalidation is not permitted due to schedule change.
- Maintain the original fare, maintain the original fare calculation, reflect all taxes as paid and maintain the original booking/cabin.

CODE SHARE FLIGHTS

- SAA is not able to confirm special service request when flight is booked on a code share flight number. It is advisable to book on operating carrier flight number when customer has a special need.
- When there is a date change or time change on code share flights, ticket must be reissued not revalidated.

FARE REQUEST

- Please note that fares department guarantees Regional and International bookings only.
- Fare request has to be inserted in the booking first depending on the GDS agent is using.
- Please note turnaround time is 24 hours.
- Fare guarantees are valid for the same day only.

VOYAGER ACCRA UPDATE

GOLD OR PLATINUM VOYAGER CREDIT CARD ISSUED BY ECOBANK

- Originating Ghana.
- Please note this does not include any code share flights, valid on SA operating flights only.
- 1 extra piece based on the allowance of the respective class.
- If a passenger is holding both SAA Voyager elite membership card and a Voyager Credit Card issued by Ecobank, they must utilize one of the 2 cards to qualify for extra luggage.
- At no time can both cards be used at the same time, to qualify for extra luggage.

BAGGAGE

HAND LUGGAGE ALLOWANCE

- Each passenger may carry, without additional charges, hand baggage suitable for placement in the overhead rack or under the passenger's seat with maximum dimensions specified by the carrier subject to space availability.
- One piece maximum weight 8kg (18lb), not exceeding the dimensions 56cm by 36cm by 23cm.

PEOPLE WITH REDUCED MOBILITY

- People with reduced mobility, may carry, one wheelchair or other device that they depend on, free of charge. e.g. pair of crutches, braces or prosthetic device.
- Assistive medical devices like Portable Oxygen Concentrators (POC) and Continuous Positive Airway Pressure (CPAP).
- Exception: On flights to and from European Union destinations (London, Frankfurt and Munich) one further mobility device may be carried free of charge, (two in total), over and above the free baggage allowance, (To satisfy requirement under EU regulation 1107/2006)

FREE BAGGAGE ALLOWANCE UPDATE

- The following baggage allowance applies:
 - Children and infants paying at least 50% of the adult fare are entitled to the same baggage allowance as adults.
 - Infants not entitled to a seat shall only be permitted to one piece up to 23kg and one collapsible pram or car seat or collapsible buggy.

BAGGAGE ALLOWANCE AND CHARGES WITHIN SOUTH AFRICA (EXCEPT SA AIRLINK AND EXPRESS)

- Free allowance - One piece not exceeding 23kg for Economy Class.
 - One piece not exceeding 32kg for Business Class.
 - Infant allowance – one piece of 23kg regardless of Class.
 - Excess rate per piece:
 - R219 plus VAT R30.70 Total ZAR250.00 Economy Class.
 - R307 plus VAT R43 Total ZAR350 Business Class.
- For further baggage information including charges please refer to www.flysaa.com

BAGGAGE ALLOWANCE AND CHARGES FOR REGIONAL AND INTERNATIONAL FLIGHTS

- Varies from country to country. Refer to baggage police on www.flysaa.com - click on Manage my booking-baggage policy.

SPECIAL BAGGAGE ALLOWANCE – (FOR INTERNATIONAL AND DOMESTIC JOURNEYS)

- Special baggage regulations are applicable on SA operating flights only. (SA 1000; 2000; 7000; 8000 series excluded).
- Sporting equipment is not applicable on the DXB.
- Sporting equipment is not applicable on the EY code share flights.
- At no time may sporting equipment be though checked / interlining with other carriers is not permitted.

- The following sporting equipment as described below (ONE additional piece weighing not more than 23kg per passenger and maximum dimension of 158cm unless specified) is free of charge and must be requested with a SSR SPEQ in the booking:
 - All sporting equipment balls must be deflated.
- For interlining and through-check-in on routings where other carriers are involved, give the passenger the choice of checking-in the sporting baggage for all the SA Airways 3-digit flight numbers free of charge and to check-in new for all non-SA Airways or do a through check-in and charge passenger for all sectors at the applicable PC excess baggage rates. Confirmed SSR SPEQ is mandatory, except for shooting or hunting equipment.

Angling (fishing rods not exceeding 200cm)
Archery
Athletic (track and field)
Baseball / Softball
Basketball
Bowls
Cricket
Cycling (200cm – 100cm – 75cm)
Diving (scuba equipment) – please note that tank must be empty
Fencing – bag not exceeding 200cm
Football (soccer)
Golf
Hiking - walking sticks / tents – may not exceed 23kg
Hockey (Field / Ice)
Horse-riding equipment (saddle must be wrapped, stirrups must be tied and riding helmet)
Lacrosse

Motorcycle gear (protective riding gear and helmet, motorcycle to be sent via Cargo) Motorsport (protective riding gear and helmet)
Netball
Parachute equipment (including helmet)
Polocrosse (Riding helmet, stick and balls)
Rock-climbing (including helmets, rope bags, climbing harness and crash pads / bouldering mats if not exceeding 200cm in length)
Rugby
Sailing equipment (including – wet / dry sailing suits / Life jackets/ water boots / ropes / blocks / pulleys / selected tools / water bottle (empty) / sails (folded or rolled) – tube must not be longer than 200cm) / Paddles – which may not be longer than 200cm
Shooting / hunting (firearms and ammunition – subject to correct transportation / safety procedure being followed) Ammunition – up to 5kg when packed separately due to regulations will be accepted free of charge
Snow / water-ski equipment
Tennis / squash
Ten-pin bowling
Surfboards / kite-surfing / paragliding – smaller than 200cm
Swimming
Volleyball
Sporting equipment – wheelchairs permitted as long as it is part of one of the sporting types as listed above: additional piece to a maximum of 32kg

N.B: FOR SPORTING EQUIPMENT NOT SPECIFIED ABOVE, THIS MUST BE INCLUDED IN FREE BAGGAGE ALLOWANCE; IF EXCEEDING, NORMAL XBAG RATE APPLIES.

- Surfboards / kite-surfing / paragliding – larger than 200cm
 - To be accepted strictly as cargo, relevant Cargo rates will apply.
- Canoes / windsurfer and hang-glider / kayaks.
 - To be accepted strictly as cargo, relevant Cargo rates will apply.
- Hunting / Golfing Equipment (max weight 23kg).
 - From Scandinavia to South Africa / Africa: (where SA is the MSC carrier and SAS is the operating carrier only).
 - Hunting equipment – rifle bag will be transported free of charge – maximum weight of 23kg, **OR**
 - Golfing equipment – max weight of 23kg will be transported free of charge, **OR**
 - Diving Equipment – max weight of 23kg will be transported free of charge.
- Paddle-ski equipment (including oars).
 - Included in free baggage allowance; if exceeding, normal XBAG rate applies as checked baggage.
- Vaulting poles.
 - Vaulting poles are not included in the free baggage allowance.
- ZAMZAM water or sea water.
 - SAA will accept ZAMZAM water as checked baggage only and will only allow one jerry can per passenger (5 Litres). The free baggage allowance must be used or the applicable excess baggage fee will be charged. The jerrycan must be properly packed in a plastic covering to avoid leakage and damage to others.

SPORTING EQUIPMENT ALLOWANCE

- SAA allows one additional piece not weighing more than 23kg per passenger and dimensions of 158cm (unless specified) free of charge and must be requested with a SSR SPEQ in the booking.
- Refer to www.flysaa.com for a list of sporting equipment that is accepted for free, as not all sporting equipment are accepted free of charge.

HOVER BOARD

- Due to the volatile nature of the batteries in hover board we have to ban them from all SAA flights. Please refer to <http://www.flysaa.com/za/en/flyingSAA/baggage/baggageRestrictions.html>

	BUSINESS CLASS	ECONOMY CLASS
Domestic (Within South Africa)	1 piece up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Between Worldwide - USA / Canada	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Between Africa - Europe / UK	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
From Malawi / Zambia / Zimbabwe to Europe / UK	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
From the UK to Malawi / Zambia / Zimbabwe	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Between Africa – Asia / Japan / except BJS or via BJS	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Between Africa / New Zealand	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Between Africa / Australia	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Between Africa and the Middle East. <i>Please note this is valid on SA operating flights and when SA is the marketing carrier on the EY operating flights</i>	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Within Africa:	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Nigeria: Between South Africa & Nigeria	3 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	3 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Between South America – Australia / New Zealand except Brazil	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimension of 158cm (62in) per piece
Between South America (except Brazil & Argentina) – Asia / Japan / Africa / except BJS or via BJS	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimensions of 158cm (62in) per piece
Between Africa / South America – BJS or via BJS to Asia / Japan	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	1 pieces up to 23kg per piece (50lb) & maximum dimensions of 158cm (62in) per piece
Between Argentina – Africa	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimensions of 158cm (62in) per piece
Between Argentina – Asia / Japan / except BJS or via BJS	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece
Between Brazil – Africa / Asia / Japan / Australia / except BJS or via BJS	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece
Between Brazil – Europe & USA	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece
Between Australia & Middle East	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62in) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimensions of 158cm (62in) per piece

PETS/PETC

DOMESTIC TRAVEL

- Accompanied pets and containers shall not be included in the free baggage allowance and normal excess rates apply.
- No pets allowed in cabin and must be requested with an SSR AVIH (animal on hold) in the booking.
- Exception: One dog for blind or deaf passenger is free – must be requested with an SSR PETC (Pet in cabin) in the booking.

INTERNAL TRAVEL TO AND FROM SOUTH AFRICA

- All animals (pets) and animal products are not allowed via security checkpoints and must be transported as manifested cargo.
- Contact Cargo on 011 978 3366.

GROUP BOOKINGS

- A group is regarded as 10 or more passengers travelling together in one booking.
- For groups contact Groups Department on 011 978 1100 or email GroupSales@flysaa.com.

WEBSITE BOOKING

- For bookings created on SAA website, please contact flysaa.com on 011 978 5313 / 011 978 1111.

LOST AND DAMAGE BAGGAGE

- For Lost and Damaged Baggage please contact 011 978 3733.
- For more info visit www.flysaa.com to read our track and trace and claims procedure.

FIREARMS

- All firearms and ammunition must be declared to the airline check-in agent at the time of check-in.
- When travelling with a handgun, check-in agent will refer passenger to ticket sales to pay R250 cash handling fee per sector for domestic travel.
- Handling fees are only applicable to the transportation of firearms, ammunition and other items considered as weapons on domestic flights.
- No handling fee applicable on Regional or International flights due to different handling processes being followed at outstations.
- Passengers are required to obtain an import/export permit from SAPS for Regional or International travel.
- Firearms and ammunition to be stored in hard, lockable case and passengers must carry their firearm licence.
- The passenger may at no additional cost, check 5kg ammunition when packed separately.

- Passengers participating in sporting events need not pay the handling fee as the additional piece would be considered as an additional free piece as per the baggage policy, the passenger must however prove that they will be participating in the event.

DUPLICATE BOOKING/SECTORS

- SAA does not allow duplicate segments to be booked / held for passenger due to loss of revenue.
- Should SAA cancel due to duplicate sector / booking, please note the airline has a right not to reinstate booking as this is regarded as a valid cancellation.
- When requesting a fare difference, the new flight details may be endorsed on the fare request without booking new flight to avoid holding duplicate sector. e.g. Please advise fare difference if pax changes to SA236 20 June in L Class.

AGENT DISCOUNTS

- Please note discounts are only granted on SAA-operated flights only.
- Please email: adprize@flysaa.com

TRAVELLING ABROAD WITH CHILDREN

- SAA has worked with the South African Department of Home Affairs (DHA) to produce a user-friendly guide to the new Immigration Regulations. SAA's role is to ensure the Act and the new Immigration Regulations is communicated and adhered to by its customers, however, SAA is in no way responsible for the Act and the new Immigration Regulations. SAA will ensure it communicates any new amendments or regulations to the Act in a timely manner, however, SAA accepts no liability for any inaccuracies in the content. For further information and assistance please contact 0800 601 190.

NEW IMMIGRATION REGULATIONS

Where parents are travelling with a child:

- Such parents must produce an unabridged birth certificate of the child reflecting the particulars of the parents of the child.
- Adopted children to provide proof of adoption by means of an adoption certificate.

Where one parent is travelling with a child:

- Such parent must produce an unabridged birth certificate of the child reflecting the particulars of the parents of the child.
- Consent in the form of an affidavit from the other parent registered as a parent on the birth certificate of the child authorising him or her to enter into or depart from the Republic with the child he or she is travelling with.

If both parents of the child are deceased and the child is travelling with a relative or another person who is known to the family of the child, the Director-General may approve that such person may enter or depart the Republic of South Africa with the child. Always consult the Home Affairs website for clarity.

Where a person is travelling with a child who is not his or her biological child, he or she must produce:

- A copy of the unabridged birth certificate of the child;
- An affidavit from the parents or legal guardian of the child confirming that he or she has permission to travel with the child;
- Copies of the identity documents or passports of the parents or legal guardian of the child; and
- The contact details of the parents or legal guardian of the child.

Provided that the Director-General may, where the parents of the child are both deceased and the child is travelling with a relative or another person related to him or her or his or her parents, approve such a person to enter into or depart from the Republic with such a child.

Any unaccompanied minor shall produce to the immigration officer:

- Proof of consent from one of or both his or her parents or legal guardian, as the case may be, in the form of a letter or affidavit for the child to travel into or depart from the Republic: Provided that in the case where one parent provides proof of consent, that parent must also provide a copy of a court order issued to him or her in terms of which he or she has been granted full parental responsibilities and rights in respect of the child;
- A letter from the person who is to receive the child in the Republic, containing his or her residential address and contact details in the Republic where the child will be residing;
- A copy of the identity document or valid passport and visa or permanent residence permit of the person who is to receive the child in the Republic; and
- The contact details of the parents or legal guardian of the child.

Provided that the Director-General may, where the parents of the child are both deceased and the child is travelling with a relative or another person related to him or her or his or her parents, approve such a person to enter into or depart from the Republic with such a child.

Any child who is in alternative care as defined in the Children's Act, 2005 (Act No. 38 of 2005):

- Shall, before departing from the Republic, produce a certified copy of an authorisation letter from the Provincial Head of the Department of Social Development where the child resides as contemplated in section 169 of the Children's Act.

NOTE

These regulations apply to all travellers, foreign as well as South African; on departure as well as arrival. In the case of foreign countries that do not issue unabridged birth certificates, a letter to this effect issued by the competent authority of the foreign country should be produced. All documents must be original or copies certified as a true copy of the original by a commissioner of oaths or the equivalent commissioning authority, should commissioners of oath not be a practice in the country concerned.

The affidavit may not be older than 3 months, dating from the date of travel.

**SAA ELECTRONIC MISCELLANEOUS DOCUMENT (EMD) EFFECTIVE 18 FEBRUARY 2014
REVISED 08 MAY 2014, 03 AUGUST 2015, 04 AUGUST 2015 AND 14 APRIL 2016
WORLDWIDE BSP AGENTS USING SAA (083) EMDS**

Effective 14 April 2016:

SAA only approves the following 9 EMD codes to be used by travel agents worldwide when selecting the SAA carrier 083 ticketing authority.

NAME OF THE EMD	CODE	STANDALONE OR ASSOCIATED EMD
PTA (prepaid ticket advice)	OBK	Standalone EMD (Coupon status will reflect as open until exchanged)
Group deposit	997	Standalone EMD (Coupon status will remain as open until refunded)
Refundable balance	996	Standalone EMD (Coupon status will remain as open until refunded)
Penalty fee	993	Standalone EMD (Coupon status will immediately reflect as Flown)
Oxygen	OB4	Associated EMD (Coupon status will reflect as Flown once uplifted)

BAGGAGE:		
ABag	OCC	Associated EMD Associated EMD (Coupon status will reflect as Flown once uplifted)
BBag	OCD	Associated EMD Associated EMD (Coupon status will reflect as Flown once uplifted)
CBag	OCE	Associated EMD Associated EMD (Coupon status will reflect as Flown once uplifted)

SEATING:		
Advance seat selection also known as Pre reserved seat assignment	OB5	Associated EMD Associated EMD (Coupon status will reflect as Flown once uplifted)

When selecting any of the above EMDs, ensure that the correct fields are completed/automatically populated on the EMD mask to prevent incorrect ticketing and possible ADMs.

ACCEPTED EMD CODES:

OBK = PTA (PREPAID TICKET ADVISE) EMD	*** Only use this EMD when your GDS cannot perform an Excess Baggage OCC/OCD/OCE EMD or OB4 Oxygen EMD, Foreign Carrier coupon not uplifted, etc. ***
Note: The XP service fee will be applicable when selecting this EMD. The fare and tax boxes must be shown separately and not as one total. The remarks field and fare calculation field must be completed with all the relevant flight details.	
Example of excess baggage:	SAA Excess baggage rate for one piece on domestic is ZAR250 inclusive of VAT.
When completing the EMD mask:	The ZAR219.30 must reflect in the fare box and the VAT of ZAR30.70 must reflect in the tax box as ZAR30.70ZV.

and

The XP PTA service fee code applies per PTA and must also reflect in its own separate tax box as a XP tax code. The fee is ZAR228 domestic and ZAR200 for regional/international flights. Do not split the VAT out of the XP tax amount.

OSI entries applicable to all GDS' and to be completed by the Travel Agent and reflected in the Reservation:

OS SA PTAU EXCESS BAGGAGE EMD 083 2010000000	OS SA PTAU B / SA 313 G 20AUG JNB CPT HK1
OS SA PTAU DATE OF ISSUE 31 JUL 15 IATA 77490335	OS SA PTAU R / EMD FOR EXCESS BAGGAGE 1 PIECE
OS SA PTAU ISSUE TO VORSTER / MADELEIN MISS	OS SA PTAU F / ZAR219.30 AND ZAR31.70ZV
OS SA PTAU C / PASSENGER CONTACT DETAILS	OS SA PTAU T / TOTL TOTAL VALUE OF EMD ZAR250 (DO NOT REFLECT XP SERVICE FEE IN BOOKING, IT MUST ONLY BE REFLECTED ON THE EMD)

Note:

- EMDs for oxygen: Oxygen must first be confirmed by SAA Special Handling before issuance of the EMD.
- For Foreign carrier coupon not yet uplifted to a final status: Issue a PTA EMD for the additional collection as per standard procedure and collect the XP service fee. Complete the OSI field. The airport will reissue the remaining coupons by using a Force Entry.
- OBK EMDs for excess baggage can only be requested for point to point SAA operated flights / routes. A request for excess baggage may not be forwarded within 4 hours of travel.
- OBK EMDs for excess baggage can be sold up to 4 hours before the departure of the flight.
- The EMD-standalone PTA for excess baggage is only good for the flights and dates specified in the remarks of the EMD and as completed by the Travel Agent in the OSI field in the reservation.
- Please note some of our outstations are manned by ground handlers and excess baggage payment for passengers departing from these stations cannot be guaranteed. If the correct entries are used, no problems should be encountered for any destinations departing from South-Africa.
- Should the agent fail to insert the OSI field in the reservation, SAA reserves the right not to honour the OBK EMD and this will result in additional payment from the passenger.

Procedure to Exchange the PTA (OBK) EMD at the airport on the day of departure:

- Passenger to have baggage weighed at check-in station.
- Proceed to ticket sales desk with "excess slip".
- The SAA Ticketing Agent will display the Travel Agent booking and use the EMD details and issue in exchange for the Travel Agent EMD code OBK (provided that payment details were inserted correctly); an Associated Excess Baggage EMD will be issued. The Passenger will then proceed to check-in and SAA will check the passenger in as per standard procedure.

997 = GROUP DEPOSIT EMD

The full amount must reflect in the Fare box. (The amount as specified example 25% deposit).

Ensure to complete the REMARKS field on the EMD with the Group Name, Group Authority number, Flight, Date, Class and number of passengers.

The Group Deposit is only good for the Group and date of travel and is not transferable to another group or date of travel.

Note: One EMD per PNR/Booking.

996 = REFUNDABLE BALANCE EMD

The Refundable fare and taxes (each refundable tax) must be reflected separately and the ticket number issued in connection with the refund must be clearly reflected on the EMD.

Once the EMD is issued, the EMD must be forwarded on BSPLink as a refund application.

In the event where the agent failed to issue a Refundable Balance EMD, please send a BSPLink Refund application to Head Office Refunds for the residual value.

Note: In the event of a downgrade in fare, no refund is due, only taxes.

993 = PENALTY FEE EMD

Effective 03 August 2015: The Travel agent has the option to choose to either issue a penalty fee as a DU Tax code on the ticket (Reissue and reflect penalty fee as per fare rule and add all new taxes) or Issue a Penalty fee EMD using code 993. (PENF EMD).

When the DU Tax code is used for Penalty fee, it must be collected on the E-ticket as a DU tax code which must include the VAT (where applicable). Example: Domestic Penalty fee of R300 must reflect on the ticket as a tax code ZAR342DU.

In most cases, agents will use the Penalty fee EMD code 993 when using their reprice product. Example: ATC, Rapid Repricer, etc. The auto reprice product will automatically populate the fare and separate taxes and when issuing the ticket and EMD simultaneously, populate the issued in connection with new ticket number on the EMD.

When completing the Penalty fee EMD code 993, the following data must reflect on the manual or automated EMD: The Fare (which is the penalty fee) and tax box reflecting the VAT (if applicable) must be shown separately and not as one total. The remarks field must be completed with all the relevant flight details and issued in connection with field and must be populated with the new ticket number.

Example:

Penalty fee R300 plus VAT 42 ZV

When completing the EMD mask:

The ZAR300 must reflect in the fare box and the VAT of ZAR42 must reflect in the tax box as ZAR42ZV

and

The issued in connection with (new ticket number) must reflect.

Note:

One cannot use the penalty fee EMD in connection with a revalidation. The ticket must be reissued.

For audit purposes:

We audit the value (fare), tax and issued in connection with ticket number.

The date of the EMD issuance must correspond with the date of the reissued ticket to prevent the non collection of penalty fees. Therefore we suggest issuing the Ticket and EMD simultaneously.

OB4 = OXYGEN EMD

Oxygen must first be confirmed by SAA Special Handling before issuing the Oxygen EMD.

When completing the Oxygen EMD code OB4 the following data must reflect on the EMD:

The Fare (which is the oxygen amount) and tax box reflecting the VAT (if applicable) must be shown separately and not as one total.

The remarks field must be completed with all the relevant flight details and issued in connection with field must be populated. (Manually or Automated).

Note: Selling from the catalogue (Fare quote) will be available late 2016. If your GDS is not set up to sell this EMD revert back to the OBK (PTA) EMD as an option.

CC/OCD/OCE = ASSOCIATED EXCESS BAGGAGE EMD SOLD IN THE OFFICE BY A TRAVEL AGENT

The Travel Agent will have the option to sell associated baggage in their own office (up to 3 pieces) or choose to issue a standalone PTA EMD code OBK for excess baggage.

When associated Excess Baggage is sold from the catalogue the following codes will be used:

Abag: The first piece code **OCC**.

Bbag: The second piece code **OCD**.

Cbag: The third piece code **OCE**.

Note: the Fare and VAT will be reflected separately on purely domestic associated baggage EMDs.

Once the associated Excess baggage EMD is sold the passenger only needs to proceed to check-in and follow the standard check-in procedure.

No XP service fee applies. Only when selecting the manual OBK EMD option the XP service fee will apply.

OB5 = SEATING

Should your GDS not be enabled as yet to offer the seating option, then please sell seats by means of:

- 1) Purchase a seat online by visiting our website www.flysaa.com by using a credit card as payment; **OR**
- 2) Visit your nearest SAA Ticketing office and purchase the seat; **OR**
- 3) **Domestic**
All seats are restricted and ASRs (advanced seating reservation) can be purchased up to 24 hours prior departure (upon online check-in opening) thereafter the seat reservation is free of charge. ASR can only be done for flights booked in Economy Class cabin, Select (Y/B/M/K) fare family free of charge.

ASR can be done free of charge for Lifetime Platinum and Platinum Voyager members booked in any booking class. Gold Voyager members booked in PLUS (V/T/Q/S/H) and Select (Y/B/M/K) fare families are also excluded.

International
ASR are free of charge for flights booked in the Select (Y/B/M/K) and Plus (V/T/Q/S/H) fare families. Bookings in the Saver (G/W/L) fare family can be purchased up to 24 hours prior to departure (upon online check-in opening) thereafter the seat reservation is free of charge.
- 4) At time of check-in any available seat will automatically be offered / allocated, at no charge.

Note: When displaying the EMD: the Fare and VAT will be reflected separately on purely domestic seating EMDs.

NOTE:

- SAA will only permit the BSP Travel agents to make use of the above 9 EMDs.
- SAA HAS SPECIFIC REQUIREMENTS WHEN COMPLETING THE EMD MONETARY FIELDS. Failure to complete the field(s) as per this document will result in an Agent Debit Memo (ADM).
- For Travel Agents: Penalty fees can be collected on the E-ticket as a DU tax code which must include the VAT (if applicable). Example: Penalty fee of R300 must reflect on the ticket as a tax code ZAR342DU.

OR

- As a PENF EMD Code 993 which must separately reflect the penalty fee and VAT (if applicable) as well as the issued in connection with ticket number. Example: Fare R300 and TAX: R42ZV must be reflected separately on the code 993 EMD.
- SAA own stations (ATO/CTO/GSA offices) will continue to only use the DU for penalty fee collection. (Exceptions: For Brazil as per Government legislation: SAA allows agents in Brazil to use the EMD code 993 for penalties. SAA allows Taiwan to use code 993 for Group Penalties. SAA allows the web sales to use the Penalty EMD code 993 for reissues).
- No auto-refunds permitted on EMDs. EMD refunds must be submitted via the BSPLink as an application. Failure to do so will result in an ADM.
- Please refer to your local GDS helpdesk for remaining EMD ticketing input entries such as how to complete the EMD "Issued in connection with" and "Remarks" fields.

SAA FARE AUDIT MANUAL SECTION 3. 17/02/14/MV REVISED AND REPLACED BY THIS DOCUMENT 08/05/14/MV. REVISED 03/08/15/MV/LR. FINAL 04/08/15. UPDATED AND EFFECTIVE 14 APRIL 2016/MV PAGE 6

- In the event where your GDS cannot perform the OB4, OCC, OCD, OCE EMD revert back to the PTA procedure and issue the OBK EMD as per this document. Note the XP service fee will apply when selecting the OBK EMD option.
- In the event where your GDS cannot perform the Seating OB5 EMD refer back to the alternative seating options as per this document.

AUDIT TIPS:

When we audit an EMD we verify that:

- The EMD issued for purely domestic-related transactions that the fare and VAT must be reflected separately and that the correct amount is collected.
- That XP is collected on the OBK EMD. (Refer to the OBK EMD in this document)
- The EMD issued for international-related transactions that the fare reflects the correct amount relating to the service.
- The fare calculation is present on the EMD.
Note: The value amount on the EMD is replaced with fare calculation.
- Each coupon of the EMD relates to a sector or issued in connection with E-ticket number.

FAQs

- Q** Can I use Voyager Miles to upgrade a corporate fare from Economy to Business Class?
- A** Yes you can, on condition the Economy Class ticket is booked in the applicable Class K and up.
- Q** How long in advance can I contact Trade Support to have my coupon status OPEN?
- A** 1 Hour before the flight (Domestic).
2 Hours before the flight (Regional and International).
- Q** When must I issue a ticket on Domestic booking once I have created the reservation?
- A** Within 8 hours after creating the reservation.
- Q** Can I upsell or down-sale my Classes on SAA?
- A** No, due to Origin and Destination system.
- Q** Can I extend my ticket time limit?
- A** No.
- Q** How do I reissue my ticket from an infant to child?
- A** Refund infant ticket and issue a new ticket for the child. You cannot reissue the infant ticket. The system rejects it due to name mismatch from infant to child.
- Q** What is the Unaccompanied Minor age?
- A** 5 – 11 Years old.
- Q** Does SAA charge for Unaccompanied Minor service?
- A** No.
- Q** Can I pre-seat on the following Classes for Domestic flights G,W,L,V,T,Q,S,H?
- A** Yes, at a cost to the passenger.
- Q** Can I book exit seats?
- A** Yes, at a cost to the client and must be English-speaking and able-bodied, not elderly.
- Q** Can I pay for exit seats?
- A** Yes.
- Q** Can I up-sell or down-sale my Classes on SAA?
- A** No, due to Origin and Destination system.

- Q** Where on the website can I find the medical form?
- A** There are 2 options, you can email specialhandling@flysaa.com or:
- Log on to www.flysaa.com
 - Click on Manage My Booking
 - Scroll down
 - Click on Before My Flight
 - Click on Special Handling
 - Then you will find Medical Questionnaire which has to be completed by the Doctor.
- Q** Does the fares department guarantee domestic bookings?
- A** No – it's guaranteed by the Global Distribution System (GDS).
- Q** How long does it take to confirm a waitlist?
- A** Confirmation of the flight is subject to seats being available.
- Q** Can Trade Support check that all bookings have been ticketed?
- A** We cannot and do not disclose that information.
- Q** Can I email FARES Department?
- A** No, Fares must be requested via the Global Distribution System (GDS) using the correct Request entries.
- Q** When do fare allocations take place?
- A** 9am, 10am, 12pm, 3pm.
- Q** Where can I access lounge information?
- A** www.flysaa.com or www.staralliance.com – click on Lounges.
- Q** What is the SAA service fee for reissues?
- A** Domestic – ZAR200,
International / Regional – ZAR500.
- Q** Can I do telephonic check-in?
- A** No.
- Q** Can Trade Support reissue my ticket?
- A** No – Trade Support does not issue or reissue tickets.
- Q** How do you reflect a Change fee or No-show fee on a ticket?
- A** EMD or DU tax.

FARES ARE STRICTLY SUBJECT TO SEAT AVAILABILITY ON DEPARTURE DATES

VALID SAA ONLY - VALID ON DAY OF QUOTE ONLY

CONDITIONS

Present fare/s, excluding taxes, subject to fare increase and seat availability in the correct classes. **Fares will be valid on the day of quote only.** Voyager Members will be entitled to some Voyager miles. A Group consists of a minimum of 10 Passengers travelling together. Should the group size drop below 10 passengers, SAA reserves the right to adjust the fare accordingly.

1) In the event that the Client accepts the quote and a reservation is created, the quote form **MUST** be signed and returned to this Office. The following conditions will then apply:

- Create the booking/s in the applicable classes on SAA and, immediately advise this office of the relevant "Vendor Locator" to enable us to assist with the necessary confirmation and authorisation.
 - We require a 25% deposit per person to hold seats and freeze the current group fare (but excluding the airport taxes) no later than 21 days after confirmation. Balance of payment in all cases must be received at least 30 days prior to departure. Where confirmation is within 30 days prior to departure, payment and ticketing must be finalised within 72 hours. Kindly note that the freezing of the airfare can only be negotiated on the services of SAA. In the event that deposits/ payments are not received, we reserve the right to cancel the reservation/s without consultation. In cases where through-fares have been quoted in conjunction with other Airlines, SAA cannot guarantee the confirmation of seats on the other Airline/s concerned. SAA will also not accept liability for any schedule changes (SAA and foreign Airlines) irrespective of whether we are holding full payment.
 - The following cancellation fees will apply, irrespective of when the reservations were created:
 - Up and until 30 days prior to departure - deposits paid are **non-refundable** per seat cancelled. Deposits can only be returned to the passengers travelling (non disputable).
 - Within 30 days prior to departure – **100% cancellation fee** of agreed fare per person will apply.
 - In cases where tickets have not been issued and the cancellation fee has not been forthcoming, SAA reserves the right for a non-disputable ADM to be raised.
 - Exception: We will allow for a 10% reduction in group size at no penalty in the event that the group does not cancel outright.
 - Please contact this office for the necessary authority number and to verify the fare prior to ticketing. In the event that the necessary authority number does not appear on the tickets, a non-disputable ADM will be raised. Copies of all tickets must be forwarded to this office ASAP to enable us to arrange for the deposit to be refunded if fresh payment has been made.
- Your office must do all seating and meal requests unless prior arrangements have been made. In the event that you require assistance we will need at least 14 working days notice prior to departure of the group to arrange this.
 - All reservations must be controlled by your office. In the event that a reservation is divided in your system kindly ensure that you receive an AMADEUS vendor locator before any other changes are made. It is always advisable to check with this office whether changes or names have generated to AMADEUS. Dividing of Group Bookings should be restricted to a bare minimum.
 - Breakaways will not be permitted on the forward leg. We will allow 20% of the total group size to breakaway on the return at no cost. Any breakaways exceeding this quota will pay a penalty fee per person of ZAR300.00 plus VAT for Domestic reservations and ZAR600.00 for Regional or International reservations. Breakaways to be finalised prior to ticketing. Once ticketing has taken place, any change of reservation on the return sector will result in a penalty fee per person of ZAR300.00 plus Vat for Domestic reservations and ZAR600.00 per person for Regional or International reservations irrespective of the 20% allowance. In all cases, penalty fees for Incoming Groups into South Africa will be as per the applicable fare rule. The above will be subject to the applicable group class being available.
 - Name change procedure – A refund application together with the cancelled ticket and a copy of the new ticket issued must be submitted to this office for processing. In all cases a letter explaining the reason for the name change must be attached. Re-issues of tickets will not be allowed under any circumstances. We will only allow name changes on group reservations that are solely ticketed on SAA services. The administration fee will apply.
 - Deposits via the **electronic miscellaneous document (EMD)** if not utilised, will not be transferred to **secure seats / airfare** on future bookings if the **original booking is cancelled**.
 - Domestic add-on segments (South African Airways only) must be booked from the point of sales (POS) where the journey begins, **availability to be checked from point of sale. Add-on segments** can no longer be added to the booking afterwards as a separate transaction. The quotation is only valid if sold in one transaction and subject to confirmation of the add-on class.
 - Any changes to the domestic add-on segment requires the connecting flight to be cancelled and re-booked in one transaction. Marriage Logic does not allow cancellation of a segment when booking conjunction segments.

These conditions will not apply for groups or block bookings for big events. In these instances, individual contracts will be drawn up.

SAA Tracking entries to ensure that both the Voyager member and Corporate flown revenue gets tracked.		
Amadeus	Galileo	Sabre
To Fare Quote use this entry:	To Fare Quote use this entry:	To Fare Quote use this entry:
FXP/R,U*CKXXXX or FXP/R,UXXXX	FQ-CKXXXX or FQ-W000000	WPAC*(Sabre code)¥XC
<i>Note: 'XXXX' is an example for entry purposes only - please use the correct corporate number as confirmed by SAA</i>	<i>Note: 'XXXX' is an example for entry purposes only - please use the correct corporate number as confirmed by SAA</i>	<i>Note: 'XXXX' is an example for entry purposes only - please use the correct corporate number as confirmed by SAA</i>
Amadeus Tracking entries:-	Galileo Tracking entries:-	Sabre Tracking entries:-
FFNSA-000000 (voyager number)	M.SA000000 (voyager number)	FFSA000000 (voyager number)
SRCLIDSAHK/ZC?XXXSA (ZC number registered for corporate company)	SI.SSRCLIDSAHK1/ZC?XXXSA-Surname/ nametitle (ZC number registered for corporate company)	3CLID/ZC?XXXSA (ZC number registered for corporate company)
<i>Note: '?XXX' is an example for entry purposes only - please use the correct corporate tracking number as confirmed by SAA</i>	<i>Note: '?XXX' is an example for entry purposes only - please use the correct corporate tracking number as confirmed by SAA</i>	<i>Note: '?XXX' is an example for entry purposes only - please use the correct corporate tracking number as confirmed by SAA</i>
Example of entry	Example of entry	Example of entry
> FFNSA-1123456	> M.SA1123456	> FFSA1123456-1.1 (1.1 is for the PAX 1.1 in the PNR)
> SRCLIDSAHK/ZC?XXXSA	> SI.SSRCLIDSAHK1/ZC?XXXSA-TEST/ TESTINGMR	> 3CLID/ZC?XXXSA
This is what your booking looks like in Amadeus	This is what your Galileo booking looks like in Amadeus	This is what your Sabre booking looks like in Amadeus
1.TEST/TESTINGMR	1.TEST/TESTINGMR	1.TEST/TESTINGMR
2 SA 028 H 18DEC 2 JNBHRE	2 SA 402 Y 01FEB 5 PLZJNB HK1 0610 0750 *1A/E*	2 SA 281 Z 02JAN 3 PERJNB HK1 1 2345 0450+1 *1A/E*
3 *SSR FQTV SA HK/ SA1123456/BLUE	3 *SSR FQTV SA HK/ SA1123456/BLUE	3 *SSR FQTV SA HK/ SA1123456/BLUE
4 SSR CLID SA HK/ZC?XXXSA	4 SSR CLID SA HK/ ZC?XXXSA	4 SSR CLID SA HK/ ZC?XXXSA
If any changes are done to the booking e.g. seating, meals, flight changes, cancelling of the filed fare, revalidation of a ticket, please ensure that you reinsert the Voyager number as well as the Corporate number via the CLID entry	If any changes are done to the booking e.g. seating, meals, flight changes, cancelling of the filed fare, revalidation of a ticket, please ensure that you reinsert the Voyager number as well as the Corporate number via the CLID entry	If any changes are done to the booking e.g. seating, meals, flight changes, cancelling of the filed fare, revalidation of a ticket, please ensure that you reinsert the Voyager number as well as the Corporate number via the CLID entry

Ticketing Code	XXXXXXXX
Deposit Retention	Group cancel more than 10% of total size or cancels outright
Name Changes	Permitted prior to travel. Once ticket issued name change penalty of ZAR250 plus vat to refund original ticket. Solely on the services of SAA
Group Size	Minimum group size is 10 PAX booked together
Upgrade	Upgrade rates can apply to groups if available
Air Authorisation Code	Air.Gr. Number to reflect in endorsement box
Children/Infants	75% Of the adult fare infants 10% of the adult fare
Deposit	25% Deposit required to secure seat and base fare only. Within 21 days after confirmation deposit required.
Ticketing	30 Days prior to travel. Sports groups 48hrs prior to travel
Utilization	Minimum 90% utilization rate is mandatory
No-Show	Retain full fare but taxes refunded except for airline compressed fee non refundable. Re-book at ZAR600 allowed subject to same class or upgrade to next available class.
Maximum Stay	3 Months or as per approved sanction for pre-approved fares
Agent Commission	All approved group fares are commissionable (published fares)
Ticket Issuance	As per group rules / include group authority code. Fare to be rechecked prior to ticketing
Rerouting	Not permitted
Stopover	Not for domestic add-on
Date Changes	20% Allowed on return leg. ZAR300 domestic plus vat. ZAR600 regional or international travel subject to same class or upgrade to next applicable published fare
Cancellation /Refund	10% Of total group allowed to cancel prior to travel. Cancel within 30 days 100% cancellation
Refund After Departure	Depends on the situation
Domestic Add-On	Use B-class. South African Airways only must be booked from point of sale where the journey begins. Availability to be checked from the point of sale. Add-on segments can no longer be added separately.
Names	Names as per passport or ID 30 days prior to travel. Except sport teams.
Others	SAA is not liable for any schedule changes or misconnections if add-on domestic / internal flights booked separately
Others	EMD is not transferrable to future groups if not utilised

NOTES:

NOTES:

**FOR MORE INFORMATION ON SAA PLEASE CALL
US OR VISIT OUR WEBSITE, www.flysaa.com
SOUTH AFRICAN AIRWAYS**

Airways Park, Jones Road
O.R. Tambo International Airport
1627, South Africa
Tel: 0860 102 705
Email: tradesupport1@flysaa.com
Agents Rebates: Adprize@flysaa.com

OPERATING HOURS:
Mon- Fri 08:00am-17:00pm except for Wednesday (weekly meeting)
Wednesday 09:30am-17:00pm
Saturday 08:30-13:00pm

 facebook.com/FlySAA

 [@flysaa](https://twitter.com/flysaa)

 m.flysaa.com/

 SAA mobi App available
on the App store