

Information on Bus & Fly with SAA

South African Airways offers for all passengers travelling with South African Airways from and to Frankfurt airport (flight numbers SA261/SA260) or from and to Munich airport (flight numbers SA265/SA264) a complimentary FlixBus bus feeder ticket.

Reservation and Booking

- Booking of the bus ticket can either be done by the passenger directly or by the passenger's travel agency.
- The bus ticket becomes available after the tickets are issued, at the earliest six months before departure, and can be redeemed through a coupon code.
- The coupon code can be requested through the SAA-Service Center by providing the booking reference number:
Ph.: 069-29980320 or by e-mail to euhelp@flysaa.com
- The coupon code can be used by booking online at www.flixbus.com, through the FlixBus-App or at the closest FlixBus sales location/travel agency.

Passengers' Responsibilities

- The passenger is responsible for allowing sufficient transitional time, for unforeseen traffic situations, when booking the bus connection. Additionally, the passenger must schedule in enough time for luggage off-load and check-in at the airport (see point three).
- FlixBus passengers should be at the bust stop 15 minutes before departure. As the buses are on a scheduled route, it is not possible for the bus driver to wait for any late passengers.

Validity Range

- The bus ticket enables passengers on the departure day or the day before, as well as on the arrival day and the day after, a comfortable and timely transportation to the airport or journey home.
- The bus ticket cannot be used in combination with feeder flights or the Deutsche Bahn Rail&Fly program.
- All FlixBus connections to Frankfurt and Munich airport can be found at www.flixbus.com.
- The coupon has no cash value.
- The passenger books the ticket directly through FlixBus; absorption of costs is considered a service offered by South African Airways.
- The FlixBus conditions of carriage apply. South African Airways is excluded from liability, as there are two contracts of carriage (bus journey with FlixBus, flight to South Africa with South African Airways).

Flight Irregularities

- In case of flight irregularities passengers are to contact a staff member at Frankfurt or Munich Airport or the South African Airways Service Center: Ph.: 069-29980320 or by e-mail to euhelp@flysaa.com
- Should a passenger miss the booked FlixBus connection because of a delayed flight from Johannesburg to Frankfurt or Munich, South African Airways will provide the passenger with a new FlixBus coupon, with which the next available bus can be booked.

Baggage

- Baggage regulations are identical with the booked flight's economy class regulations: 1 x 23kg plus 8kg carry-on.
- Passengers travelling in business class should contact the SAA Service Center at euhelp@flysaa.com and indicate the amount of luggage they are travelling with (business class baggage allowance is 2x 32kg plus 2 x 8kg carry-on).
- Baggage cannot be checked through from the bus to the plane and vice-versa due to customs regulations. Passengers should check in their baggage at the South African Airways check-in counter and pick it up after the flight at the baggage claim.

Seat Reservations

- As a FlixBus passenger, you will have a guaranteed seat on the bus for the journey from or to Frankfurt or Munich airport. There is free seat selection on the bus.

Booking Changes & Cancellations

- In case of changes to the flight booking, a new coupon code can be requested by contacting the SAA-Service Center at 069-29980320 or by e-mail to euhelp@flysaa.com.
- In case of booking cancellation, the bus ticket will also be cancelled.

Groups

- Groups should direct their inquiries to euhelp@flysaa.com.