

Bulletin 04 / 2024



Effective for e tickets and EMD's issued on/after 26 APRIL 2024.

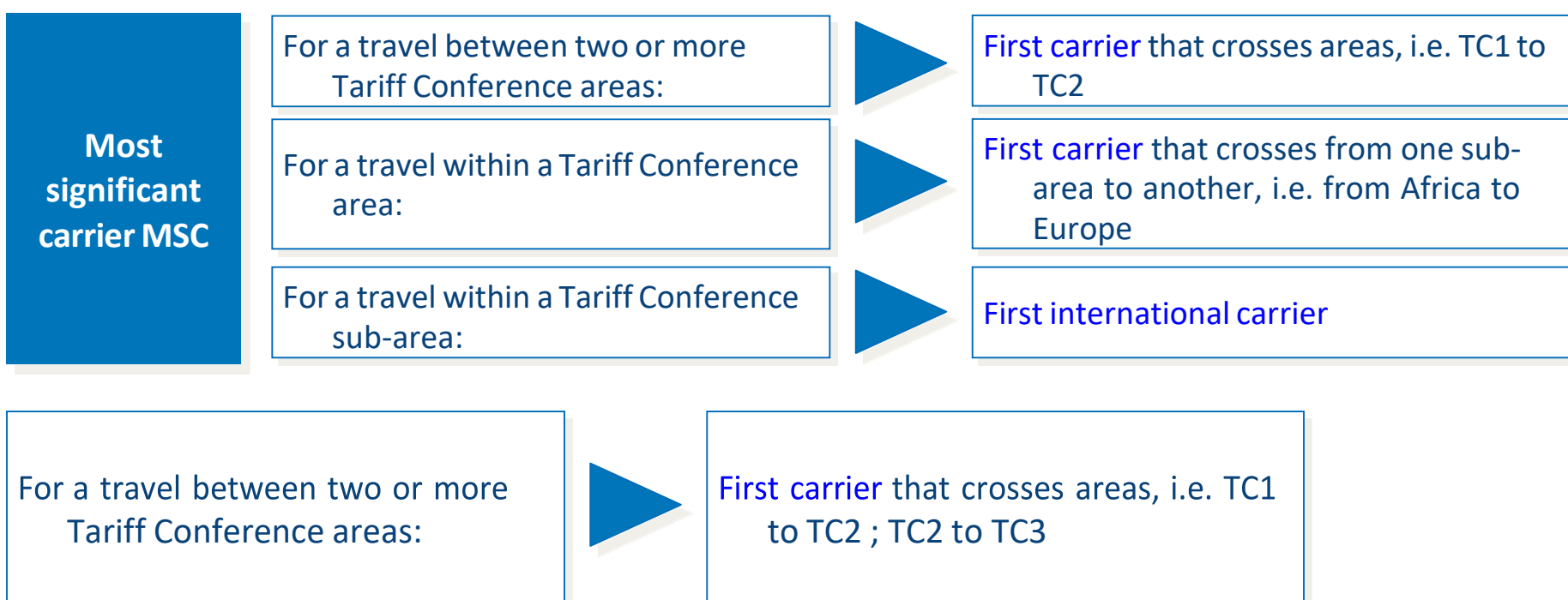
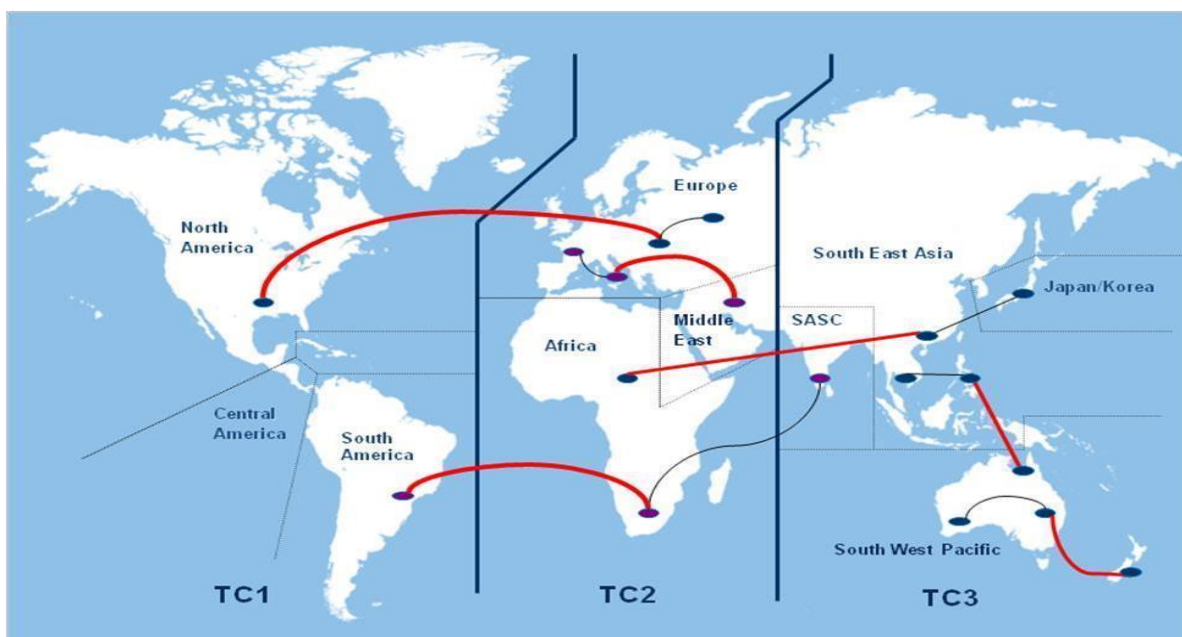
SOUTH AFRICAN AIRWAYS BAGGAGE REGULATIONS

Not applicable on any code-share flights except where mentioned in the policy.

- 1.1 The checked baggage allowance for South African Airways for **international, regional and domestic flight** is based on piece allowance with maximum weights & dimensions.
- 1.2 The checked baggage allowances on South African Airways operated flights for adults, children & infants are set out below. In order for South African Airways to carry baggage without additional charge, the checked baggage must not exceed these allowances.

(RESO 302) Baggage Provisions Selection Criteria

- 2.1 If you purchase a ticket with all flights fully operated by South African Airways, South African Airways baggage policies apply.
- 2.2 The free baggage allowance & additional (excess) baggage charge policies for tickets involving joint international transport services provided by South African Airways & foreign airlines have been adjusted. The free baggage allowance for joint transport service is based on the policy of the most significant carrier (MSC) in the trip, which is explained below:



- 2.2.1 Travel from one area to another area (but not the within the area) the MSC carrier would be determined:
 - 2.2.1.1 Here the MSC would be the carrier transporting the passenger across the Atlantic for example – JNB SA X/SAO JJ SCL
 - 2.2.1.1.1 The MSC carrier will be SA.

2.3 At any time if the passenger stops the MSC carrier will change – JNB SA SAO JJ SCL

2.3.1 SA will be the MSC carrier JNB SAO and then JJ for the sector SAO SCL.

✓ **THE USA DOT AND THE CAA OF CANADA HAVE MADE A RULING THAT WHEN A CARRIER STARTS A JOURNEY AND THAT CARRIERS BAGGAGE ALLOWANCE APPLIES TO/FROM THE USA/ CANADA FOR HIS COMPLETE JOURNEY.**

- 3.1 If travel is JNB SA LON UA NYC (SA is first carrier & therefore the MSC carrier)
 - 3.1.1 The MSC carrier will be SA
- 3.2 If travel is JNB SA NYC UA LAX
 - 3.2.1 The MSC carrier will be SA, as SA is the first operating carrier & transatlantic carrier.
 - **BUT**
- 3.3 If travel originates the USA – **LAX UA** NYC SA JNB or LAX UA LHR SA JNB
 - 3.3.1 The MSC carrier is UA. As they are the first operating carrier they will be the deciding carrier – the transatlantic carrier (MSC as defined by IATA) will not be selected.
- 3.4 If travel originates the USA – **LAX B6** NYC SA JNB
 - 3.4.1 The MSC carrier could be SA, even though the first operating carrier is B6, they have decided that – the transatlantic carrier will be the MSC carrier; therefore SA has been selected as the MSC.
 - 3.4.2 The difference between the two above examples is the carrier starting the journey within the USA, and the airline will decide when filing their baggage allowance if they will accept the allowance of an interline partner or not.
 - 3.4.3 Therefore, it is important to check on the fare display whose baggage allowance (**BG CXR: SA**) will be utilised. Irrespective of whose ticket stock the ticket will be issued on / or whose fare the system is utilising.

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➤ -----
➤      AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
➤      LAX
➤      NYC B6   676 R  R 18NOV 2046  RH14AE2U      18NOV18NOV 2P
➤      JNB SA   204 Y  Y 19NOV 1040  Y4OW                2P
➤
➤      USD 2541.00      18NOV12LAX B6 NYC208.37SA JNB2333.00NUC
➤      ZAR 21270      2541.37END ROE1.000000
➤      ZAR 1632YR      XT ZAR 42AY ZAR 38XF JFK4.50
➤      ZAR 140US
➤      ZAR 80XT
➤      ZAR 23122
➤      RATE USED 1USD=8.36920ZAR
➤ BG CXR: SA
    
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If the passenger stops on route, the baggage allowance will not change.



- 3.4.4 Travel within one area to another area:
 - 3.4.4.1 Between Africa & Europe, the carrier that crosses the sub-area baggage allowance will apply. For example, JNB HRE LON – the HRE LON is the change of sub-area.
 - 3.4.4.2 Please note that JNB to Middle East is a change of Area.
- 3.4.5 At any time if the passenger stops the MSC carrier will change –



- 3.4.6 Apply within Africa –
 - When a through fare has been issued then the first international carrier will apply – JNB SA X/HRE KQ NBO KQ X/ HRE SA JNB – the SA baggage allowance will apply on the forward journey & on the return KQ baggage allowance will apply as they are the first international carrier for the return journey.

When a through fare has been issued then first international carrier will apply – TET SA X/JNB SA LOS SA X/JNB SA TET the SA baggage allowance will not apply on the forward journey as this is operated by other Airline and they are the first International carrier & on the return SA baggage allowance will apply as they are the first international carrier for the return journey.

- 3.5 If the passenger, in all of the above examples at any point is not able to through check, then the MSC carrier will change and the applicable carrier's baggage allowance will apply
- 3.7 JNB SA HRE KQ NBO KQ HRE SA JNB – JNB HRE – SA baggage allowance / HRE NBO – KQ baggage allowance & the same on the return. The MSC only applies if the passenger is able to through check (therefore it cannot be a stopover / night stop).

3.7.1 At any time if the passenger stops the MSC carrier will change, as per the example below.

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      AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
JNB
FRA SA 260 J J 19NOV 2015 JRRFZA 19NOV19NOV 2P
CPH LH 822 C C 30NOV 0710 JRRFZA 30NOV30NOV 2P
LON BA 811 D D 05DEC 0805 JRRFZA 05DEC05DEC 2P
JNB SA 235 D D 07DEC 1805 DRFZA 07DEC07DEC 2P

ZAR 42220 19NOV12JNB SA FRA LH CPH BA LON M3150.74SA
JNB1859.94NUC5010.68END ROE8.425000
ZAR 3180YR XT ZAR 16EV ZAR 319ZA ZAR 20UM ZAR 190WC
ZAR 695YQ ZAR 434OY ZAR 248RA ZAR 66DE ZAR 223ZO ZAR
ZAR 4095XT 2126GB ZAR 453UB
ZAR 50190

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BG CXR: SA/LH/BA/SA

The ticket will indicate which carrier's baggage has been selected as the MSC.

Same example and passenger is not stopping enroute and the MSC carrier changed - all to SA

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      AL F GT BK T DATE TIME FARE BASIS NVB NVA BG
JNB
XFRA SA 260 J J 19NOV 2015 JRRFZA 19NOV19NOV 2P
CPH LH 822 C C 20NOV 0710 JRRFZA 20NOV20NOV 2P
XLON BA 811 D D 07DEC 0805 JRRFZA 07DEC07DEC 2P
JNB SA 235 D D 07DEC 1805 DRFZA 07DEC07DEC 2P

ZAR 42220 19NOV12JNB SA X/FRA LH CPH BA LON M3150.74
SA JNB1859.94NUC5010.68END ROE8.425000
ZAR 3180YR XT ZAR 16EV ZAR 319ZA ZAR 20UM ZAR 190WC
ZAR 695YQ ZAR 198RA ZAR 66DE ZAR 223ZO ZAR 340UB
ZAR 1372XT
ZAR 47467

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BG CXR: 2*SA/2*SA

The ticket will indicate which carrier's baggage has been selected as the MSC.

Please note the free baggage allowance shown on your ticket.

4.1 Free Checked Baggage Allowance

Piece concept now applies on all SA Airways operating flights.

Note: Different baggage allowance may apply each time you check in your baggage. If you check in your baggage for your multiply sector journey, the baggage policy of your most significant carrier in your itinerary will apply for that sector.

4.2 Checked Baggage

4.2.1 Maximum Weight per piece

Baggage that exceeds 32kg (70lb) per piece is not accepted as additional baggage and must be checked as Cargo at specified cargo rates or baggage must be repacked.

To ensure that bags fit the dimensions of the conveyor belts, ACSA has stipulated the following dimensions: The sizes do not include the items that form part of sporting equipment /fragile items.

Dimensions	Minimum	Average	Maximum
Length (mm)	250	550	900
Width (mm)	250	400	450
Height (mm)	75	500	720
Weight (kg)	1,5	18	32

- Maximum number of bags permitted, including additional baggage –
 - Passengers are permitted to check-in a maximum of 3 pieces of additional baggage, above their free baggage allowance. Any additional pieces will need to be sent via Cargo, at the applicable cargo rates. If the passenger does arrive with additional pieces we may refuse these due to space and weight restrictions and in which case, we would have no liability for these bags.
 - Exception: ex SAO – Maximum 10 pieces of baggage per customer, including free allowance and additional baggage.

4.3 Free Baggage Allowance

4.3.1. The following baggage allowance applies:

- a) Children & Infants paying at least 50% of the adult fare are entitled to the same baggage allowance as adults.
- b) Infants not entitled to a seat shall only be permitted to 1PC up to 23kg & one collapsible pushchair and one car seat.
 - **In the event that the passenger only travel on the services of SAA (SA 0001 – 0999 flights), the baggage allowance of an infant may be packed in the bag of one accompanied passenger. The weight of the bag of the accompanied passenger may not exceed 32 Kg. The infant will forfeit the free baggage allowance of one bag at 23 Kg in such an instance, however one collapsible pushchair and one car seat will be permitted.**
- c) Sport Groups Passengers will be entitled to 1 additional bag of up to 23kg per passenger on domestic routes only.

	<u>Business class</u>	<u>Economy class</u>
Domestic (Within South Africa)	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece	1 piece up to 23kg per piece (50lb) & maximum dimension of 158cm(62inches) per piece
Between Africa and Middle East . When SA is the marketing carrier on EK operating flights between JNB - DXB	The baggage allowance of the operating carrier will apply	The baggage allowance of the operating carrier will apply
Between South Africa and ADD. When SA is the marketing carrier on ET operating flights between JNB/DUR/CPT - ADD	The baggage allowance of the operating carrier will apply.	The baggage allowance of the operating carrier will apply.
<u>Within Africa:</u>	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece	2 pieces up to 23kg per piece (50lb) & maximum dimensions of 158cm (62inches) per piece
STUDENT FARES Between South Africa and HRE/LUN/WDH/MRU	3 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm(62inches) per piece.	3 pieces up to 23kg per piece (70lb) & maximum dimensions of 158cm(62inches) per piece.
Between South Africa and LUN Travel period from 27 April 2024 until 31 July 2024	3 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm(62inches) per piece.	3 pieces up to 23kg per piece (70lb) & maximum dimensions of 158cm(62inches) per piece.
Between Brazil- Africa	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece.	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece.
Between Australia - Africa	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece	2 piece up to 23kg per piece (50lb) & maximum dimension of 158cm (62inches) per piece
Between Brazil – Africa/Australia	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece	2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece

4.3.2 **If any destination is not mentioned above it will default to the allowance as mentioned below:**

- a) **Business class** – 2 pieces up to 32kg per piece (70lb) & maximum dimensions of 158cm (62inches) per piece
- b) **Economy class** – 1 piece up to 23kg per piece (50lb) & maximum dimensions of 158cm (62inches)

4.3.3 Children & Infants paying at least 50% of the adult fare are entitled to the same baggage allowance as adults.

4.3.4 Infants not entitled to a seat shall only be permitted to 1PC up to 23kg & one collapsible pushchair and one car seat. Also see point 4.3.1 of this document.

4.3.5. Ships Crews / Marine / baggage allowance

Free baggage allowance is the applicable business class allowance.

4.3.6. Star Round the World fares

- First class – 2 PC combined weight at 40kgs

- Business class – 2 PC combined weight of 30kgs
- Economy class – 1PC combined weight of 20kgs

Please note: At no time may a bag be accepted heavier than 32kg, this must either be repacked or be shipped as Cargo.

Except from the USA – Bags heavier than 32kgs will not be accepted; they will need to be repacked. (They may not be shipped as Cargo).

Exceptions:

5. SA Airways Voyager Passenger & Star Alliance Gold Members

- Please note that this does not include the DXB codeshare flights.
- 5.1 SAA Voyager Blue card holders – no additional baggage allowance.
- 5.2 SAA Voyager Silver Card holder – 1 extra piece of 23kg, irrespective of class of travel, as part of the free allowance.
- 5.3 SAA Voyager Gold Card – 1 extra piece based on the allowance of the booked cabin class, as part of free of the free allowance.
- 5.4 SAA Voyager Platinum – 1 extra piece of 32kg, irrespective of class of travel, as part of the free allowance.
- 5.5 SAA Voyager Lifetime Platinum – 2 extra pieces of 32kg per piece, irrespective of class of travel, as part of the free allowance.
- 5.6 SAA Voyager Platinum, Platinum Elect & Lifetime Platinum & SAA Gold, Gold Elect Member & Star Alliance Gold Member on SAA operated flights plus any Star Alliance – operated flights: 1 extra piece based on the allowance of the respective class (weight or piece), as part of the free allowance.

Gold or Platinum Voyager Credit Card issued by Eco bank

Originating Ghana

- Please note this does not include any codeshare flights, valid on SA operating flights only
- 5.7 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 Eco - bank, 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.

Banco Único Gold and Classic Voyager co-branded credit cards.

Originating Mozambique

- Please note this does not include any codeshare flights, valid on SA operating flights only.
- 5.8 One free additional piece of luggage of 32 Kg in Business Class for Banco Único **Gold and Silver Card holders.**
- 5.9 One free additional piece of luggage of 23 Kg in Economy Class for Banco Único **Gold and Silver Card holders.**

SAA Voyager Premium/Gold Nedbank Credit/ Cheque Card

- Please note this does not include any codeshare flights, valid on SA operating flights only.
- 5.10 One additional piece of luggage based on the allowance of the booked cabin class.

6. Carry-on Items:

Free:

The standard allowance per class is:

First & Business class	2 pieces
Economy class	1 piece

Star Alliance Gold Member on SAA operated flights plus any Star Alliance – operated flights will also be entitled to the above carry-on Items.

- 6.1 Each passenger may carry without additional charges hand baggage suitable for placement in the closed overhead rack or under the passenger’s seat with maximum dimensions specified by the carrier subject to space availability
- 6.2 One piece, maximum weight **8kg (18lb), e.g.** brief case, board case, travel bag, attaché case. The size of one carry on item shall not exceed the dimensions 56cm by 36cm by 23cm
 - 6.2.1 an overcoat, wrap or blanket,
 - 6.2.2 an umbrella or walking stick,
 - 6.2.3 a lady's handbag, beauty case, or purse,
 - 6.2.4 infant carrying basket and infant's food for consumption during the flight,

- 6.3 A fully collapsible wheelchair for disabled passenger and/or a pair of crutches and/or braces or other prosthetic device for the passenger's use provided that the passenger is dependent upon them.
- 6.4 A laptop and NOT a laptop bag is an additional free article which may be carried onboard. As few passengers travel without a bag to protect their laptops, it is acceptable to allow a laptop in a laptop bag onboard. However, the size of the laptop bag is defined by the size of the laptop. Bags that contain large amounts of documentation and personal items are not acceptable as a laptop bag and as such would be considered as cabin baggage and form part of the passenger's cabin baggage allowance, which is restricted by SAA cabin baggage policy
- 6.5 Assistive medical devices like Portable Oxygen Concentrators (POC) and Continuous Positive Airway Pressure (CPAP).
- 6.6 **Persons with Reduce Mobility** Persons with reduce mobility may carry free of charge one wheelchair and/or other assistive devices they are depended on, as checked baggage or in the cabin (as applicable)
- 6.7 **Combined Business or Economy Class Travel**

For through journeys where SA Airways baggage allowance has been applied and the passenger travels partly in Business or Economy class the free baggage allowance on each portion of travel shall be that applicable to the class of service for which the fare is paid.

7. Sporting Equipment

7.1 Special baggage regulations are applicable on **SA operating flights only.** (SA 1000; 2000; 7000; 8000 series excluded)

- Sporting equipment is not permitted on the DXB code-share flights.
- At no time may Sporting equipment be though checked / interlining with other carriers is not permitted. (please refer to 7.2)

7.2.1 Sporting equipment will form part of the free baggage allowance. If the free baggage allowance is exceeded the standard excess baggage charges will apply.

The following Sporting equipment as described below (weighing not more than 23kg per item at a maximum dimension of 158 cm unless specified) **will form part of the free baggage allowance**, and must be requested with a SSR SPEQ in the booking:

Angling (fishing rods not exceeds 200 cm)	Archery	Athletic (track & field)	Baseball /Softball	Basketball	Bowls
Cricket	Cycling (200 cm – 100 cm – 75 cm)		Diving (Scuba Equipment) Please note that tank must be empty		Fencing – bag not exceeding 200 cm
Golf (200 cm)	Hiking - walking sticks / tents – may not exceed 23kg.	Hockey (Field / Ice)	Horse Riding equipment (saddle must be wrapped & stirrups must be tied & riding helmet)		Netball
Motor-cycle gear (protective riding gear & helmet, motor-cycle to be sent via Cargo) Motor –sport (protective riding gear & helmet)			Parachute Equipment (including helmet)	Polo Cross (Riding helmet, stick & balls)	Rock climbing (including helmets, rope bags, climbing harness & crash pads / bouldering mats if not exceeding 200 cm 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 200 cm) Paddles – which may not be longer than 200 cm.				
Snow / water Ski equipment	Tennis / Squash	Ten Pin Bowling	Surfboards / Kite surfing / Paragliding – smaller than 200 cm	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.					

7.2 For interlining & through-check-in on routings where other carriers are involved, give the passenger the choice of checking-in the sporting baggage for all the South African Airways 3-digit flight numbers **free of charge**, (if within the free baggage allowance) thereafter check-in the sporting baggage for all non- South African Airways or do a through check-in and charge passenger for all sectors at the applicable PC additional baggage rates. Confirmed SSR SPEQ is mandatory, except for shooting or hunting equipment and bicycles for sport events.

N.B Sporting Equipment NOT specified above/ with the exception to the sporting equipment mentioned in 7.4 to 7.7 must be included in free baggage allowance; if exceeding the dimensions or free baggage allowance, normal excess baggage, overweight or over size rates applies.

7.3 **Surfboards / Kite surfing / Paragliding – larger than 200 cm**

To be accepted strictly as cargo, relevant Cargo rates will apply

7.4 Canoes / Windsurfer & Hang-glider / Kayaks

To be accepted strictly as cargo, relevant Cargo rates will apply

7.5 Paddle Ski Equipment (including oars)

Included in free baggage allowance; if exceeding, normal XBAG rate applies as checked baggage.

7.6 Vaulting Poles

Vaulting poles are not included in the free baggage allowance.

8. Additional (excess) Baggage Charges

Codeshares

8.1 For codeshare flights the operating carrier rules will apply.

Rates

Collection

8.2 All additional baggage must be assessed and charged prior to the boarding of the aircraft. Additional weight charges can also be paid for the entire journey to the final destination or to the next point of transfer or stopover.

8.2.1 For sectors not flown by South African Airways, please refer to the conditions of the operating airline.

8.2.2. The following conditions will apply for journeys commencing in Ghana, payments for additional baggage charges with your **Voyager Eco-bank** (Ghana) card: -

10% discount on all the additional baggage rates below to/from ACC to all destinations. **Valid on SA operating flights only** – (no codeshare flights permitted.)

8.3 THE CHARGE FOR EACH PIECE OF NORMAL SIZE ADDITIONAL BAGGAGE OR OVERWEIGHT AND OVERSIZED BAGGAGE CHARGE WILL BE INDICATED BELOW:

Passenger travels in Business class – the additional baggage charge is the same as per the class of travel and allowance is the same as per the class of travel – even if there is only one additional baggage rate.

8.3.1 Within South Africa

Business class:	ZAR 347.83 plus Vat 51.32 Total ZAR 400.00 per piece
Economy class	ZAR 260.87 plus Vat 38.16 Total ZAR 300.00 per piece

8.3.1.1 Between South Africa & Africa via Johannesburg

8.3.1.1.1 Rates applicable for Travel 01Dec to 15Jan

	Inbound		Outbound	
	Business	Economy	Business	Economy
Between South Africa and Kinshasa	USD 115	USD 95	1730ZAR	1380ZAR
Between South Africa and Nigeria	USD 173	USD 115	2,590ZAR	1,730ZAR
Between South Africa and Harare / Lusaka	USD 86	USD 52	1,300ZAR	780ZAR
Between South Africa and Ghana	USD 201	USD 144	3,020ZAR	2,160ZAR

8.3.1.1.2 OTHER TRAVEL PERIOD

	Inbound		Outbound	
	Business	Economy	Business	Economy
Between South Africa and Kinshasa	USD 100	USD 80	ZAR1,500	ZAR1,200
Between South Africa and Nigeria	USD 150	USD 100	ZAR2,250	ZAR1,500
Between South Africa and Ghana	USD 175	USD 125	ZAR2,625	ZAR1,875
Between South Africa and Harare / Maputo / Mauritius/Lusaka/ Victoria Falls/ Windhoek	USD 75	USD 45	ZAR1,125	ZAR675
Between South Africa and Lilongwe / Blantyre	USD 145	USD 95	ZAR 2,650	ZAR1,750
Between South Africa and Abidjan	USD 75	USD 45	ZAR 1,125	ZAR675
Between Abidjan and Accra	USD 60	USD 30	N/A	N/A

8.3.1.2 Within Africa – via Johannesburg

	Group 1		Group 2		Group 3	
	Business class	Economy class	Business class	Economy class	Business class	Economy class
Group 1	USD 105	USD 65	USD 110	USD 70	USD 110	USD 70
Group 2	USD 110	USD 70	USD 120	USD 80	USD 120	USD 80
Group 3	USD 110	USD 70	USD 120	USD 80	USD 175	USD 125

Group 1 - Harare / Maputo / Mauritius/Victoria Falls /Windhoek

Group 2 – Lusaka / Kinshasa

Group 3 – Accra / LOS/Lilongwe/ Blantyre

8.3.2 Between Africa & Brazil – via Johannesburg

Country / Cities		Local Currency
All countries in Africa not specified below:	USD 160	USD 160
South Africa	USD 140	ZAR 1200
Namibia	USD 140	NAD 1200
Nigeria / Dem. Rep. of the Congo	USD 160	USD 160

8.3.3 Between Australia & Brazil – via Johannesburg

COUNTRY	LOCAL CURRENCY	
Australia	AUD 200	Convert to local currency

8.3.4 Between Australia & South Africa via Johannesburg

Country / Cities	Local currency			
	Business Class	Economy class	Business Class	Economy class
Australia	AUD 200	AUD 200	ZAR 1200	ZAR 1000

8.4 Firearms

- 8.4.1 Firearms may not travel as checked baggage and must be declared during check in to be processed at the Firearm Desk. Ammunition must be packed separately from firearms in an appropriate, secure and lockable case and checked-in at the Firearm Desk. All firearms and ammunition must be declared at the time of check-in. Firearms and ammunition in checked baggage will result in the baggage being rejected.
- 8.4.2 The following items are not classified as firearms or ammunition and can be packed as checked baggage without having to notify us:
- Toy guns and laser pistols
 - bows, cross bows and arrows
 - harpoon guns and spear guns
 - slingshots and catapults
- 8.4.3 Note: The above list is not recommended in checked baggage for travel however the customer can arrange for safe carriage at the firearm desk at a rate of R500. ACSA might reject the bag for toy guns and the airline will be called to assist. SAA will not provide delivery service in the event of this bag being delayed.
- 8.4.4 A handling fee is charged for the carriage of handguns. Payment will only be accepted by credit card or cash at Ticket Sales. These firearms will be processed at the desk for safe carriage in the hold of the aircraft.

8.4.5 Shooting / Hunting (Firearms & Ammunition – subject to correct transportation / safety procedure being followed)

Rate per sector		
	SA Rate Incl. VAT	USD Rate
Domestic	R500-00	US\$31-00
Regional	R800-00	US\$52-00

Example: Pax travels JNB to DUR = R500

Pax travels CPT – JNB – HRE = R800

- 8.4.6 Note: A maximum of two firearms will be allowed per carrier case. Any additional firearm will be charged at the full rate. An additional rate will be charged if two customers share a carrier case.
- 8.4.7 A maximum of 5kg of securely packed ammunition per traveler is permitted for carriage as a separate piece of baggage. Screening authorities may delay baggage containing ammunition, if it is not declared at check-in and marked with an appropriate tag indicating it has already been inspected.

9. One additional charge will apply for:

- 9.1 Each bag (piece) exceeding the number of pieces prescribed in the passenger's baggage allowance; or
- 9.2 Each bag exceeding the dimensions (oversize) (H + L + W) of 158cm (62inches), but not exceeding 203cm (80 inches); or
- 9.3 Economy Class - Each bag exceeding the maximum prescribed weight (overweight) of 23kg, where applicable, but not exceeding 32kg.

Two additional charges will apply for:

- 9.4 Each additional bag (over and above the passenger's allowance) exceeding the maximum dimensions of 158cm (62 inches), but not exceeding 203cm (80 inches).
- 9.5 Economy Class – Each additional bag (over and above the passenger's allowance) exceeding the maximum prescribed weight of 23kg, where applicable, but not exceeding 32kg.
- 9.6 Economy Class – Each bag (within the passenger's allowance) exceeding both the maximum dimensions of 158cm (62 inches) and the maximum prescribed weight of 23kg, where applicable, but not exceeding 203cm (80 inches) or 32kg.

Three additional charges will apply for:

- 9.7 Economy Class – Each additional bag (over and above the passenger's allowance) exceeding the maximum dimensions of 158cm (62 inches) and the maximum prescribed weight of 23kg, where applicable, but not exceeding 203cm (80 inches) or 32kg.

10. Additional Baggage Terms and Conditions

- 10.1 This document outlines the terms and conditions for the purchase of additional (excess) baggage. This document should be read in conjunction with the overall baggage policy that outlines the normal checked baggage allowances (per destination) and the number of piece that may be purchased over the normal allowances. The following is applicable to all SAA operated 083 ticket stock flights:

10.1.2 Additional baggage charges are per flight and can be purchased whilst making your booking online. On Flysaa.com, go to Manage & Fly>Manage My Booking>booking management, up to 3 hours before departure (provided the passenger has not checked in for the flight at the airport) or at one of our airport check-in points.

10.1.3 Additional baggage allowance is non-transferable. Customers who have purchased additional baggage allowance with their flight and have requested a name change in the booking, will need to apply for a refund.

10.1.4 Infants are not eligible for excess baggage purchases but every person over two years can pay for additional bags.

10.1.5 Each extra bag needs to meet the same size and weight limits as a standard checked bag.

10.2 Changes made by the passenger:

10.2.1 Your additional baggage allowance will be valid for the new flight date at no additional cost, provided the route has not changed.

10.2.2 Where the route has changed, the passenger must cancel the additional baggage purchased and purchase an additional baggage for the new flight (subject to these terms and conditions).

10.2.3 Passengers who move to earlier flight at the airport check-in desk will have their additional baggage allowance automatically moved to their new flight.

10.3 Changes made by SAA:

10.3.1 In the event of a schedule change, the additional baggage allowance will automatically be moved to the new flight provided it is operated by SAA.

10.3.2 Where the new flight is not operated by SAA, or SAA is unable to offer a suitable alternative flight, the additional baggage allowance will be refunded.

11. Refunds

11.1 Any additional baggage that the passenger purchase is non-refundable and non-transferable. If you have changed your mind, there will be no refund paid especially after the first sector has been completed.

11.2 Passenger **cannot** request a refund for any of the following circumstances:

11.2.1 on or after the day of departure of the first flight in the booking.

11.2.2 if you fail to check in for the flight and have not cancelled or changed your ticket.

11.2.3 for any unused portion of additional baggage allowance purchased.

11.3 Passenger **are entitled** to a refund under the following:

11.3.1 Passenger cancels their ticket and the additional baggage purchased will be refunded with the flight ticket minus any fees associated with the ticket rules.

11.3.2 Passenger cancels flight due to illness or hospitalization, the additional baggage purchased will be refunded with the flight ticket.

11.4 All refunds will, where possible, be returned to passengers in the original form of payment used to purchase.

12. Special Baggage Allowance – (for International & domestic journeys)

12.1 ZAM ZAM water or Sea Water

SAA will accept ZAMZAM water as checked baggage only and will allow one jerry can per passenger (5 Litres) only. The free baggage allowance must be used or the applicable additional baggage fee will be charged. The jerry can must be properly packed in a plastic covering to avoid leakage and damage.

The following items may not be accepted as part of the passenger free baggage allowance:

To be accepted strictly as Cargo:

Car parts / Motor cycle parts	Television
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The following items may or may not be accepted as part of your baggage allowance or accepted as Cargo:

12.2 The carriage of Christmas crackers and poppers are restricted to allowing a maximum of one (x1) packet of standard sized Christmas Crackers to be packed in checked baggage. The packet may not exceed twelve (12) crackers. These crackers must be commercially manufactures, sealed and contained in the manufacturers original packaging. HOMEMADE crackers are strictly

forbidden for carriage.

- 12.3 The carriage of personal portable motorized small vehicles known by various names including Mini-Segway hover board, air wheel, solo wheel, balance wheel, small balance wheel and breeze boards are powered by lithium ion batteries. These devices are banned from SAA aircraft with immediate effect and MAY NOT be carried as cabin or checked baggage.

13. AVIH

Domestic travel within South Africa:

- 13.1 The specifications of cage shall not exceed 1m X 1m & maximum weight of 23kg. (Cages larger than the required specification shall be transported as cargo). = Additional charge – ZAR 300.00 inclusive of VAT, irrespective of class of travel.
- 13.2 This relates to dogs, cats & birds.
- 13.3 Snakes are not allowed.
- 13.4 Guide dog trainers will be allowed to transport dog via cabin as part of the training & orientation of the handover & training process.
- 13.5 The applicable additional baggage rate will be charged for the dog & the container must not be included in the free baggage allowance. Charge is per container, even if two small animals are included, which may not exceed 23kg.

International travel to & from South Africa:

- 13.6 All animals (Pets) & animal products are not allowed via the security check point & must be transported as manifested cargo under Air Waybill, also in case of transit if transshipment is involved.

PETC

- 13.7 Accompanied pets & container shall not be included in the free baggage allowance & normal additional baggage rates apply.
- 13.8 No pets permitted in Cabin.

Exception: -

One dog for blind or deaf passenger is free.

Exception – to/from the USA Passengers dependent on a service, psychiatric or emotional support animal permitted. For further, please refer to FLYSAA.COM

14. Extra seat for cabin baggage (CBBG)

- 14.1 Upon request & advance arrangement, a passenger will be permitted the exclusive use of two adjacent seats subject to booking class & seat availability. The maximum weight is 75 kg (175lb) per seat.
- 14.2 Except for journeys originating in Brazil, only one ticket must be issued for both the passenger and cabin baggage where the cabin baggage charge will be collected as a Q surcharge. The reservation procedures for cabin baggage (CBBG) can be found in the Amadeus Help pages. See HE STEPS and GP CBB.
- 14.3 The passenger will be charged for the carriage of such baggage. The additional charge for a second seat requested by a passenger (CBBG or EXST) must not be less than the applicable fare paid by the passenger for the first seat.
- 14.4 The passenger's free baggage allowance shall not be taken into account when assessing charges under this arrangement.

15. Bulky Baggage for Cabin Stowage

- 15.1 In exceptional cases where a passenger is prepared to pay for an extra seat in order to carry extremely valuable baggage (e.g., antique musical instruments, works of art etc.); acceptance is only permitted if the safety and comfort of other passengers will not be impaired. Additionally, the size of such baggage should permit for it to be secured on the seat in such a manner as to prevent movement forward, sideways or upwards under crash impact sufficient to induce the ultimate inertia forces specified in the emergency landing condition of type certification.
- 15.1.1 In such instances, the passenger must purchase and tender a separate ticket for the additional seat so occupied.
- 15.1.2 NOTE: A limitation of 75 kg per extra seat applies. The bags / envelopes must be suitably lashed down.

16. Securing of Load in Cabin

- 16.1 Cargo may only be carried in a passenger compartment if it is stowed and secured on an approved cargo bin or seat container certificated to withstand specific load factors; the bin shall be attached to the seat track/floor structure, the seat container to the passenger seat; maximum loading limits shall be observed, in order to avoid possible injury to passengers and cabin crew. Cabin loading shall be completed prior to boarding passengers. Emergency exits shall not be obstructed. Installations are not permitted in a position that obscures any passenger's view of any required 'seat belt' or 'no smoking' or 'exit' sign, nor in a location that restricts access to or use of any required emergency exit equipment or exit, or of the aisle. Nor shall the equipment hinder egress or impair the cabin crew's view.
- 16.2 For hand baggage, each item carried in a cabin must be stowed in a location that is capable of restraining it to avoid possible injury to

passengers and cabin crew members.

16.3 Mass limitations placarded on or adjacent to stowage's must not be exceeded.

16.4 Under seat stowage must not be used unless the seat is equipped with a restraint bar and the baggage is of such size that it may adequately be restrained by this equipment.

17. Carriage of Musical Instruments:

- 17.1 The carriage of certain musical instruments is permitted in the cabin of the aircraft and on extra seat(s). The musical instruments must not contain any equipment or article or substance, which is, classified as dangerous goods.

18. Carriage of Musical Instruments as Cabin Baggage:

- 18.1 Portable musical instruments may be carried in the cabin of the aircraft as approved cabin baggage under the following conditions. These apply to all classes except where specified:
- 18.2 The total of the three outside dimensions (L plus B plus H) of the instrument must not exceed 115 cm. When a carrying case is used, the dimensions of the carrying case are to be considered. If the instrument or the case has an irregular shape, the largest dimension must be taken to arrive at the overall total.
- 18.3 The shape and size should fit under the seat in front of the passenger or in the overhead lockers.
- 18.4 The weight of the instrument inclusive of carrying case must not exceed 8 kg's.
- 18.5 Musical instruments, which conform to the above size and weight limitations, will be considered as one Item of cabin baggage. Therefore, passengers travelling in First/Business class may carry only one more item of cabin baggage with dimensions not exceeding 115 cm. Passengers travelling in Economy class will not be allowed to carry any other cabin bag.
- 18.6 It is highly recommended that the musical instrument be carried or packed in a custom built carrying case to protect it from damage. If it is not carried in a carrying case, the instrument must not have any sharp corners, which might damage other cabin bags or the aircraft panels.

19. Carriage of Musical Instruments on Extra Seat(S) in the Cabin:

- 19.1 Passengers may carry musical instruments in the cabin of the aircraft on a seat(s). Please notify your local South African Airways Reservations Office of your intention to carry a musical instrument on an extra seat at the time of reservation. Information regarding size/weight must be provided and the extra seat must be booked and paid for. It is not acceptable for the instrument to occupy an empty seat, which has not been paid for. Your local South African Airways Office will inform you of the additional charges for the additional seat.
- 19.2 No more than 75kgs may be carried under this arrangement per seat blocked. The passenger will not receive any additional free checked baggage allowance for the purchase of the extra seat.
- 19.3 If the passenger does not wish to carry the musical instrument in the cabin, it can travel in the hold as checked baggage.

20. General Guide on the Musical Instruments and Method of Carriage:

- 20.1 The following is a general guideline detailing how certain musical instruments may normally be carried. The final decision would depend on the overall size and weight or exceptions, if applicable.

Instrument	Method of Carriage
Bass tuba	Hold stowage
Bassoon (small)	Cabin baggage
Banjo	Hold stowage or extra seat
Bass trombone	Hold stowage
Cello	Hold stowage or extra seat
Contrabassoon	Hold stowage or extra seat
Clarinet	Cabin baggage
Double bass	Hold stowage
Flute	Cabin baggage
French horn	Hold stowage or extra seat
Guitar	Hold stowage or extra seat
Oboe	Cabin baggage
Saxophone	Hold stowage or extra seat
Trumpet	Cabin baggage
Viola (rectangular)	Hold stowage or extra seat
Violin (shaped)	Cabin baggage
Violin (rectangular)	Hold stowage or extra seat

Effective 17 November 2021 – Baggage Allowance Policy document revised for Additional free baggage allowance/Excess Baggage Rates.
Effective 01 July 2022 – Included Voyager credit and cheque card baggage allowance and Firearm charges.
Effective 18 November 2022 –Excess Baggage Charges for WDH and VFA has been included.
Effective 01 December 2022 –Excess Baggage Rates valid for Valid for Travel 01Dec to 15Jan.
Effective 15 March 2023 – Excess Baggage Charges LLW and BLZ has been included.
Effective 15 March 2023 – Excess Baggage Charges Within Africa, via Johannesburg has been included.
Effective 13 July 2023 – Baggage allowance between Africa and Brazil.
Effective 21 July 2023 – Excess Baggage Charges between Africa and Brazil.
Effective 01 September 2023 – Increased Baggage allowance between South Africa and FIH valid for travel 01Sep23 to 31Oct23.
Effective 16 October 2023- Excess Baggage Charges between South Africa and Abidjan, between Abidjan and Accra has been included.
Effective 22 November 2023- Rates applicable for travel 01 Dec to 15 Jan ZA GHA.
Effective 01December 2023 3piece baggage allowance between South Africa and FIH, travel period 15Jan to 31March24.
Effective 01December 2023 3piece baggage allowance between South Africa and HRE, travel period 15Jan to 15March24.
Effective immediately 3piece baggage allowance between Accra and Abidjan, travel period is immediately to 29February24.
Effective immediately 2piece Back to school domestic baggage allowance, sales period is immediately to 31 January 24 and travel period immediately to 11February2024.
Effective 01December 2023 3piece baggage allowance between South Africa and HRE/LUN/WDH, travel period immediately to 31March24.
Effective 01January 2024 3piece Student Fares baggage allowance between South Africa and HRE/LUN/WDH/MRU.
Effective 14 March 2024 Baggage Allowance between Australia and Africa/Brazil
Effective 14 March 2024 Excess Baggage Charge between Australia and Africa/Brazil
Effective 26 April 2024 3piece Baggage allowance between South Africa and LUN, travel period 27April24 until 31July24