

# SAA – Making Flexible Changes for YOU

083 issued Ticket on SAA,  
SA Codeshare & Interline  
Partners.  
(SA Flight Numbers)

NO

YES

Kindly contact your travel agent  
or refer to your issuing Airline

Is the Flight Operating before 31 May 2020?

YES

NO

For your  
convenience  
visit

**Travel Advice**

Advised not to Travel by  
Government Decree

**Travel Ban**

SAA Flight is operating but  
a Government ban is imposed  
on Travel

**ROUTE CANCELLATION  
DUE TRAVEL BAN**

SAA or Codeshare Partner  
flight is cancelled

**ADHOC ROUTE  
CANCELLATION**

SAA has cancelled flights

**SCHEDULE CHANGE**

Change of Time of  
Flight

Visit [FLYSAA.COM](http://FLYSAA.COM)  
For details  
[www.FlySaa.com](http://www.FlySaa.com)

**SAA'S POLICY:**

1 Free Change. 72 hour rule  
suspended. Collect any  
difference in Fare and Taxes

**WHEN DOES THIS APPLY?**

When a Government issues an  
advisory to citizens not to  
travel unnecessarily.

**CREDIT NOTE:** Your ticket is  
valid as a credit for 2years  
from date of issue

**SAA'S POLICY:**

1 Free Change applies. 72  
hour rule suspended.

**WHEN DOES THIS APPLY?**

When a Government issues a  
travel ban preventing travellers  
passage between countries.

**CREDIT NOTE:** Your ticket is  
valid as a credit for 2years  
from date of issue

**SAA'S POLICY:**

1 Free Change applies, 72  
hour rule suspended.

**WHEN DOES THIS APPLY?**

When SAA or Partner Airline  
has cancelled a flight due to a  
Travel Ban implemented by a  
destination country.

**CREDIT NOTE:** Your ticket is  
valid as a credit for 2years  
from date of issue

**SAA'S POLICY:**

1 Free Change OR Rebook  
another SAA Flight.

**WHEN DOES THIS APPLY?**

When SAA cancels flights. If  
there is no alternative flight,  
then apply for a refund.

**CREDIT NOTE:** Your ticket is  
valid as a credit for 2years  
from date of issue

**SAA'S POLICY:**

1 Free Change  
Collect difference in Fare and  
Taxes.

**WHEN DOES THIS APPLY?**

When SAA has to reschedule  
a flight or has a time change.

**CREDIT NOTE:** Your ticket is  
valid as a credit for 2years  
from date of issue

**SAA Call Centre: +27 11 978 1111**  
**0800 214 774 or 0861 606 606**  
[webhelp@FlySaa.com](mailto:webhelp@FlySaa.com)

OR

**Customer Service: +27 11 978**  
**2888**

[customerservice@FlySaa.com](mailto:customerservice@FlySaa.com)

**South African Airways Travel Advisory Guide on COVID-19 for valid until 31 May2020,**  
**SAA has established a dedicated contact center regarding the pandemic call 0800 214 774,**  
**email [coronavirusCOVID-19@flySaa.com](mailto:coronavirusCOVID-19@flySaa.com)**

In response to the Government Travel ban aimed at stopping the transmission of the Coronavirus (Covid-19), South African Airways (SAA) has suspended International and Regional operations until 31 May 2020 and Domestic Operations until 16 April 2020. All Tickets issued on or before 25 March 2020 and new tickets issued up to 31 August 2020 will be eligible to be used as a Future Travel Credit up until 25 March 2022.

Customers holding a ticket issued by South African Airways (083) Operated by South African Airways and/or SA 7000-7999, Mango Codeshare (SA2000), SA Express (SA1000) and Airlink (SA8000) flights that form part of an itinerary that contains an SAA operated flight and not on separate tickets of other airlines. SAA will offer you a **credit for future travel** to the value of the ticket unused sectors (coupons) you hold. The credit must be utilized by **25 March 2022**.

There is no need to call SAA or amend your ticket to benefit from this offer immediately as all tickets will remain open for use for issue and travel up to 25 March 2022. Your E-ticket number is your form of credit. Please contact your Travel Agent or nearest SAA Ticketing office when you are ready to reuse the value of the ticket.

This Travel credit is applicable to all fare types including Voyager Tickets. SAA will permit a change in routing on the services of SAA when you are ready to travel again. Any additional fares and taxes applicable to the new booking must be collected at the time of re-issue and the ticket and booking must be endorsed with **COVID-19 SA Flight Number / Date**

As a further benefit to our valued customers SAA will allow you to nominate your Travel Credit to an Alternate Traveler. SAA will require the full name and surname of the new traveler as per passport details at the time of rebooking. The original ticket in your name will be converted by SAA to a voucher for use on the new ticket. Please note that this offering can only be done via an SAA Ticketing office or SAA Call Centre.