

Date: 27 November 2021

Subject: Suspension of flights to Mauritius

Dear Valued Customers

South African Airways (SAA) wishes to inform you of the travel ban imposed by the Mauritian Government on all commercial flights to and from South Africa from Monday, 29 November 21 to Friday, 31 December 21. Customers are advised that until the ban is lifted, the last SAA flight on the Mauritius route will operate on Sunday, 28 November 21.

Kindly take note the following:

- Effective 29th Nov 2021, all flights (SA190/SA191) and (SA7109/SA7110) to and from Mauritius will be cancelled up to and including 31 December 2021.
- Bookings from 01 January 2022 onwards will remain in place for now.

SAA will assist all customers who need to return to their home countries of either South Africa or Mauritius on the 28th November. SAA is allowing flexibility and encourages customers to make use of a **1 free change policy** to rebook and ensure safe passage home.

Customers who do not hold a Mauritian Passport nor residency in Mauritius but want to travel on SA190 to Mauritius on Sunday the 28 November 2021, may do so at their own choice but will be required to sign an indemnity form on departure as SAA cannot guarantee their return as per the travel ban imposed. SAA will also not be held responsible for any additional cost incurred in terms of accommodation, quarantine, meals and amenities or medical expenses.

All customers booked to travel to Mauritius on Sun 28th Nov 2021 will be subject to the following additional health protocol:

Any person who has been physically present in any of the following countries (South Africa, Namibia, Lesotho, Botswana, Eswatini and Zimbabwe) within the last 14 days preceding the date of arrival in Mauritius will be subject to the following sanitary measures:

1. Customer, will be subject to a mandatory PCR test upon arrival at the Airport and should self-isolate pending receipt of the PCR result.
2. In case of a positive result, the positive person, whether symptomatic or asymptomatic, will be admitted to a dedicated center or a hospital under the supervision of the Ministry of Health and Wellness.
3. Customers who have obtained a negative PCR test upon arrival, will be subject to close monitoring by the Ministry of Health and Wellness and to mandatory PCR tests on Day 7 and Day 14 following their arrival.

Customers already in Mauritius, who have been physically present in any of the 6 above mentioned countries within the last 14 days preceding the date of arrival in Mauritius are invited to undergo a free PCR test in any Medi-clinic or District Hospital. All concerned should show proof of travel.

Should you need to postpone your travels, there's no need to contact us immediately, when the travel ban is uplifted your booking office will assist with the rebooking. For further assistance, you may call our Call Center on 011 978 1111 and select option one (1) for assistance, alternatively send an email to CustomerService@flysaa.com or reach us on Twitter at [flysaa_care](https://twitter.com/flysaa_care).

Further updates on the resumption of flights will be shared via our website on www.flysaa.com or via an updated travel advisory policy. SAA regrets this inconvenience and hopes to resume service to Mauritius as soon as possible.

We look forward to welcoming you onboard very soon.

Warm Regards
Customer Service Team