

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 on or before 31 July 2021
Domestic or Regional or 30 October 2021 International

YES

NO

For your
convenience
visit

Visit www.flysaa.com
For updates

Customer Service: +27 11 978 2888
SAACustomerService@Flysaa.com

Travel Advice

Advised not to Travel by
Government Decree

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 (**unused
sectors only**) and must be
redeemed by 31 March 2023

Travel Ban

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

SAA'S POLICY:

1 Free Change applies. 72
hour rule suspended. Collect
any difference in fare and
taxes
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 (**unused
sectors only**) and must be
redeemed by 31 March 2023

ROUTE CANCELLATION

SAA has cancelled a route

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 (**unused
sectors only**) and must be
redeemed by 31 March 2023

ADHOC FLIGHT CANCELLATION

SAA has cancelled a flight

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 (**unused
sectors only**) and must be
redeemed by 31 March 2023

SCHEDULE CHANGE

Change of Time of
Flight

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 (**unused
sectors only**) and must be
redeemed by 31 March 2023

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All Tickets issued on or before 25 March 2020 and up to (including) 31 July 2021 (Domestic and Regional) and 30 October 2021 (International) will be eligible to be used as a credit (value of unused sectors only) until 31 March 2023. Once new ticket is issued, standard validity period would apply.

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. <https://matusonassociates.co.za/saa/>

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. Your E-ticket number is your form of credit. Please contact your Travel Booker or 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.