

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 August
2020?

YES

NO

For your
convenience
visit

Visit FLYSAA.COM
For up-to-date information
www.Flysaa.com

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

SAA or Codeshare Partner
flight is cancelled

ADHOC FLIGHT CANCELLATION

SAA has cancelled flights

SCHEDULE CHANGE

Flight Time Change

SAA'S POLICY:

1 Free Change. *Subject to same booking class or collect any difference in Fare and Taxes*
WHEN DOES THIS APPLY?
When a Government issues an advisory to citizens not to travel unnecessarily.
CREDIT VOUCHER: Your ticket is valid as a credit for 2years from 25 March 2020
Alternative Traveller name benefit available

SAA'S POLICY:

1 Free Change applies. Subject to same booking class or collect any difference in Fare and Taxes
WHEN DOES THIS APPLY?
When a Government issues a travel ban preventing travellers passage between countries.
CREDIT VOUCHER: Your ticket is valid as a credit for 2years from 25 March 2020
Alternative Traveller name benefit available

SAA'S POLICY:

1 Free Change applies. Subject to same booking class or collect any difference in Fare and Taxes
WHEN DOES THIS APPLY?
When SAA or Partner Airline has cancelled a flight due to a Travel Ban implemented by a destination country.
CREDIT VOUCHER: Your ticket is valid as a credit for 2years from 25 March 2020
Alternative Traveller name benefit available

SAA'S POLICY:

1 Free Change or Rebook another SAA Flight or partner airline
WHEN DOES THIS APPLY?
When SAA cancels flights. If there is no alternative flight, we will issue you with a credit voucher.
CREDIT VOUCHER: Your ticket is valid as a credit for 2years from 25 March 2020

SAA'S POLICY:

SAA will change your ticket
WHEN DOES THIS APPLY?
When SAA has to reschedule a flight or has a time change.
CREDIT VOUCHER: Your ticket is valid as a credit for 2years from date of issue

SAA Contact Centre:

+27 11 978 1111 Or 0861 606 606

Email Contact:

SAACustomerService@flysaa.com

South African Airways Travel Advisory Guide on COVID-19 valid until 31 May2020,

SAA has established a dedicated COVID-19 email enquiry channel

email 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 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 .

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 apply online