



SOUTH AFRICAN AIRWAYS
A STAR ALLIANCE MEMBER

TRAVEL UPDATE

August 08, 2019

South African Airways Strengthens Presence in Ghana

South African Airways is further strengthening its presence in Ghana by increasing weekly frequencies from 9 to 10 flights between Johannesburg and Accra, and by launching a daily service between Accra and Washington DC, with effect from 5th September 2019.

Please [click here](#) to read a full media statement.

South African Airways regrets the inconvenience that this strategic decision may have on our customers and would ensure that those customers that already hold tickets for the affected flights are re-accommodated.

Ticketed SAA customers travelling between Johannesburg and Washington D.C. via Dakar (Blaise Diagne International) will be re-routed through one of the following options:

1. Passengers travelling between Johannesburg (JNB) and Dakar (DSS):
 - From Johannesburg (JNB) to *Abidjan (ABJ)* on flight SA 056 and from *Abidjan (ABJ)* to Dakar (DSS), on either Air Côte d'Ivoire (HF), Kenya Airways (KQ) or **RwandAir (WB)**
 - From Dakar (DSS) to *Abidjan (ABJ)*, on either Air Côte d'Ivoire (HF), Kenya Airways (KQ) or **RwandAir (WB)** and connecting onto flight SA 057 from *Abidjan (ABJ)* to Johannesburg (JNB)
2. Passengers travelling between Johannesburg (JNB) and Washington D.C (IAD) via Dakar (DSS), SAA will re-accommodate passengers onto the Johannesburg (JNB) – Accra (ACC) – Washington D.C. (IAD) route and **vice versa**.
3. Passengers travelling between Washington D.C. (IAD) and Dakar (DSS), can be re-accommodated via Brussels (BRU) to Dakar (DSS) on Brussels Airlines (SN) and vice versa.

SAA will rebook affected passengers holding tickets as mentioned in points 1, 2 and 3 and the following rebooking conditions will apply:

- Change of cabin class will not be permitted
- Change fees will be waived
- Tickets must be re-issued on or before 23 August 2019. The issuing agent may re-issue the ticket with the following endorsement: INVOL SKCHG due to SA 207/208 CXD/Date
- In the event where passengers do not wish to travel as re-accommodated by SAA, passenger may request a full refund of the unused ticket, without penalty.

Customers are encouraged to contact your Travel Agent, any SAA Office or our Contact Centers for assistance with flight changes.

USA

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South Africa

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South African Airways would like to thank you for your support, and we do apologize for any inconvenience caused.

Best regards,

South African Airways

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1-800-722-9675**



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