



SOUTH AFRICAN AIRWAYS
A STAR ALLIANCE MEMBER 

TRAVEL PARTNER UPDATE

July 03, 2019

Dear SAA Travel Partner:

Please note that IATA Resolution 830d has been amended, effective June 1, 2019, requiring that all travel agents provide passenger contact information in the form of a phone number and email address in the PNR. This should be done either at the time of booking or before the time of ticketing.

If the passenger exercises his/her right not to provide contact details, the PNR must be documented to reflect this option. The passenger must be notified that he/she may not receive information from the airline relating to flight delays / cancellations, schedule changes or other operational issues.

South African Airways will use the contact details exclusively for operational notifications, for example, flight delays / cancellations, schedule changes, etc. and shall not be used for sales and marketing purposes.

Please click for an important amendment to [IATA Resolution 830d](#) for more information.

Thank you for your cooperation in assisting us to better serve our mutual customers. We appreciate your continued support of South African Airways and look forward to our continued collaboration.

Warm Regards,

South African Airways
North America Sales

South African Airways, 1200 S. Pine Island Road, Suite 650 Plantation, FL 33324

South African Airways Reservations
Tel: 1-800-722-9675
Fax: 1-945-769-5079
Email: saausa@flysaa.com
Hours: 8:30AM - 6:00PM, Mo-Fr ET
8:00AM - 4:00PM, Sa-Su ET

South African Airways Group Sales
Tel: 1-800-722-4768
Fax: 1-954-769-5079
Email: groupsusa@flysaa.com
Hours: 9:00AM - 5:00PM, Mo-Fr ET

South African Airways Vacations
Tel: 1-855-359-7228 (1-855-FLY-SAAV)
Hours: 24 Hours a day / 7 day a week
www.flysaavacations.com

South African Airways - North America
1200 S Pine Island Road, Suite 650
Plantation, FL 33324
Tel: 1-954-769-5000