



South African Airways Credit and Refund Policy valid August 2021

Voucher Redemption Process

Via your Travel Agent

- Contact your agent to create a reservation for you, to obtain a reservation number. Should you wish to nominate a new traveller, please supply your agent with the copy of the new travellers South African ID document or Passport.
- Once you have a reservation, your agent will contact SAA Trade Support for action.
- Alternatively e-mail us on EMDRedemption@flysaa.com and supply us with your contact details, reservation number and EMD/Credit/Voucher number and we will process your request.
- SAA requires a minimum of 72 hours to process a request. Should an additional collection be required we will advise the agent accordingly and for any remaining amounts on the voucher, we will issue a new voucher for the residual balance.

Via the Website

- Visit Flysaa.com and create a booking. Choose the pay later option. Take down the reservation number.
- Should you wish to nominate a new traveller, please ensure that the booking is in the name of the new traveller.
- The name of the traveller must be as per the travellers South African ID document or Passport.
- Once you have a reservation, e-mail us on EMDRedemption@flysaa.com and supply us with your contact details, reservation number and EMD/Credit/Voucher number and we will process your request.
- SAA requires a minimum of 72 hours to process a request. Should an additional collection be required we will advise you accordingly and for any remaining amounts on the voucher, we will issue a new voucher for the residual balance.

Via our City Office

- Visit one of our city offices and create a booking.
- Should you wish to nominate a new traveller, please ensure that the booking is in the name of the new traveller.
- The name of the traveller must be as per the travellers South African ID document or Passport.
- Once you have a reservation, our staff will process the necessary checks and issue you with the new ticket.
- SAA requires a minimum of 72 hours to process a request.
- Should an additional collection be required we will advise you accordingly and for any remaining amounts on the voucher, we will issue a new voucher for the residual balance.
- Note that any residual credit will be issued into the name of the new traveller

Via our Airport Office

- Visit one of our airport offices and create a booking.
- Should you wish to nominate a new traveller, please ensure that the booking is in the name of the new traveller.
- The name of the traveller must be as per the travellers South African ID document or Passport.
- Once you have a reservation, our staff will process the necessary checks and issue you with the new ticket.
- SAA requires a minimum of 72 hours to process a request.
- Should an additional collection be required we will advise you accordingly and for any remaining amounts on the voucher, we will issue a new voucher for the residual balance.
- Note that any residual credit will be issued into the name of the new traveller