SAA operated or Partner Marketing Flight. (SA Flight Numbers)

Would you like a Travel Voucher for future use?

YES

Credit Voucher
Future use

Credit Voucher
New Name

Refund on Tickets issued for Travel Pre 05 Dec 2019

Refund on Tickets issued for Travel Post 06 Dec 2019 up until 25 Mar 20

Refund on Tickets issued for travel from 26 Mar 20 “Covid Lockdown”

SAA’S POLICY:
Opting for a credit voucher extends the validity of your ticket with SAA.
WHEN DOES THIS APPLY?
For all travel valid for travel from 25Mar20 to 24Aug21.

TICKET REFUND?
Fully refundable due to COVID

SAA’S POLICY:
Opting for a credit voucher extends the validity of your ticket with SAA.
WHEN DOES THIS APPLY?
For all travel valid for travel from 25Mar20 to 26Aug21.

TICKET REFUND?
Fully refundable due to COVID

SAA’S POLICY:
Please follow the applicable Travel Advisory
WHEN DOES THIS APPLY?
For all tickets valid for travel prior to 05Dec2019

TICKET REFUND?
Subject to the fare rules

SAA’S POLICY:
Please follow the applicable Travel Advisory
WHEN DOES THIS APPLY?
For all tickets valid for travel between 06Dec2019 to 25Mar2020.

TICKET REFUND?
Subject to the fare rules

SAA’S POLICY:
Please follow the applicable Travel Advisory
WHEN DOES THIS APPLY?
For all travel valid for travel from 25Mar20 to 26Aug21.

TICKET REFUND?
Fully refundable due to COVID

SAA – Making Flexible Changes for You

Issued: 24 August 2021

Register on:
www.flysaa.com/za/en/voucherApplication.action

Visit FLYSAA.COM
www.Flysaa.com or your Travel Agent for details

SAA Call Centre: +27 11 978 1111
onlinerefunds@Flysaa.com
demredemption@Flysaa.com

Trade Support: +27 11 978 1111
tradesupport1@Flysaa.com

Customer Service: 011 978 2888
customerservice@Flysaa.com

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.