

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 May 2020?

YES

NO

For your
convenience
visit

Visit FLYSAA.COM
For details
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
DUE TRAVEL BAN**
SAA or Codeshare
Partner flight is cancelled

**ADHOC ROUTE
CANCELLATION**
SAA has cancelled
flights

SCHEDULE CHANGE
Change of Time of
Flight

SAA'S POLICY:
1 Free Change. 72
hour rule suspended.
Collect any difference
in Fare and Taxes
**WHEN DOES THIS
APPLY?**
When a Government
issues an advisory to
citizens not to travel
unnecessarily.
CREDIT NOTE: Your
ticket is valid as a
credit for 2years from
date of issue

SAA'S POLICY:
1 Free Change
applies. 72 hour rule
suspended.
**WHEN DOES THIS
APPLY?**
When a Government
issues a travel ban
preventing travellers
passage between
countries.
CREDIT NOTE: Your
ticket is valid as a
credit for 2years from
date of issue

SAA'S POLICY:
1 Free Change applies,
72 hour rule
suspended.
**WHEN DOES THIS
APPLY?**
When SAA or Partner
Airline has cancelled a
flight due to a Travel
Ban implemented by a
destination country.
CREDIT NOTE: Your
ticket is valid as a
credit for 2years from
date of issue

SAA'S POLICY:
1 Free Change OR
Rebook
another SAA Flight.
**WHEN DOES THIS
APPLY?**
When SAA cancels
flights. If there is no
alternative flight,
then apply for a
refund.
CREDIT NOTE: Your
ticket is valid as a
credit for 2years from
date of issue

SAA'S POLICY:
1 Free Change
Collect difference in
Fare and Taxes.
**WHEN DOES THIS
APPLY?**
When SAA has to
reschedule a flight or
has a time change.
CREDIT NOTE: Your
ticket is valid as a
credit for 2years from
date of issue

SAA Call Centre:
+27 11 978 1111
0800 214 774 or
0861 606 606
webhelp@Flysaa.com
OR
Customer Service:
+27 11 978 2888
customerservice@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 Agent or nearest 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 and the ticket and booking must be endorsed with

COVID-19 SA Flight Number / Date

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 SAA Call Centre.