



SAA | SUSPENDS ALL THE INTERNATIONAL, REGIONAL AND DOMESTIC OPERATIONS

23.07.2020

South African Airways (SAA) informs all customers that, in response to the government travel ban aimed at preventing the transmission of Coronavirus (Covid-19), all international operations will be suspended until 31 August 2020. Domestic and regional operations are suspended until August 15, 2020.

Due to the cancellation of flights operated by the SAA, passengers may choose the following options:

- Issuance of a credit/voucher in accordance with current policy.
- Domestic: Passengers who still wish to travel should indicate their electronic ticket number and SAA will provide new protection at Mango as soon as possible.

Refund policy remains unchanged: No refunds allowed.

Note: Customers will have three days to notify SAA of their decision so that appropriate action can be taken.

Assistance will be guaranteed to all passengers with South African Airways tickets (only), from any SAA Call Center, city office or travel agency (depending on where the reservation was made).

- Applicable to tickets issued until 25 March 2020 and new tickets issued until 31 August 2020.

Applicable Booking conditions

- Passengers with a ticket issued by South African Airways (083), operated by South African Airways and/or in code-share number SA 7000-7999), will be entitled to the value of unused sectors (coupons) as credit for future travel.
- The original ticket will be used as an exchange document for the reissue of the new ticket.

- The original rules of the fare will be ignored and it will be allowed to use this credit (value of unused coupons) in the next 24 months (2 years) from March 25, 2020.
- All trips must be completed by March 25, 2022.
- Any additional amount (difference in fare and/or airport taxes) must be charged.
- Agents are required to put on endorsements and a note in the PNR with the information: "COVID-19 SA FLT / DATE".
- The fares, taxes and fees for the new route will apply.
- Applicable to all types of fares.
- Rerouting is permitted.
- The 72-hour rule in force on the original fares will be ignored.
- The SAA allows the ticket validity extension, not the fare validity and no waiver code will be required at the time of ticket reissue.
- If an additional fare credit results from a residual amount at the time of using the original ticket as credit for a future trip, a VCHR EMD voucher must be issued. Voucher requests must be made online using the following link:
<https://www.flysaa.com/za/en/voucherApplication.action>.
- The aforementioned residual value voucher shall be valid for one year from the date of issue.
- This voucher applies to flights operated by South African Airways (SAA), code-share flights with Mango (SA2000) and code-share numbered SA7000, issued under plate 083.
- This also applies to SA Express (SA1000) and Airlink (SA8000) flights, provided that they are part of a flown ticket, which contains at least one flight operated by SAA, issued with SAA plate (083) and never on separate tickets of other airlines.
- Unused fares, taxes and airport charges, which appear on the original ticket/EMD), or on the new document will be valid only for credit on additional SAA services.
- Passengers who were previously NO SHOW are eligible for this exemption only if the NO SHOW fee on the original ticket is applied at the time of issue of the new ticket (reissue).
- Refunds through the normal refund channels (GDS, BSP LINK) are not permitted. The use of the original ticket credit is requested for future travel.

Alternative passenger:

- If the customer named on the original ticket does not wish to travel again in the future, he or she may appoint an alternative traveler to use this credit. The full names and surnames on the new passenger's passport are required. The value of the original ticket will be converted into an EMD, which will be a voucher (VCHR EMD). The VCHR EMD is valid for one year from the date of issue. When the new EMD holder is ready to travel, please contact the SAA. The VCHR EMD will be used for the new booking as part of the payment for the new ticket.

Voyager Passengers:

- Applicable to all fare types, including Voyager Award tickets and Voyager Companion tickets.

- Rerouting will be permitted for Voyager tickets booked in classes I and X, subject to the new route in the same region.

- Companion tickets will allow re-routing provided it is the same as the Voyager passenger ticket.

- You must contact the Voyager Department for more information regarding this matter.

The SAA reserves the right to review the conditions informed without prior notice. The SAA regrets any inconvenience caused to its passengers by COVID-19.