

March

13,

2020

Travel Advisory Number | 1
COVID-19 NORTH AMERICA AND EUROPE (EXCLUDING ITALY)

Dear SAA Travel Partners:

South African Airways (SAA) advises all customers that due to the COVID-19, we will allow one (1) free change on SAA operated flights subject to the conditions below:

- Travel itinerary must include travel **between** the following:
 - JNB-JFK & JNB-IAD & ACC-IAD
 - JNB-FRA & JNB-MUC
 - JNB-LON

Assistance will be provided to all ticketed passengers holding a South African Airway's ticket (only) and planned new bookings via any SAA Customer Service Center, with the following conditions:

- A. *Applicable to tickets issued on/before March 13, 2020 for travel between March 13, and April 30, 2020.*
- B. *Applicable for new bookings for travel planned between March 13, and April 30, 2020.*

Rebooking Conditions applicable:

- **Rebooking Conditions applicable:**
- Must rebook / reissue ticket by April 30, 2020.
- Complete travel by September 30, 2020.
- **Rebook same** booking class with no additional collection and change fees waived.
- If **same booking** class is **not available**, upgrade to lowest applicable booking class. Additional fare collection and taxes will apply, but change fees will be waived.
- **One (1) Free change** and ticket reissue permitted only.
- Tickets to be endorsed "**COVID-19 SA FLT/DATE**".
- Applicable to all fare types.
- Change of cabin will not be permitted.
- Change of routing will not be permitted.
- This advisory is applicable to South African Airways flights only and does not apply to Mango, SA Express and Airlink, issued on SA (083) ticket stock and not on separate tickets of other airlines. This TA will apply when Mango, SA Express and Airlink forms part of the itinerary issued on SA (083) ticket stock.
- No refunds are permitted as part of this advisory.
- Previous No-show passengers are not eligible for this waiver.
- SAA reserves the right to withdraw or revise the conditions without prior notice.

South African Airways regrets any inconvenience to our customers as a result of the COVID-19 and we encourage all customers to stay update via the following.

Or visit <https://www.flysaa.com/help/customer-support/contact-us>

Facebook: www.facebook.com/flysaa

Twitter: <https://www.facebook.com/FlySAAUSA/>

Twitter (customer service): @flysaa_care

Thank you for your continued support of South African Airways. As always, we appreciate your business and look forward to the pleasure and privilege of servicing you and your clients.

Should you have any questions, please contact our Inside sales Department at 1-877-722-7477 or insidesales@flysaa.com or our Customer Service Center at 1-800-722-9675.

Warm

Regards,

Marlene Vice South President, Sales African - North Sanau America Airways