



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

TRAVEL PARTNER UPDATE

March 26, 2020

Dear SAA Travel Partner,

After careful consideration and in consistent with South Africa’s countrywide 21-day lock-down to prevent the spread of COVID-19, South African Airways and our business rescue practitioners have made the difficult decision to temporarily suspend our commercial operations at all our offices throughout the world, effective Friday, March 27 through April 16, 2020. This action is a result of previously announce suspension of flights in the domestic South Africa market until April 17 and the regional Africa and international markets through May 31, 2020.

As a result, our North America Regional Office in Fort Lauderdale, Florida and all commercial departments will suspend operations at close of business on Thursday, March 26 and will remain closed through April 15, 2020.

Our utmost desire during this present period of uncertainty is to continue providing duty of care to our valued travel partners and customers. For those customers holding unused SAA (083) tickets, there is no need to worry and no need to contact us now. All customers holding an unused ticket will be able to use its full value as a credit for travel on SAA-operated flights over the next two (2) years, up to March 25, 2022. As an added enhancement, we will also permit routing changes and a free name change, if the original customer no longer wishes to travel. This is part of SAA’s commitment to support our customers during these unprecedented times and provide flexibility to encourage them to reschedule their travel to Africa at a later date.

If you require assistance with rebooking clients for future travel, please visit [flysaa.com](https://www.flysaa.com) using the link below to access our Flexible Travel Policy. As this situation is constantly evolving, this policy is continuing to be updated with the latest information for rebooking.

<https://www.flysaa.com>

In the interim, for any customer care related matters, please email our Customer Care Department at the following:

saasqueries@flysaa.com

We thank you, more than ever, for your continued support of South African Airways. With the strength of our long-standing partnerships in North America, we will get through these challenges together and look forward to, once again, serving you and welcoming your clients aboard SAA!

Stay Safe & Stay Healthy.