



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

# TRAVEL PARTNER UPDATE

March 25, 2020

Dear SAA

Travel

Partner,

As follow-up to our previous communications, South African Airways has further enhanced its re-accommodation policy to provide more flexibility for customers affected by flight cancellations or are desiring to alter their travel plans due to the uncertainty and global impact of the COVID-19 (Coronavirus) pandemic. The complete details of our revised Flexible Travel Policy can be found on by visiting the [flysaa.com](https://www.flysaa.com) using the following link:

<https://www.flysaa.com/za-traveladvisory>

The following are the highlights and revisions that were made to our Flexible Travel Policy:

- Applicable to tickets issued prior to March 25, 2020 **AND** any new tickets issued up to August 31, 2020.
- Applicable to customers holding a ticket issued by SAA (083) and operated by South African Airways and/or flights operated by Mango and our code share partners (SA #2000 & #7000-7999 flight range) will be offered the value of the unused sectors (coupons) as a **credit for future travel**.
- Applicable to flight series for SA Express (SA #1000) and / or Airlink (SA #8000) that form part of an itinerary that contains SAA operated flight series (#001-#999) issued as 083 tickets.
- The original ticket will be issued as the exchange document and will be valid for **two (2) years** from the original date of issue and may be applied towards travel **completed by March 25, 2022. The new ticket must be endorsed: COVID-19 SA FLT/DATE**
- Additional collection for the new fare and itinerary will apply, but change fares will be waived.
- Change in routing will be permitted
- **Alternative Traveler:** Should the customer named on the ticket no longer wish to travel, the customer may designate an alternative traveler to make use of the credit (ticket) for future travel.

Kindly refer to the [flysaa.com](https://www.flysaa.com) using the link above for complete details on the Flexible Travel Policy.

We thank you, more than ever, for your continued support of South African Airways. With the strength of our long-standing partnership, we will get through these challenges together and look forward to, once again, selling Africa and its experiences of a lifetime to our mutual customers.

Best Regards,

[www.flysaa.com](https://www.flysaa.com)  
1-800-722-9675



North American Sales:  
1200 S. Pine Island Road, Suite 650  
Plantation, FL 33324