



AIRLINK

RESERVATIONS POLICY

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INDEX

1	Introduction	Pg 2	2	Scope	Pg 3
3	4Z Contact Information	Pg 3	4	Conditions of Carriage	Pg 3
5	Customer Contact Details	Pg 4	6	4Z Flight Bookings	Pg 5
7	Duplicate Bookings	Pg 5	8	Fictitious Names and Speculative Bookings	Pg 6
9	Married Segments	Pg 6	10	Passive Segments	Pg 6
11	Inactive Bookings / Segments	Pg 6	12	Waitlist Segments	Pg 6
13	Automatic Waitlist Clearance	Pg 7	14	Inactive Segments	Pg 7
15	Excessive Churning	Pg 7	16	Queues	Pg 7
17	Link down, Synchronisation Gap	Pg 8	18	Ticketing Time Limits	Pg 8
19	Cancellation of Flights	Pg 9	20	No-Show	Pg 9
21	Name Change	Pg 9	22	Special Service Request	Pg 11
23	APIS Requirements	Pg 11	24	SLOW Lounge	Pg 12
25	Medical Requests	Pg 12	26	Unaccompanied Minors	Pg 13
27	Group Travel	Pg 14	28	Extra Seat Request	Pg 15
29	Booking Classes	Pg 15	30	Skybucks Frequent Flyer	Pg 16
31	FlyAirlink.com	Pg 16	32	Refunds	Pg 17
33	ADM policy	Pg 17	34	TAX Invoice	Pg 17
35	FlyAirlink App	Pg 17	36	Car Hire	Pg 17
37	Service Fee	Pg 18	38	N D C	Pg 18
39	Keep PNR live	Pg 19	40	Revenue Integrity ADMs	Pg 19
41	Acronyms	Pg 19			



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Reservations Mission Statement

To facilitate the smooth handling of reservations. To avoid inconvenience to customers, travel agents, airlines, and other providers we must keep accurate and complete electronic records covering all reservations transactions.

All dealings should be conducted in a professional manner, always keeping in mind the need for correct and efficient handling of each transaction.

1 INTRODUCTION

Airlink's Reservations policy is designed to provide transparency to all Travel service providers worldwide, including travel agents, GDS Subscribers, Tour Operators, Flight Consolidators, all agents using NDC as well as internal Airlink departments liaising with travel partners.

The purpose of this manual is to ensure proper processes are followed to prevent additional costs associated with incorrect GDS bookings, to minimize ADMs raised due to non-compliance and ensure a professional working environment between the Travel service providers and Airlink.

Any false information or inaccuracies created in the PNR or during the ticketing process could result in such PNRs being cancelled, ADMs raised as well as restrictions being applied on Agency GDS Pseudo City Code/Office ID for availability and ticketing of 4Z flights.

2 SCOPE

This policy applies to all services sold on Airlink 4Z/749 ticket stock excluding flight range 4Z8000 to 4Z8999.

It is the responsibility of the GDS subscriber to ensure that all its employees, agents and contractors are fully trained and familiar with this policy.

The travel trade target audience includes travel agents, tour operators, all agents using NDC, 3rd party booking agents, 1G, 1P, 1V and 1A GDS agents.

3 4Z CONTACT INFORMATION

The turnaround time for e-mail queries may take up to forty- eight (48) hours. Please ensure you provide all the relevant information to substantiate your query and to avoid further delays.

E-mail correspondence can be directed to the following Airlink email addresses:

Reservations Support Desk	e-ticketing@flyairlink.com
Reservations Support Desk Manager on duty	ResManager@flyairlink.com
4Z Schedule Changes	4ZScheduleChange@flyairlink.com
Special Assistance	Specialassistance@flyairlink.com
NDC Call Centre	NDCDesk@flyairlink.com

OPERATING HOURS:

Daily between 05h00 and 21h00 South African Standard Time (SAST), including weekends and public holidays.

4 CONDITIONS of CARRIAGE

All Passengers issued with a valid E-ticket for air transportation on Airlink 4Z/749 stock will enter a Contract of Carriage. This Contract gives the Passenger the right to be carried on a flight or series of flights and its terms are governed by:






- the Terms and Conditions of Contract of the Ticket
- the Conditions of Carriage; and
- the Applicable Conventions

Airlink's Conditions of Carriage may be found at:

<https://www.flyairlink.com/en/za/conditions-of-carriage>

5 CUSTOMER CONTACT DETAILS

Effective 1 June 2019, IATA updated Resolution 830d requiring all Travel Agents to proactively request contact details from customers as part of the booking process.

- 5.1 Airlink is a member of IATA and thus mandated by IATA Resolution 830d. Booking agents are required to insert all the contact details of the Travel Agency as well as each Airlink adult passenger booked. The adult passenger's mobile number and email contact details must be in the PNR.
- 5.2 The correctly formatted contact details will mitigate passenger inconvenience in the event of an IROPs situation and provide better customer care to Airlink passengers. This is handled by means of various automated Airport Trigger messages that will allow passengers to check in online 24 hours prior to departure, select their seat of choice and receive a mobile boarding pass. There are other important mobile notifications to assist and ensure their trip is a pleasant experience, such as:
 -  Check-in open for passenger acceptance including seat selection
 -  Boarding Gate Assigned
 -  Gate change
 -  Flight Time Change
 -  Irregular flight operations and disruption notifications

IMPORTANT:

Please ensure there is an after-hours contact number for your customers, both at point of origin and en-route destinations to facilitate Airlink in making contact regarding flight delays, disruptions, rerouting etc.

- 5.3 Travel agents must insert contact details in the PNR for all adult passengers (excluding CHD and INFT) under [SSR CTCM](#) and [SSR CTCE](#) elements for Airlink to notify the passenger of any last minute unplanned flight irregularities (INVOL) as well as pre-planned schedule changes. Travel agencies will be notified via a PNR queue message and are required to inform their clients accordingly. Whilst Airlink will make every endeavor to contact the passenger via the automated message trigger, the onus remains with the Agent to ensure the client is informed of any changes to their flights.
- 5.4 Failure to comply with the above obligation will result in the passenger having the right to recourse against the Travel Agency for passenger compensation costs relating to lack of information. Passengers not having SSR CTCR will not be notified by Airlink and will need to rely on the Travel Agent for the relevant information. Airlink will not be liable for any costs or expenses resulting from the Agency not conveying the relevant changes.
- 5.5 The onus is on the booking agent to ensure the correct formatting/entries are used to insert the relevant contact details. These can be found in the relevant GDS Help Pages for the correct formatting entries or contact your GDS Help Desk for additional support. NDC agents will be required to go to their Aggregators help desk.

6 4Z FLIGHT BOOKINGS

- 6.1 All bookings on Airlink must comply with the Airlink Conditions of Carriage and with the applicable Airlink fare rules.
- 6.2 Inaccurate reservations cause passenger inconvenience and loss of revenue.
- 6.3 It is the responsibility of the Travel service provider to determine if the customer has already made or is currently holding a booking with Airlink.
- 6.4 It is prohibited to create bookings to obtain fare quotes.
- 6.5 Any form of manipulation of PNRs and/or E-tickets will result in the ticketing agent being liable for revenue loss even if they are not the original booking owner or ticketing agent.
- 6.6 Always issue the E-tickets and EMDs in the original PNR, where applicable.

7 DUPLICATE BOOKINGS

- 7.1 Travel Service Providers must not create a duplicate booking for any reason, or duplicate any reservation booked by another agency. Also check for bookings that already exists in another CRS/GDS or in Airlink's internal reservation system. Travel Service Providers are responsible to establish and determine if the passenger has already made a reservation or is currently holding a reservation with Airlink.
- 7.2 Passengers are not permitted to make more than one reservation for travel on or around the same date for bookings created by the same travel agent / booking office regardless of whether they are ticketed or unticketed.
- 7.3 Creating multiple one-way itineraries for one passenger in the same PNR is prohibited.
- 7.4 Duplicate bookings with the following information are not permitted:

a.	Same passenger name	b.	Same origin/destination
c.	Same or different flight number	d.	Same or different booking class

- 7.5 Effective 01 March 2025, an ADM will be charged per passenger and per segment for every duplicate booking.

8 FICTITIOUS NAMES and SPECULATIVE BOOKINGS

- 8.1 All training and testing must be created in the respective GDS test system only and not in a live system. Any test booking made in the live system will incur a refund as per the fare rule, no authority to waiver will be permitted.
- 8.2 It is prohibited to hold bookings in Airlink Inventory until a genuine passenger or ticketing opportunity arises.
- 8.3 Refrain from using fictitious names, (XYZ/ABC)/(Test/Test).
- 8.4 The insertion of fictitious ticket numbers into bookings to hold a PNR is not permitted.
- 8.5 Speculative bookings made when no definite passengers exist in anticipation of a possible sale is not permitted.

9 MARRIED SEGMENTS

Airlink does not have Married segments. Inventory is sold on a per sector basis.

10 PASSIVE SEGMENTS

Passive segments mean a reservation booked outside the Airlink Amadeus CRS with a travel supplier or through a booking application that is then placed in the Airlink CRS as an information segment with the acceptable status code PK/GK. It does not result in a ticket being issued and it is not possible to book SSR's.

11 INACTIVE BOOKINGS / SEGMENTS

The Travel service provider shall ensure all inactive segments (HX, UC, UN, NO) be removed immediately from active bookings or the latest twenty-four (24) hours before flight departure by using the cancel segment entry.

12 WAITLIST SEGMENTS

- 12.1 If a booking has a confirmed segment for a specific route, only one (1) waitlist segment may be requested and held for the same confirmed routing.
- 12.2 Only two (2) waitlisted segments may be requested and held per routing in a PNR if no confirmed segment exists.
- 12.3 Only booking classes C and Y permit waitlisting. The waitlist cut-off time is six (6) hours prior to the scheduled time of departure.
- 12.4 It is recommended to issue the waitlisted E-ticket with the "RQ" status.

13 AUTOMATIC WAITLIST CLEARANCE

The automatic waitlist clearance closes six (6) hours prior to departure. This means that the waitlisted passengers will no longer be automatically confirmed from the waitlist within six hours before the flight departs. Should a seat be available within the six-hour departure window the seat will be released back to the flight availability and the normal booking process will apply.

14 INACTIVE SEGMENTS

- 14.1 Segment status changes occur in the event of Schedule Changes, Irregular Operations (IROPs), Flight Firming, Flight Cancellations, or other circumstances. These will be sent to the Responsible Office Queue.
- 14.2 This includes cancelling ticketed and non-ticketed segments with a status code such as: UN, NO, HX, WK.

15 EXCESSIVE CHURNING

- 15.1 The act of repeatedly cancelling & rebooking the same or different itinerary for the same or different classes across one or more GDS's is defined as Churning.
- 15.2 Booking agents must avoid repeated cancelling and rebooking of the same or different flight, class, date or route (churning) to circumvent ticketing time limits or for any reason whatsoever as this leads to unreasonably high booking and cancelling volumes resulting in increased GDS costs to Airlink.
- 15.3 If segments in a PNR are rebooked more than four (4) times after cancellation by TTL or by Airlink an ADM will be raised per segment and per passenger.
- 15.4 Effective 01 March 2025, an ADM for the excessive churning amount will be applied after the fourth (4th) time regardless of if the PNR was ticketed afterwards.

16 QUEUES

- 16.1 Airlink makes use of the Queues function, a holding area for PNRs that requires further action to communicate with travel and booking agents. 4Z will insert a message into the reservation that will require attention from the booking agent.
- 16.2 The travel and booking agents are responsible for working through all queues on a regular basis throughout the day and are also responsible for informing their customers regarding any changes or updates in the PNR affecting passengers' travel.

17 LINK DOWN and SYNCHRONISATION GAP

- 17.1 If there is a “Link Down” situation or segment synchronization gap, then some 4Z segments can be rejected by UC/US/UN/NO status.
- 17.2 Action required:
- Booking agent to reinstate by rebooking whether rejected by UC/US/UN/NO and Revalidate the E-ticket (irrespective if ETKT was issued by 4Z or Travel Agent. For OAL E-tickets the Travel Agent must contact that carrier for the Reissue or Revalidation.
- 17.3 If the booking agent is unable to reinstate by rebooking the ticketed sectors, please email the Airlink Reservations Support desk who will endeavor to have the sectors reinstated.
- 17.4 Requests for assistance with reinstating such types of PNRs will be rejected if:
- a) There are no GK/GL segments in the PNR
 - b) Segments booked using incorrect booking practices

18 TICKETING TIME LIMITS

- 18.1 Once the reservation is made, the ticket must be issued, and payment collected before the specified ticketing time limit as advised by Airlink in the fare rules.
- 18.2 Airlink reserves the right to cancel the reservation if the applicable fare for the Ticket has not been paid according to the Ticket Time Limit as advised in the fare rules.
- 18.3 Adhere to the OPW/OPC automatically inserted into the booking, which advises the time/date the ticket needs to be paid by. Failure to do so will automatically result in the cancellation of the itinerary and the loss of the associated fare.
- 18.4 The ticketing time limits work from the original date of PNR creation.
- 18.5 PNRs containing Codeshare flights are excluded from the OPW/OPC element.

19 CANCELLATION OF FLIGHTS

- 19.1 Passengers who have checked-in online and are no longer travelling will need to cancel check-in acceptance no later than 1 hour prior to the scheduled departure time to avoid being a no-show.
- 19.2 On-line check in can be cancelled on www.flyairlink.com and on the FlyAirlink App by selecting the “Check-In” tab. Log in and proceed to select the “cancel check-in” option whilst following the prompts.
- 19.3 **Important:** If a passenger’s coupon shows “C” status, please ensure the passenger is **offloaded from the flight first before the reservation is cancelled.**

20 NO SHOW

- 20.1 Passengers who fail to present themselves for a flight without advising Airlink in advance, no later than 1 hour prior to scheduled departure time will be considered a “no-show” and the ticket flight coupon will be forfeited.
- 20.2 The same will apply if the Passenger does not present themselves for a flight, be it at the check-in counter for the check-in procedure or the boarding gate for the boarding procedure prior to departure.

21 NAME CHANGE

- 21.1 There are two ways to modify a passenger name when it does not match the government issued identification, namely:

NAME CORRECTION:

The ability to correct a spelling mistake up to a maximum of 3 characters in the whole name field free of charge **without changing the name element**. In the case where the context of the name changes then the name change fee shall apply:

FROM	ACE /Peyton	TO	UYS /Peyton
FROM	KONG /Soo Won	TO	WONG /Soo Won

NAME CHANGE

This must occur when there are more than 3 incorrect characters in any part of the name (including the context of the name changes) or a complete change of name to a new person. These instances will result in a name change fee.

- 21.2 To complete a [Name Change](#) or [Name Correction](#), Airlink (4Z) must be the validating carrier (749). This applies only to 4Z Operated flights on wholly unused 749 E-tickets excluding EMDs.

- 21.3 Replacement **Name Changes** will have an administrative fee (different per country) for every E-ticket for each name change done and charged according to the Passenger Type Code (PTC) in the PNR. CHD and INFT discounts apply.
- 21.4 **Name Changes** and **Name Corrections** can only be processed directly through an Airlink Reservation office, including 4Z GSAs. This change is not possible online (www.FlyAirlink.com) or by the travel agent.
- 21.5 Airlink is unable to help with name changes/corrections if an itinerary contains segments on other carriers and/or codeshare flights.
- 21.6 The second alternative to an incorrectly spelt name or full name change is the purchase of a new ticket subject to booking class availability. Create a new PNR and cancel the old PNR and endorse the PNR. The old ticket must be sent for a refund, less the refund admin fee as per the refund policy (which may differ per country).
- 21.7 When making a name change on a reservation containing a Skybucks frequent flyer number, the **FQTV** and **FQTR** shall be removed.
- 21.8 Any active EMD that does not match the name correction in the PNR cannot be reissued or associated with the replacement name and shall be forfeited.
- 21.9 Names should not be abbreviated e.g., Sam for Samantha or Bongji for Sibongile. Nicknames are not permitted.
- 21.10
- **72-hour cut-off for CTO/GSA** name changes can only take place no later than 72 hours prior to scheduled departure time.
 - **2-hour cut-off for ATO** name changes can only take place not later than 2hours prior to Scheduled Departure Time.
- 21.11 The First and Last name must match the passengers Passport or Government issued identification.
- 21.12 No middle names are required only the first and last name.
- 21.13 It is not possible to correct a name on a ticket simply by entering the corrected name/spelling in the Advance Passenger Information (API), as this information does not make any changes to the ETKT.
- 21.14 No name changes may be taken over the phone. The **Name Change Request** form (link below) must be completed and signed by the travel agent or current ticket holder and emailed to specialassistance@flyairlink.com
https://www.flyairlink.com/sites/default/files/files/Airlink%20Name%20Change%20Request_May_2023_V1.pdf
- 21.15 No Death Certificates are permitted for a Name Change. The E-ticket must be emailed to Airlink Refunds for a full refund and a new ticket must be purchased.
4zonlinerefunds@flyairlink.com



The Name Change administration fee will be included on the reissued E-ticket with the replacement name as an OC tax.

22 SPECIAL SERVICE REQUEST

- 22.1 When amending the itinerary in the PNR it is necessary to ensure that any SSRs from the previous itinerary are still booked. SSRs could be removed from the PNR when a name and/or flight is changed.
- 22.2 Always ensure the use of all relevant IATA AIRIMP codes and check the status of the SSR if updating is required. Some 4Z SSRs will auto confirm, and others will be placed on 4Z queue for actioning.
- 22.3 All 4Z SSRs must be pre-booked in the PNR no later than 72 hours prior to departure.
- 22.4 All wheelchair requests require the MEDA forms to be submitted.

23 APIS REQUIREMENTS

- 23.1 Advance Passenger Information (API) should always be provided for Airlink passengers that are travelling to/from South Africa to a foreign country on any Airlink or Codeshare flight numbers. Customs and Immigration require traveler details in the PNR for all adults, children, and infant passengers.
- 23.2 All 4Z ATOs/CTOs and Travel Agents should enter passport information in compliance with the requirements for the immigration authorities.
- 23.3 Entering incorrect or false APIS data could result in the denied boarding without compensation or cancellation of the itinerary.
- 23.4 Effective April 2025, a new compulsory Regulatory requirement for all passengers with inbound and outbound flights to/from **KENYA** and **ANGOLA** shall have their passport details recorded in the PNR.

All PNRs regardless of the GDS or how and where the booking was made will be required to have the mandatory special service request DOCS element present prior to end transaction.




- 23.5 For convenience, passengers can check their own travel status directly on the Timatic widget: <https://www.flyairlink.com/en/za/timatic-widget>

Note: Entry regulations are official requirements and outside the airline's discretion. Since entry regulations are constantly changing in individual countries, Airlink accepts no liability for the accuracy of the information provided by a third-party supplier.

24 S L O W LOUNGE

- 24.1 Airlink's premium and qualifying passengers holding C, J, Z, D, Y class tickets and Skybucks Emerald Tier members travelling on Airlink Domestic and Regional flights are entitled to complimentary access to the **SLOW lounges** at Johannesburg, Cape Town, and Durban's International airports.
- 24.2 SLOW Lounge access at O.R. Tambo International airport:
- INTERNATIONAL: there is no time restriction and qualifying passengers can visit the lounge any time before a flight.
- DOMESTIC: qualifying passengers can visit the lounge 90 minutes before boarding time of the departing flight.

25 MEDICAL REQUESTS

- 25.1 Passengers with special medical needs including those requiring wheelchair assistance are required to contact the Airlink Reservations Support desk +27 11 4517300 (press 1) or email specialassistance@flyairlink.com no later than 72 hours prior to departure.
- 25.2 Safety Regulations restrict the number of medical cases Airlink may accommodate from a crew perspective in the event of an emergency.
- 25.3 Passengers with disabilities may not be seated at the emergency exit/bulkhead rows nor the row in front or the row behind the emergency exit.
- 25.4 Airlink can assist with the following wheelchair types:
-  **W C H R** (Wheelchair Ramp) for Passengers who require a wheelchair in the airport terminal to/from the boarding gate and to/from the aircraft steps. Passengers must be able to climb stairs but cannot walk long distances and do not need assistance on the bus, on the steps, with meals and in the aircraft to/from the seat and toilets.
- This facility is only available from the Airlink check-in desk and from the aircraft to the arrival terminal. The WCHR service must be prebooked. It is recommended to report at the Airlink check-in desk 2 hours prior to departure. We cannot guarantee wheelchair assistance when booking at short notice.
-  **W C H S** (Wheelchair Stairs) for Passengers who require a wheelchair from the airport terminal to and from the aircraft and up and down the stairs.
-  **W C H C** (Wheelchair to Cabin seat) for Passengers who are completely immobile e.g., Paraplegics and Quadriplegics who require a wheelchair to and from the aircraft. An able-bodied assistant always needs to accompany quadriplegic Passengers. Airlink is unable to accept stretcher cases.

25.5 The following passenger information is required for all medical request bookings:

- a) The Passenger age in years
- b) Can they climb into the bus and walk up/down the aircraft stairs without assistance
- c) Whether they can walk long distances
- d) Whether the Passenger can climb the aircraft stairs unaided
- e) Whether they can sit unaided for the duration of the flight
- f) Are they able to eat and drink unaided
- g) Can they sit upright in the aircraft seat with knees facing forward
- h) If a Manual wheelchair or a Battery-operated wheelchair will be used
- i) The Weight of the wheelchair including battery and watt hours if applicable

26 UNACCOMPANIED MINORS

26.1 An unaccompanied minor is a child between the age of five (5) and eleven (11) years on the date the flight commences who is travelling without the supervision of a parent or guardian. A guardian is considered as someone sixteen (16) years or older who will be responsible for the safety of the child / children.

26.2 Children under 5 years of age are not permitted to travel alone.

26.3 A young passenger is a child who is at least twelve (12) years old, but under sixteen (16) years of age.

26.4 UMNRs between the ages of twelve (12) to sixteen (16) are designated as adults and pay the adult fare. No special handling is required unless requested by the parent or guardian.

26.5 Prior authorisation from Airlink must be obtained in the PNR no later than 72 hours prior to departure.

26.6 Reservations for unaccompanied minors cannot be booked online. For UMNR booking assistance, contact the Airlink Reservations support desk.

Airlink Reservations Support Desk contacts:





E-mail	e-ticketing@flyairlink.com
Telephone	+27 11 4517300 press 1

26.7 No ticket can be issued for an unaccompanied minor until such time as the unaccompanied minor has been confirmed on all flights in the PNR i.e., the SSR item shall read "HK" or "KK". If the SSR UMNR status does not read "HK" or "KK" it means that the passenger has not been confirmed to travel unaccompanied.

27 GROUP TRAVEL

- 27.1 Airlink Groups constitute a minimum of 10 or more passengers. A group is a party travelling together on exactly the same date, time and flight number over one or more segments. This space must be requested from the Tour Product Department and subject to availability, a group fare will be authorised.
- 27.2 Please note that all GDS's have different entries for group creation, please contact the applicable helpdesk for the relevant entries.
- 27.3 Once a PNR has generated you may e-mail it through to Tourproduct@flyairlink.com.
- 27.4 The Tour Product Department will ascertain if the requested flights are available and will endorse the reservation accordingly.
- 27.5 All agents and tour operators with access to a GDS will be required to make their own reservations, insert names, and issue tickets accordingly.
- 27.6 The ticketing time limit for Airlink groups is 32 days prior to departure. Should the tickets not be issued at this time, the seats will be cancelled.
- 27.7 Once ticketed, Airlink groups are non-changeable and non-reroutable.
- 27.8 Deposits are required under certain circumstances, please contact the Tour Product Department for further information.
- 27.9 Cancellations after ticketing:
- 15 days or more prior to departure, a 50% cancellation fee will apply.
 - 14 days or less prior to departure, 100% cancellation fee will apply.
- 27.10 Conditions specified in the 4Z group's contract will be audited. Examples of these audits include fare, taxes, surcharges, number of passengers travelling (minimum 10 passengers). Non-materialization of group (less than 10 clients travelling) is charged retroactively per ADM for each No-Show/cancelled passenger.

28 EXTRA SEAT REQUEST

- 28.1 Passengers who are unable to fully lower the armrests and/or encroach upon any portion of the neighboring seat, will require a second seat. The armrest serves as the boundary between seats and is the definitive gauge for a passenger of size.
- 28.2 Extra seat bookings cannot be made online.
- 28.3 With the purchase of the extra seat, both seats must be booked in the same fare option at the same time. The passenger is only entitled to the free Checked and Cabin baggage allowance for 1 seat and not 2 seats.
- 28.4 Extra seat passengers who require an extension seatbelt may not occupy the emergency exit rows.
- 28.5 Issue one Ticket for both the Passenger and the Extra seat as follows:
-  double the Base fare amount
 -  include the cost of the extra seat as a **Q surcharge** in the Fare Calculation
 -  include the ticket designator “EX” for the extra seat to the Fare Basis
 -  adjust the ZV for the doubled Base fare for Domestic tickets
- 28.6 Include the ID code (**IDEXST**) in the first name element for the passenger and enter “EXST” as the first name in the second name element for the extra seat.




29 BOOKING CLASSES

- 29.1 Airlink RBDs as listed below are subject to availability. The fare family benefits and restrictions are available on: https://www.flyairlink.com/en/za/fares/domestic_sunbird

SUPERB SUNBIRD Business class	C – J – Z – D	30kg Baggage Allowance
Note: Z class keeps the free baggage allowance from the Economy class ticket		
MAGNIFICENT SUNBIRD Full Economy class	Y	30kg Baggage Allowance
ELEGANT SUNBIRD Economy class	K – H – A	20kg Baggage Allowance
VARIABLE SUNBIRD Economy class	B – P – M – T – S – O – E	20kg Baggage Allowance
PLAIN SUNBIRD Economy class	Q – V – L – G – W	20kg Baggage Allowance

- 29.2 All bookings must reflect the correct and appropriate booking class (RBD) according to the passenger type and paying fare. The first letter of the fare basis code denotes the corresponding RBD.
- 29.3 The ticketing agent will be held responsible when not complying.

30 SKYBUCKS FREQUENT FLYER PROGRAM

- 30.1 Airlink's Frequent Flyer program is called Skybucks. Passengers 12 years and older will be able to earn Skybucks points for 4Z Operated flights.
- 30.2 Skybucks rewards frequent flyers on revenue base spend across 3 tiers namely:
-  Blue Tier
 -  Red Tier
 -  Emerald Tier
- 30.3 The 9-digit Skybucks account number must be added to the reservation prior to departure. Refer to your GDS help pages for the correct format for entering a frequent flyer number.
- 30.4 Black Tier and Emerald Tier, and their accompanying companions booked in the same PNR get preferential pre-seating in the restricted row seats subject to availability.
- 30.5 The following airlines' frequent flyer members can earn points flying on Airlink flights:
- ➔ Qatar Airways
 - ➔ United Airlines


FQTV members are only allowed to accrue on one frequent flyer partner per sector flown.

31 FLYAIRLINK.COM


- 31.1 **FlyAirlink.com** provides information pertaining to Airlink such as:

- Conditions of Carriage	- Manage my booking	- The Airlink Fleet
- Route Network	- Departure/Arrival Flight Information	- Online Check-In
- Baggage Policy	- Travel Agent Policies	- Refund and ADM Policy

- 31.2 Accepted forms of payment on FlyAirlink.com ZA are:

 **Credit Card** – Master card, Visa, American Express, Discover and Diners.

The credit card must be 3Dv2 compliant for internet credit transactions.

 **SID** – Secure Internet Deposit (only valid on South African website)

- 31.3 The option to book **Car Hire** and **Discovery Travel Insurance** is available for bookings created on the Airlink website. Go to the Manage my Booking on www.FlyAirlink.com or the Airlink mobile app.

32 REFUNDS

Click on link for Airlink's Refund Policy: <https://www.flyairlink.com/en/za/refund-policies>

Refund contact details are:

Telephone	+27 11 451 7550	E-mail	4Zonlinerefunds@flyairlink.com
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33 ADM POLICY

Click on link for Airlink's Refund Policy: <https://www.flyairlink.com/en/za/refund-policies>

34 TAX INVOICE

A VAT invoice for Domestic Air Tickets may be requested as follows:

- 34.1 Airlink Web bookings and 4Z direct bookings can be retrieved on the Airlink website <https://www.flyairlink.com/tax-invoice>
- 34.2 For errors with the tax invoice email: TaxInvoices@flyairlink.com
- 34.3 For travel agent bookings or non 4Z website bookings, contact the booking agent directly.

35 FLYAIRLINK APP

The FlyAirlink App gives travelers a convenient platform to plan, book and manage their flights on their smartphones. The app is intuitive and designed for convenience and efficiency. It also can check passengers in, store digital boarding passes and monitor the status of their flight.

36 CAR HIRE

Car Hire is available as part of the booking flow on FlyAirlink.com.

For car hire bookings, no payment is received by Airlink. The passenger will pay the total amount directly to the car rental company upon arrival for collection of their rental. Car hire brands include:

Budget	Avis
Hertz	Bluu (Bidvest Agency)

37 SERVICE FEE

For any Travel Agent or Online Booking Agent tickets where the passenger cannot contact their original booking agent, Airlink will charge a service fee for Reissues of these tickets due to voluntary date changes of booking.

Changes to DOMESTIC <i>per ticket</i>	ZAR300 including VAT
Changes to REGIONAL / INTERNATIONAL <i>per ticket</i>	ZAR400
Combined DOMESTIC/REGIONAL sectors <i>per ticket</i>	ZAR400

The ZAR Service Fee will be converted to the Currency of Issuance of the country where the Re-issue takes place.

38 NDC-NEW DISTRIBUTION CAPABILITY

38.1 What is NDC?

New Distribution Capability (NDC) is an IATA-defined standard specifically designed for the aviation industry for the development and market adoption of a XML-based communication standard, which enhances the interaction directly between airlines and Trade partners.

38.2 Benefits of NDC:

NDC replaces the outdated EDIFACT protocol that was designed and created in the 1980s with a more modern XML standard, which enhances Airlink's ability to share all its content with Trade Partners. This content will be presented in a rich format, which facilitates vastly improved shopping, booking, and upsell opportunities for Agents. Agents will be able to provide personalised offers to their customers should they wish to do so. This will include fares, discounts, and ancillary service combinations that can be tailored according to the agent's and their customers' requirements. Additionally, IATA NDC enables the delivery of richer content, such as high-resolution images, detailed destination guides, and immersive videos, enhancing the booking experience.

38.3 Refer to Airlink's NDC page online to read more NDC content and to register for Airlink NDC content access: <https://www.flyairlink.com/en/na/ndc>

38.4 For NDC assistance, please contact the NDC Call Centre by email at NDCDesk@flyairlink.com

39 KEEP PNR LIVE

- 39.1 In the event passengers need to cancel their trip and place the ticket “on hold”, the original PNR must be kept active for future use and prevent the unwanted purging of the PNR. There must be no active sectors in the PNR when adding in the “keep PNR live” element.
- 39.2 To keep the PNR live after the last flown segment the RES agent will be required to add a “retention segment” in the PNR. Set the retention segment date to one (1) year later and a brief description explaining the reason for the retention segment.

40 REVENUE INTEGRITY ADMs

For ADM (Agent Debit Memo) **disputes** or **queries** related to an Airlink Revenue Integrity related to any of the below must be e-mailed to 4Z.ARI.disputes@accelya.com:

- Excessive Churning
- Duplicate Bookings

The Sales Audit Process is intended to ensure the Travel Agent or third-party travel company complies fully with Airlink’s fare rules and policies. The audit process recovers any loss incurred to 4Z by raising an ADM and highlights the causes resulting in an ADM to ensure nonconformity is not repeated.

41 ACRONYMS

ATO	Airport Ticket Office	ADM	Agent Debit Memo
CTO	City Ticket Office	GDS	Global Distribution System
GSA	General Sales Agent	NDC	New Distribution Capability
OPC	TTL Cancellation element	OPW	TTL Warning element
TTL	Ticket Time Limit		

Document Control

Security level	Confidential Restricted	
Department	Commercial - Reservations and Customer Service	
Author	Vanessa Viles	
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Version	Date	Comment / Change Remark
Version 1	09 April 2024	Original Issue
Version 2	20 May 2024	12.3 deleted booking class K and H
		24.1 updated to include EMRD Tier
		28 updated Extra Seat request
		37 deleted BSP commission
		38 renumbered to 37 and updated service fee rates effective 20/5/2024
Version 3	28 August 2024	21.1 definition of name correction and name change updated
		24.2 added the lounge access times at JNB
		25.4 added wheelchair maximum weight limitation
		29.1 updated Fare Families + Baggage Allowance
		30.4 restricted Seating for Black and Emerald Tier members
		38 NEW NDC effective 31/7/2024
Version 4	25 September 2024	21.10 updated the name change cut off times
		13 updated the automatic waitlist clearance closes 6 hours prior to dep
		31.3 new sentence added
		39 NEW Acronyms
Version 5	24 January 2025	7 updated Duplicate Bookings and added ADM effective date 01/03/25
		15 updated Churning and added ADM effective date 01/03/25

AIRLINK RESERVATIONS POLICY

Version 6	05 August 2025	25.4 deleted the wheelchair weight limitation
		13 updated automatic WL clearance within 6-hour window
		15.2 added additional description to Churning
		18.5 Codeshare flights are excluded from OPC
		21.2 added applies to wholly unused 749 E-tickets
		21.3 added different per country
		22.4 added all WCH requests require a MEDA form
		23.4 added APIS requirement for KENYA and ANGOLA
		23.5 added the Timatic widget URL to FlyAirlink.com
		25.5 updated the medical request questions
		28.5 updated the ticket requirements for EXST
		30.5 added QR and UA accrual
		38.1 removed the NDC Aggregators
		39 NEW Keep PNR live
		40 NEW Revenue Integrity ADMs