XIP General Fare Rules
(For complete fare rules, please consult the GDS)

General Fare Rules	Y class	B – C Class
Hand Luggage	7kg bag included	
Checked Luggage	23kg bag included	
Extra Checked Luggage	R250 per 20kg bag	
Special Equipment	R285 per 32kg special equipment	
Priority Boarding	Included	R100 per passenger
Snack Voucher	R85 per passenger	
Seat Reservation	From R30 per passenger	
Domestic Seat Blocked	R750 per passenger	
Regional Seat Blocked	R1350 per passenger *Note: Regional blocked seat pricing only applies to flights between Johannesburg, Mauritius, Zanzibar, and Harare.*	
Flight Changes	Two penalty-free changes are permitted. Subsequent changes incur a R300 fee, to be collected as a DU tax. *Note: Changes must be made at least 2 hours prior to scheduled departure.* *Changes and reissues must be processed simultaneously.*	
Name Change	Create a new booking in the new passengers name (subject to availability) Issue in exchange for the original ticket in the new booking. Charge the R300 name change fee as a DU Tax plus any difference in fare, if applicable. Cancel the original booking *Note: CANNOT be processed online*	
Reroute	ZAR300 penalty per segment, collected as DU Tax	
No-show	Ticket is forfeited	
Refunds	No refunds other than those stipulated in clause 58 and 59 of these Terms & Conditions of Booking & Carriage. An admin fee will be charged for refunds processed via BSPLink	
Cancelation	If the passenger is unable to travel on the original flight, the ticket may be reissued for a future travel date. Ensure any applicable fare and tax differences are collected at the time of reissue. Once the passenger confirms a new date, the ticket may be rebooked and reissued accordingly.	
E-Ticket Validity	First issued e-ticket - one (1) year from the date of the first flight coupon. Completely unused reissued e-ticket - one (1) year from the new first flight date. Partially used reissued e-ticket - one (1) year from the original first flight date. *Note: Reissue must be done at the same time as the reservation is changed*	