

Date: 30 November 2023

Subject: **Revised: SAA Suspend services on Malawi Route**

To limit further losses resulting from the airline's inability to repatriate funds held in Malawi due to the country's acute shortage of foreign currency, and the recent significant devaluation of the Malawian Kwacha, South African Airways (SAA) has taken the unfortunate decision to suspend services to Malawi (Lilongwe and Blantyre), effective from 2nd December 2023 until further notice.

1. Cancellations:

- 1.1 Assistance will be provided to all ticketed customers holding a ticket on South Africa Airways (083 Ticket) and to passengers holding a throughfare ticket on another airline that includes the affected flight.
- 1.2 Customers should refer to the issuing office for assistance with ticket reissuance.
- 1.3 Customers who have booked their ticket via the SAA website or call center can contact the Call Centre on +27 11 978 1111 for assistance.
- 1.4 Customers who have booked through a travel agent should contact their travel agency directly for assistance.
- 1.5 Travel agents requiring assistance should call Trade Support at +27 11 978 1111 and select option 3, or at +27 11 978 9990, between the hours of 08:30 AM and 5:00 PM, Monday to Friday. Alternatively, they can send an email to tradesupport@flysaa.com for assistance.

2. Cancellation Policy Process and Conditions:

2.1 Un-ticketed passengers:

All passengers that have not been ticketed will be cancelled (UN). The booking owners will be responsible for the re-booking of passengers.

2.2 Revenue Tickets:

All bookings must be cancelled, and the following will apply:

2.2.1 The customer may apply for the full value of the ticket to be credited to his / her Voyager Credit Wallet for future use. The ticket value is converted to miles which are then valid for (3) three years and may be transferred and/or allocated to another traveler should the customer so wish via a Voyager Award.
<https://www.flysaa.com/za/en/voyagerCreditWallet.action>

2.2.2 If the customer does not accept the Voyager wallet option, a full refund (including taxes) will be granted in the same currency used to purchase the ticket and will be transferred to the purchaser through the original form of payment. Travel Agents can apply via BSP Link for all refunds.

2.2.3 If customers who are booked for travel in December'23 and January'24 do not wish to accept the Voyager wallet or full refund option, then:

- a) The customer may be booked in Ethiopian Airlines (ET) or Kenya Airways (KQ) flights and must be endorsed **INVOL RRTA due MALAWI SUSPENSION/Date** in endorsement box.
- b) Customers flying ET may be re-booked between **JNB-LLW/BLZ or LLW/BLZ-JHB**
- c) Customers flying KQ may be re-booked between **JNB-LLW/BLZ via NBO or NBO-LLW/BLZ via JHB** on SAA Codeshare flights and **NBO-LLW** on **KQ** operated flights, **v.v.**

2.3 ET operation bookable in:

- Business cabin - C/J/D
- Economy cabin - Y/G/S/B/M/K/L class

2.4 SAA Codeshare bookable in:

- Lowest available booking class by compartment.

2.5 KQ operation bookable in (NBO-LLW) v.v.:

- Business cabin – D/C
- Economy cabin – B/M/U/K/H/L/Q/T/E/N class

- 2.6 All tickets to be re-issued on/before the 08th of January 2024 and all travel to be completed by the 31st of January 2024.
- 2.7 If the customer is a no-show for the ET and/or KQ flight, additional charges may apply which is payable directly by the Customer. These include a no-show fee and re-booking fee. A NO-SHOW fee of USD50.00 plus a Rebooking fee of USD90.00.
- 2.8 **N.B. SAA** will not be liable for additional charges should there be non or mis-communication challenges between the travel agent and the customer.
- 2.9 Tickets to be endorsed **“INVOL RRTE due MALAWI SUSPENSION /Date”**.
- Please ensure that when you rebook a passenger that you comply with the necessary VISA and/or travel requirements.
- 2.10 Customers who are booked for travel from February'24 to September'24 must apply for Voyager wallet or full refund as per point 2.2 (2.2.1 and 2.2.2) above.
- 2.11 This policy is applicable to South African Airways flights only and not on separate tickets of other airlines.
- 2.12 Waivers to this policy are not permissible.
- 2.13 For up-to-date information please refer to the SAA website www.flysaa.com
- 2.14 Any other related queries are to be directed to SAACustomerService@flysaa.com

3 Voyager:

The below will only be applicable to Voyager Redemptions booked in I and X class. Dynamic Redemptions are handled as per above revenue ticket procedure:

- 3.1 Voyager will refund and re-instate the Miles of awards for those customers who do not wish to be re-accommodated, according to the normal Terms and Conditions applicable when a reschedule or flight cancellation occurs.
- 3.2 All Voyager customers in possession of SAA Award tickets issued on SAA ticket stock (083) are to be re-accommodated as per options provided above. This is subject to the same redemption award classes being available.
- 3.3 Customers are encouraged to contact the Voyager Service Desk at the Call Centre on +27 11 978 1111 or to send an email to VoyagerServiceRecovery@flysaa.com for assistance with this process.

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