

Date: 04 December 2024

Subject: South African Airways Re-Accommodation Policy due to SAA Pilots Association (SAAPA) Strike

South African Airways (SAA) regrets to inform you of an upcoming industrial action planned by SAA Pilots Association (SAAPA) on **05 December 2024**. In response to this situation, the following travel advisory has been issued for the benefit of our valued trade partners and customers.

Customers booked to fly on our services on the affected day will be re-accommodated to the next available flights operated by SAA. We urge our trade partners to manage their booking queues and communicate these changes to our valued customers accordingly.

**Assistance for SAA Customers:**

Passengers booked on the flight affected by the cancellations will be re-accommodated on the next available flight operated by SAA. Should this time not suit the passenger, the agent may select another suitable date in the same cabin class on South African Airways' services. Agents are urged to communicate accordingly with affected passengers, as their contact details might not be reflected in the booking but rather in the agent's details.

**Flight Operations for Impacted Period and Route:**

- All flights operated on partner airlines, including codeshare partners and Star Alliance partner airlines, will not be affected.
- Only flights operated by South African Airways will be affected by the SAA Pilots Strike.
- Kindly take note of the schedule changes for 5 December 2024:

Route	Flt Num	Dept Time
JNBCPT	307	07:10
	313	08:45
	319	09:25
	327	11:40
	343	14:30

	359	17:30
	369	20:30
<b>CPTJNB</b>	302	06:00
	304	06:40
	322	10:00
	326	11:40
	332	12:15
	342	14:40
	354	17:20
	372	20:20
<b>JNBDUR</b>	531	07:30
	551	12:45
	571	16:55
<b>DURJNB</b>	530	07:00
	538	09:05
	558	14:30
	578	18:35
<b>JNBPLZ</b>	401	06:00
	405	11:25
	419	16:00
<b>PLZJNB</b>	404	08:05
	410	13:30
	422	18:05
<b>JNBWDH</b>	76	15:05
<b>WDHJNB</b>	77	17:50
<b>JNBMRU</b>	192	11:00
	3190	21:15
<b>MRUJNB</b>	193	15:50
	3191	02:05

## 2. Re-accommodation:

Passengers booked on SAA flights will be re-accommodated onto partner airlines. The re-accommodated passengers will receive a notification of the flight and airline change via details provided in their bookings and must check in at the respective airline through which they have been rebooked.

2.1. Assistance will be provided to all customers holding a valid ticket on South African Airways (083 Ticket) and to passengers holding a through-fare ticket on another airline, including the affected flight.

2.2. It is recommended that customers refer to the issuing office for assistance with ticket reissuance.

2.3. Customers who have booked their ticket via the SAA website or call centre must contact the Call Centre at +27 11 978 1111 for assistance with rebooking and reissuing their ticket.

2.4. Customers who have booked through a travel agent should contact their travel agency directly for assistance.

2.5. Travel Agents requiring assistance should call Trade Support at +27 11 978 1111 and select option 3, or at +27 11 978 9990, between 08:30 AM and 5:00 PM, Monday to Friday. alternatively, send an e-mail to [tradesupport@flysaa.com](mailto:tradesupport@flysaa.com) for assistance.

2.6. For the reissue of tickets, kindly mail your request to [SAAschedulechange@flysaa.com](mailto:SAAschedulechange@flysaa.com)

### **3. Re-accommodation Policy Process and Conditions:**

#### **3.1 Revenue Tickets**

Process if re-accommodation is accepted:

3.1.1 If the customer accepts the re-accommodation on the next SAA operated flight the following will apply:

a) The original ticket will be used as the exchange document for the new SAA operated flight and must be endorsed "**INVOL RRTE due SA PILOTS STRIKE/DATE**" in the endorsement box. Eg; "*Skchg due SAxxx/ddmm*."

b) Additional taxes, (if applicable) for ticketed passengers will be absorbed by SAA. The ticket must be re-issued as NO ADC in the same cabin class.

3.1.2 If the customer does not accept the re-accommodation on the next SAA operated flight but chooses an alternative SAA operated flight; the following will apply:

a) The original ticket will be used as the exchange document for the new SAA operated flight and must be endorsed "**INVOL RRTE due SA PILOTS STRIKE/DATE**" in the endorsement box. Eg; "*Skchg due SAxxx/ddmm*."

b) Additional taxes, (if applicable) for ticketed passengers will be absorbed by SAA. The ticket must be re-issued as NO ADC in the same cabin class.

3.2. All tickets must be re-issued on or before 31 December 2024.

#### **The process if re-accommodation is not accepted:**

3.3. If the customer does not accept the re-accommodation on the next SAA-operated flight but defers travel without a firm date, the following will apply:

3.4. The affected sector must be cancelled so the passenger is not a no-show.

3.5. If the sector is not cancelled and the customer is a no-show, the no-show penalty as per the standard fare rule will apply at the time of re-issue.

3.6. Any additional taxes and no-show fees, (if applicable), must be collected by the issuing agent. The ticket must be re-issued, reflecting the additional collection.

3.7. All tickets must be reissued before the expiry of the original ticket validity.

3.8. If the customer no longer wishes to travel, the booking must be cancelled, and the following will apply:

3.9. 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 nominated to another traveler should the customer so wish via a Voyager Award.

3.10. The customer's booking must be cancelled to avoid no-show penalties, and application for the Voyager Wallet credit must be made via the link on Flysaa.com.

<https://www.flysaa.com/za/en/voyagerCreditWallet.action>

3.11. If the customer does not accept any of these options, cancel the itinerary and apply for a refund as detailed below:

a) If the customer opts not to travel due to this cancellation no longer suiting his/her travel plans – a full refund (including taxes) will be returned to the original form of payment for tickets issued on SAA (083) stock only.

b) If the customer has been re-accommodated or rebooked for a later date in future but within the ticket validity and at a later stage decides to cancel his/her trip and claim for a refund, then the original fare rules will apply.

3.12. This policy is applicable to South African Airways flights only and not on separate tickets of other airlines.

3.13. Change of cabin will not be permitted. Bookings must be retained in the same cabin class for travel.

3.14. **One free change on the next available flight/date for flights before 31 December 2024**

3.15. Waivers to this policy are not permissible.

3.16. For up-to-date information please refer to the SAA website [www.flysaa.com](http://www.flysaa.com)

3.17. Any other related queries are to be directed to [SAACustomerService@flysaa.com](mailto:SAACustomerService@flysaa.com)

#### **4. 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:

4.1. 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.

4.2. 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.

4.3. Customers are encouraged to contact the Voyager Service Desk at the Call Centre on + 27 11 978 1111 or to send an email to [VoyagerServices@flysaa.com](mailto:VoyagerServices@flysaa.com) for assistance with this process.

**END**