



Date: 09 April 2026

Subject: Flights Cancellation Re-Accommodation Policy

South African Airways (SAA) continuously strives to keep you abreast of any forecasted changes that might affect the travel plans of our mutual customers. Due to operational reasons, we anticipate some consolidation on certain routes and flights.

Customers with reservations on SAA services for the affected flights will be rebooked on the next available flights operated by SAA. Trade partners are advised to manage their booking queues and inform customers of these changes accordingly.

1.Assistance for SAA Customers:

Passengers with bookings on flights impacted will be re-accommodated on the next available flight operated by SAA. If this timing is not convenient for the passenger, the agent may select an alternate date in the same cabin class on SAA services. Agents are encouraged to communicate effectively with affected passengers, as their contact details may not be reflected in the booking but rather in the agent's records.

2.Flight Operations for Impacted Period and Route:

There will be flights cancellation on SA280 on the 17th April 2026 and SA281 on the 18th April 2026.

3. Re-accommodation:

The re-accommodated passengers will receive a notification of the flight via details provided in their bookings.

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

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

3.3. 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.

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

3.5. 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 for assistance.

3.6. IATA Resolution 735D will apply during operational disruptions.

4. Re-accommodation Policy Process and Conditions:

4.1 Process for Revenue Tickets if re-accommodation is accepted:

4.1.1 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 **“SKCHG due OLD SCHEDULED FLT NO/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.

4.2 Process for Revenue Tickets if re-accommodation is not accepted:

4.2.1. 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 **“SKCHG due OLD SCHEDULED FLT NO/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.

4.3. Process if re-accommodation is not accepted and travel is deferred:

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

- a) The affected sector must be cancelled so that the passenger is not a no-show.
- b) 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.
- c) 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.
- d) All tickets must be reissued before the expiry of the original ticket validity.

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

4.4.1 The customer may apply for the full value of the ticket to be credited to his / her VoyagerCredit 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.

4.4.2 The customers 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>

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

4.5.1 If the customer opts not to travel due to this time change 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.

4.5.2 If the customer has been re-accommodated or rebooked onto another South African Airways flight for a later date at no extra charge and then later decides to cancel his/her trip while within the ticket validity the refund fare rule will apply.

4.6 Rerouting is permitted with prescribed conditions:

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

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

4.7 The following will also apply:

4.7.1. All tickets must be re-issued on or before 20th April 2026.

4.7.2. For up-to-date information please refer to the SAA website www.flysaa.com

4.7.3. Any other related queries are to be directed to SAACustomerService@flysaa.com

5. 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:

5.1. 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 cancelation occurs.

5.2. 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.

5.3. 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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