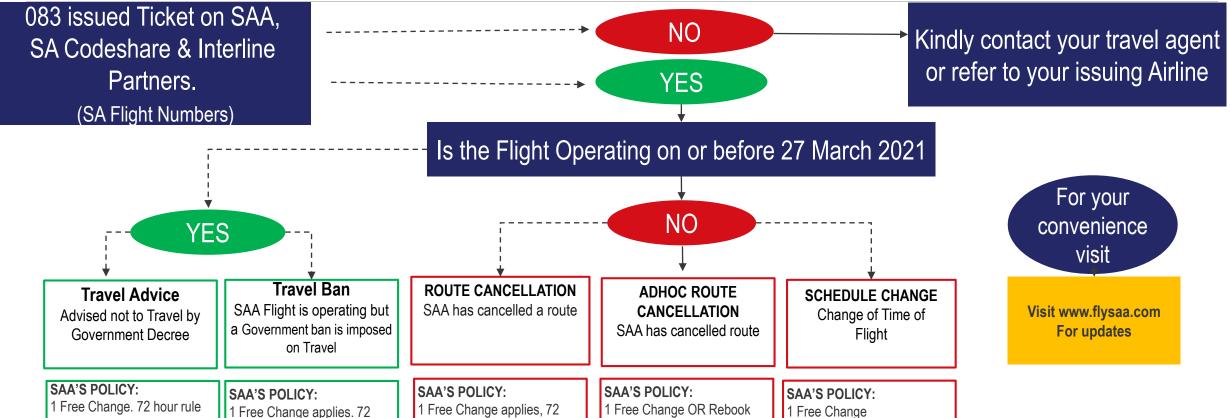
Updated: 28 December 2020

SAA – Making Flexible Changes for YOU



suspended. Collect any difference in Fare and Taxes WHEN DOES THIS APPLY?

When a Government issues an advisory to citizens not to travel unnecessarily.

CREDIT NOTE: Your ticket is valid as a credit until 25 March 2022

hour rule suspended. Collect any difference in fare and

WHEN DOES THIS APPLY?

When a Government issues a travel ban preventing travellers passage between countries.

CREDIT NOTE: Your ticket is valid as a credit until 25 March hour rule suspended.

WHEN DOES THIS APPLY?

When SAA or Partner Airline has cancelled a flight due to a Travel Ban implemented by a destination country.

CREDIT NOTE: Your ticket is valid as a credit until 25 March 2022

another SAA Flight.

WHEN DOES THIS APPLY?

When SAA cancels flights. If there is no alternative flight, then apply for a refund. CREDIT NOTE: Your ticket is

valid as a credit until 25 March 2022

Collect difference in Fare and Taxes.

WHEN DOES THIS APPLY? When SAA has to reschedule a flight or has a time change. CREDIT NOTE: Your ticket is valid as a credit until 25 March

2022

Customer Service: +27 11 978 2888 SAACustomerService@Flysaa.com



SAA – Making Flexible Changes for YOU

All Tickets issued on or before 25 March 2020 and up to (including) 27 March 2021 will be eligible to be used as a credit up until 25 March 2022.

Customers holding a ticket issued by South African Airways (083) Operated by South African Airways and/or SA 7000-7999, Mango Codeshare (SA2000), SA Express (SA1000) and Airlink (SA8000) flights that form part of an itinerary that contains an SAA operated flight and not on separate tickets of other airlines. SAA will offer you a credit for future travel to the value of the ticket unused sectors (coupons) you hold. The credit must be utilized by 25 March 2022. There is no need to call SAA or amend your ticket to benefit from this offer immediately as all tickets will remain open for use for issue and travel up to 25 March 2022... Your E-ticket number is your form or credit. Please contact your Travel Booker or SAA Ticketing office when you are ready to reuse the value of the ticket. This Travel credit is applicable to all fare types including Voyager Tickets. SAA will permit a change in routing on the services of SAA when you are ready to travel again. Any additional fares and taxes applicable to the new booking must be collected at the time of re-issue and the ticket and booking must be endorsed with **COVID-19 SA Flight Number / Date** As a further benefit to our valued customers SAA will allow you to nominate your Travel Credit to an Alternate Traveler. SAA will require the full name and surname of the new traveler as per passport details at the time of rebooking. The original ticket in your name will be converted by SAA to a voucher for use on the new ticket. Please note that this offering can only be done via an SAA Ticketing office or SAA Call Centre.



PRIVATE AND CONFIDENTIAL