



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 



Reservation Bulletin

Replacement Issue	2022/002
Issue	2023/01
Document Issued by	Special Handling
Document Controlled	Revenue Integrity

MAAS-Meet , YP- Assist Young Passengers , Infant, UMNR-Unaccompanied Minors, Infant and BSCT

The current growing segment of the number of travelling passengers has increased in request for customers needing assistance.

To prevent the mishandling and to ensure that the service is used for those who really need it, we need to note that all passengers that have booked a special service such as MAAS, YP, UMNR, Infant and BSCT will be assisted from check-in to the aircraft and from the aircraft to the arrival point. All UMNR's will be handed over to contact person at the arrival point as per the booking information.

All special bookings on SA operating flights will automatically queue to special handling and to be confirmed as per a quota list on the operating aircraft with 24 to 48 hours.

Codeshare flights (SA7000-SA7999), passengers will need to make a booking directly with the operating carrier.

Meet and assist and assist (MAAS)

Meet and Assist are passengers requesting assistance from check-in to aircraft and from the aircraft to the arrival point. When such passengers make a reservation, they must advise the reservations agent that they would require assistance.

Elderly Non-MEDA Passenger- Are elderly passenger that does not need any medical attention to and from the aircraft. However, the reservations agent must ascertain the age of the passenger.

Young Passengers (YP)

A young person is a child between the age of 12 and under 15 years of age, travelling alone, not accompanied by anyone 16 years and older. They will be assisted from check-in to the aircraft and from the aircraft to the arrival point.

SR MAAS-YP 15YRS TRAVELLING ALONE

OSSA DOB 16JUN07

--- RLR ---

RP/JNBSA0981/JNBSA0981 SN/SU 7SEP22/1126Z QVB8S4

1.LIMEME/KHENSANIMS

2 SA 052 L 22OCT 6 JNBACC HK1 1610 B 1700 2105 *1A/E*

3 AP E 08444400301

4 TK OK07SEP/JNBSA0981

5 SSR MAAS SA HN1 15YEARS TRAVELLING ALONE/S2

6 OSI SA DOB 16JUN07

7 OPW-09SEP:2000/1C7/SA REQUIRES TICKET ON OR BEFORE

12SEP:2000 JNB TIME ZONE/TKT/S2

8 OPC-12SEP:2000/1C8/SA CANCELLATION DUE TO NO TICKET JNB TIME

ZONE/TKT/S2

Unaccompanied (UMNR)

Unaccompanied Minor is defined as a child over 5 years and less than 12 years of age not being accompanied by an adult.

Please note that UMNR bookings done on KQ-Kenya Airways (SA marketing flight) must be only booked on M-class.

UMNR is required to pay the adult fare of the class they are booked in and the name element must have the Passenger Type code U06.

Booking Procedure

Kindly note that we have introduced a new online UMNR Consent form, which will support unaccompanied minor bookings.

Below is the correct procedure to book a UMNR.

Please note that you do not insert the child (CHD) passenger type in the name field when booking an unaccompanied minor. UMNR cannot be combined with any other action code in a single PNR. Segments sell using "SS1Y1/UM6", this indicates UMNR is 6 years old and will automatically create a SSR UMNR element.

For each segment booked using UMNR, Amadeus generates an SSR element indicating the number of unaccompanied minors and their ages in ascending order.

For Example

NM1KHUZWAYO/MAHAMBAYEDWA(U08)

SS1V1/UM08

RP/JNBSA0981/JNBSA0981 DT/SU 13MAR23/0741Z S3YQDB

RF SH

1. KHUZWAYO/MAHAMBAYEDWA(U08)

2 SA 303 Y 30MAR 4 JNBCPT HK1 0525 B 0605 0815 *1A/E*

3 AP 0834562582 KHUZWAYO MUYISE MS

4 TK OK13MAR/JNBSA0981

5 /SSR UMN R SA HN1 UM08/S2

If you do not use the “UM” action code in your segment sell entry, you must add the unaccompanied minor SSR element manually.

“SR UMN R – UM08” where 8 is the age of the passenger

RP/JNBSA0981/JNBSA0981 DT/SU 13MAR23/0741Z S3YQDB

1. KHUZWAYO/MAHAMBAYEDWA

2 SA 303 Y 30MAR 4 JNBCPT HK1 0525 B 0605 0815 *1A/E*

3 AP TKOK

4 AP 27119785716

5 TK OK13MAR/JNBSA0981

6 SSR UMN R SA HN1 UM08/S2

The UMN R and these should be endorsed as OSI SA CTC

--- RLR ---

RP/JNBSA0981/JNBSA0981 DT/SU 13MAR23/0741Z S3YQDB

1.KHUZWAYO/MAHAMBAYEDWA(U08)

2 SA 303 Y 30MAR 4 JNBCPT HK1 0525 B 0605 0815 *1A/E*

3 AP 0834562582 KHUZWAYO MUYISE MS

4 TK OK13MAR/JNBSA0981

5 /SSR UMN R SA HN1 UM08/S2

6 OSI SA -DROP OFF MOTHER KHUZWAYO MUYISE MS

7 OSI SA -DROP OFF 012 OLIPHANT ROAD CLAYVILLE

8 OSI SA -DROP OFF CTCT 0834562582 MOTHER

9 OSI SA -PICK UP FATHER KHUZWAYO MULANDE MR

10 OSI SA -PICK UP 20 WATERFALL CRESENT SEA POINT

11 OSI SA -PICK UP CTCT 0845652231 FATHER

12 OSI SA -DOB 2015 JUN 28

Under no circumstance, should a UMNR will be confirmed without the residential address and contact details of the person dropping off and picking up and consent letter from both Parents/Guardians.

The Consent Form or an affidavit will be an addition where the parents are not dropping off or picking up the child. Also in cases where the child and parents do not share, the same family name or the parents do not appear in the child's identification documents (UBC/passport).

Once a booking is made a customer will need to update the online consent form on [flysaa.com](https://www.flysaa.com) under manage booking (<https://www.flysaa.com/manage-fly/before-flying/unaccompanied-minors>) alternatively an email can be sent to SpecialHandling@flysaa.com with required UMNR documentation.

Condition of travel for Unaccompanied Minors

Special Handling will only confirm the Unaccompanied Minors(SSRs) only if;


- Prior authorisation from SAA was received “and copies of the below documents are uploaded in order to confirm the UMNR request”
- For South African nationals, the Unabridged Birth Certificate of the UMNR travelling; valid passport biography page for all other nationalities
- Court Order or Affidavit (where applicable)
- Death Certificate (of any deceased parent reflected on the unabridged birth certificate)
- ID or Passport of parent(s) or legal guardian(s) and proof of residence
- Both parents whose details appear on the UBC shall give consent in order for the child to travel. Kindly take note that where only one parent's details appear on the UBC, only such parent's consent is only required
- Unaccompanied Minors should reach their destination before 20:00 hrs for all direct flights. In cases where connecting flights are applicable, it is not mandatory. Connecting flights may not be on the next day
- The child is escorted to the airport and checked-in by a responsible adult, and received at their destination by an authorised adult
- The child is in possession of written consent on the reverse of last coupon of unaccompanied minor booklet which must be completed by the parent(s) or guardian when the minor is accepted at the airport
- The correct booking procedures have been followed <https://www.flysaa.com/manage-fly/before-flying/unaccompanied-minors>

Example of online UMNR form (complete page).

* Mandatory fields

Unaccompanied minor *

Particulars of the unaccompanied minor travelling with SAA

Surname *	Name *
<input type="text" value="Surname"/>	<input type="text" value="Given names"/>
Identification / Passport no *	Date of Birth *
<input type="text" value="ID / passport number"/>	<input type="text" value="Format (dd/mm/yyyy)"/>
Copy of unabridged birth certificate / passport *	
<input type="button" value="Choose File"/> No file chosen	
House or Building Number *	Street Name and Number *
<input type="text" value="House or Building number (Residential address)"/>	<input type="text" value="Street name and number (Residential address)"/>
Suburb *	Town or City *
<input type="text" value="Suburb (Residential address)"/>	<input type="text" value="Town or City (Residential address)"/>
Country *	
<input type="text" value="Please Select"/>	
Flight Number *	Departure Date *
<input type="text" value="SAA flight number e.g. SA 303"/>	<input type="text" value="DD-MMM-YYYY"/> 

☐ Are you a single parent? (only check if you are single parent)

☐ Does the unaccompanied minor have a legal guardian? (only check if the unaccompanied minor has a legal guardian)

☐ Mother is deceased (only check if the unaccompanied minor's mother is deceased)

☐ Father is deceased (only check if the unaccompanied minor's father is deceased)

Please expand sections below and complete

Mother

Father

Drop off *

Pick up *

Conditions of travel for unaccompanied minors

Declaration of parent or guardian

Kindly Note: Once all documents are uploaded click submit and documents will be send to SpecialHandling@flysaa.com for confirmation.

Kindly note that all documentation should be submitted no later than 48HRS before departure.

Entry to check SSR quotas and seats available

LL/S/SA303/30MAR

PASSENGER LOADING LIST

LL/S/SA303/30MAR

BOOKINGS FOR SA303/30MAR23 Thu - D 17

JNB-CPT

JNBCPT EQP:320 CONFIG:32B

-CAB--LEG-----CAP---ADJ---NAV---BKG---DWG--

C JNBCPT 0024 000 0023 0001 0000

Y JNBCPT 0114 000 0110 0004 0000

INVENTORY SSR BY LEG

--LEG----SSR----QUO---CNT---AVL---CAB---FAM

JNBCPT BLND 003 000 003 A

JNBCPT DEAF 003 000 003 A

JNBCPT WCHC 003 000 003 A

JNBCPT WCHS 003 000 003 A

JNBCPT AVIH 000 000 000

JNBCPT BIKE 012 000 012

JNBCPT INF 010 000 010

JNBCPT UMNR 007 000 007

END OF DISPLAY

Kindly note that not all Airlines have UMNR interline agreement with SAA.

Below carriers do not accept UMNR connecting or booked on SA marketing flights the UMNR must be directly booked with the Airline.

- o B6- Jet Blue (B6)
- o DL- Delta Airline
- o NZ- Air New Zealand
- o UA- United Airline
- o AV- Avianca Airline
- o VA- Virgin Australia International
- o BA- British Airways
- o OZ- Asiana Airlines
- o CX- Cathy Pacific
- o VS - Virgin Atlantic

Pregnant Woman- A pregnant woman should not be regarded as passengers with reduced mobility; however, the following rules will apply. "A Gynaecologist letter must be supplied to Medical Reservations".

On all pregnancies, stating the pregnancy term,

1. Woman will be accepted for domestic travel up to 36 weeks of Pregnancy
2. Woman will be accepted for Regional/ International travel up to 35 weeks of pregnancy

Mother with infant- Mothers traveling alone with two infants must arrange for an escort to assist with the second infant.

Bassinet Request- Is a seat requested for infant booked as a SRBSCT

With immediate effect the criteria required by the Special Bookings section for the confirmation of BSCT request is relaxed and the age of the infant will no longer be taken into account and confirmations of bassinet (BSCT) requests are subject to the below certain criteria.

- The infant size and weight that is between 75cm / 29.5inch in length and the weight must not exceed 10kg / 22lbs (on average this equates to an infant aged 9 to 12 months).

Since the SSR BSCT does not make provision free format text, the infant's size and weight must be inserted using an OSI.

For example;

OSSA INFT LENGTH 60CM/ WEIGHT 6.1KG

RP/JNBSA0981/JNBSA0981 SN/SU 7SEP22/2154Z QXN6UH

1.SMITH/ADEAZEMRS(INF/OGOCHUKWU/20JAN22)

2 SA 060 Q 23NOV 3 JNBLOS HK1 1400 B 1500 1950 *1A/E*

3 AP 0674408327

4 TK OK07SEP/JNBSA0981

5 SSR BSCT SA HN1/S2

6 SSR INFT SA HK1 SMITH/OGOCHUKWU 20JAN22/S2

7 OSI SA INFT

Do not hesitate to send a mail to SpecialHandling@flysaa in case you have questions or need further information, regarding this Bulletin for any other Reservations related matter.

This Bulletin **is a SAA internal document** there is some content of this Bulletin relevant to travel agents, which may be shared with them.