



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 



Reservation Bulletin

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Booking on Passengers with Limited Mobility Wheelchair Service

This service is available for Passengers with limited mobility from check-in to the boarding gate and from the aircraft to the arrival hall.

Kindly note that due to safety regulation requirement on each aircraft type we are permitted to carry a certain number of Passengers with limited mobility.

To ensure that Passengers with limited mobility are cared for efficiently all bookings must be made on SAA centralized office or via a travel agent. Online booking does not support this service.

Passengers with limited mobility are advised to make their booking 48 hours before departure and at the time of booking a customer need to indicate the type of assistance needed for the duration of the journey. Note: *"specify if a passenger is travelling with their own wheelchair"*

Type of wheelchairs accepted by SAA

- WHEELCHAIR DRY CELL BATTERY (WCBD)
- WHEELCHAIR WET CELL BATTERY (WCBW)
- WHEELCHAIR MANUAL POWER (WCMP)

WCHR Wheelchair is required to and from the aircraft passengers can ascend/descend stairs and make their way to and from cabin seats but require a wheelchair for distance to and from aircraft with no medical problems.

WCHS Wheelchair is required to and from the aircraft; passengers cannot ascend/descend stairs but can make their way to/from the cabin seat, with minor medical conditions-MEDIF is required. (Normally makes use of PAU facility)

WCHC: Wheelchair is required to and from the aircraft this service is requested for passengers with reduced mobility, medical cases and they need medical clearance by completing a medical form. In a case where a passenger cannot see to their own needs an escort is required. Passenger and the escort must be seated together. (Makes use of PAU facility)

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

It is important to note that for each segment booked you need to check the number of the SSR booked as per the aircraft type.

It is advised that a passenger must include the SSR request when making a booking.

SSR family specify the A- SSR's uses the same quota on an aircraft capacity.

<u>Aircraft Type & Capacity</u>		<u>All SSR combined into one group</u>
A320-200	138	
SSR Counter Code	Quota	SSR Family
Blind	3	A
Deaf	3	A
WCHC	3	A
WCHS	3	A
Bike	12	
INFT	10	
UMNR	7	

<u>Aircraft Type & Capacity</u>		<u>All SSR combined into one group</u>
A330-300	248	
SSR Counter Code	Quota	SSR Family
Blind	5	A
Deaf	5	A
WCHC	5	A
WCHS	5	A
Bike	30	
INFT	15	
UMNR	10	

<u>Aircraft Type & Capacity</u>		<u>All SSR combined into one group</u>
A340-300	254	
SSR Counter Code	Quota	SSR Family
Blind	5	A
Deaf	5	A
WCHC	5	A
WCHS	5	A
Bike	30	
INFT	15	
UMNR	10	

Booking Procedure

WCHR Wheelchair

--- RLR ---

RP/JNBSA0981/JNBSA0981 DT/SU 20MAR23/0928Z TAARNB
1.MOTSOFE/MOTSAMAYI MRS
2 SA 546 W 01APR 6 DURJNB HK1 1030 1110 1215 *1A/E*
3 AP 0834587412 MOTSAMAYI
4 TK OK20MAR/JNBSA0981
5 SSR WCHR SA HN1 ELDERLY PAX 70 YRS NON-MEDA/S2
6 OSI SA DOB 16JUN53
7 OSI SA PAX CAN TAKE CARE OF OWN NEEDS ONBOARD
8 OSI SA PAX CAN SIT UPRIGHT FOR TAKE-OFF AND LANDING
9 OPW-20MAR:2000/1C7/SA REQUIRES TICKET ON OR BEFORE
22MAR:2000 JNB TIME ZONE/TKT/S2
10 OPC-22MAR:2000/1C8/SA CANCELLATION DUE TO NO TICKET JNB TIME
ZONE/TKT/S2

Once a booking is made and the below SR and OS information is endorsed in the booking, then the booking will auto queue to Special Handling to be actioned.

SR WCHR – ELDERLY PAX 70 YRS NON-MEDA
OSSA DOB 16JUN53
OSSA PAX CAN TAKE CARE OF OWN NEEDS ONBOARD
OSSA PAX CAN SIT UPRIGHT FOR TAKE-OFF AND LANDING

WCHS Wheelchair

Injured passenger – in a case where a passenger cannot walk to and from the aircraft due to an injury. For such passengers the reservations agent must ascertain the below:

- the date of injury,
- location of injury,
- if PAX is on a moonboot, cast or other,
- If PAX had an operation that occurred within 14 days of travel a MEDIF needs to be completed by the treating medical personnel and sent to SpecialHandling@flysaa.com.

--- RLR ---

RP/JNBSA0981/JNBSA0981 DT/SU 20MAR23/1224Z TAXSNX
1.OGOBETSE/LEOTO MR
2 SA 354 L 01MAY 1 CPTJNB HK1 1625 1705 1905 *1A/E*
3 AP 082465582
4 TK OK20MAR/JNBSA0981
5 SSR WCHS SA HN1 PAX WITH BROKEN ANKLE/S2
6 OSI SA PAX IN MOONBOOT OPERATION 12JAN2023
7 OSI SA PAX CAN TAKE CARE OF OWN NEEDS ONBOARD
8 OSI SA PAX CAN BEND KNEES FOR TAKE OFF AND LANDING
9 OPW-20MAR:2000/1C7/SA REQUIRES TICKET ON OR BEFORE
22MAR:2000 JNB TIME ZONE/TKT/S2
10 OPC-22MAR:2000/1C8/SA CANCELLATION DUE TO NO TICKET JNB TIME
ZONE/TKT/S2

Once a booking is made and the below SR and OS information is endorsed in the booking, the booking will auto queue to Special Handling for confirmation.

SR WCHS – PAX WITH BROKEN ANKLE

OSSA PAX ON A MOONBOOT WITH NO OPERATION **OR** OSSA PAX IN MOONBOOT OPERATION

12JAN2023

OSSA PAX CAN TAKE CARE OF OWN NEEDS ONBOARD

OSSA PAX CAN BEND KNEES FOR TAKE OFF AND LANDING

WCHC: Wheelchair

--- RLR ---

RP/JNBSA0981/JNBSA0981 DT/SU 20MAR23/1318Z TB7EFG

1.MOLWETSI/WATSAMAYA MRS

2 SA 343 Q 01JUN 4 JNBCPT HK1 1335 B 1415 1625 *1A/E*

3 AP 0836598563

4 TK OK20MAR/JNBSA0981

5 SSR WCHC SA HN1 CANCER PAX GOING THROUGH CHEMO/S2

6 OSI SA PAX TRAVELLING WITH NURSE

7 OSI SA MEDIF FILLED AND FORWARDED TO SPECIALHANDLING//FLYSAA.
COM

8 OPW-22MAR:2000/1C7/SA REQUIRES TICKET ON OR BEFORE

23MAR:2000 JNB TIME ZONE/TKT/S2

9 OPC-23MAR:2000/1C8/SA CANCELLATION DUE TO NO TICKET JNB TIME
ZONE/TKT/S2

SR WCHC – CANCER PAX GOING THROUGH CHEMO

OSSA PAX TRAVELLING WITH FAMILY TO ASSIST **OR** OSSA PAX TRAVELLING WITH NURSE

OSSA MEDIF FILLED AND FORWARDED TO SPECIALHANDLING//FLYSAA.COM

Please note that all special request services will be concluded no later than 48 hours before departure and all request will be actioned using the queue system.

Contact Us

Do not hesitate to send an email to SpecialHandling@flysaa.com should you have questions, need further information regarding this Bulletin, or for any other Special service-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.***