

## Travel Advisory Number | 6

Date of Issue | 20 March 2020

### Subject | COVID-19 SAA SUSPEND INTERNATIONAL AND REGIONAL OPERATIONS

South African Airways (SAA) advises all customers that due to the COVID-19, that it will immediately suspend all International and Regional operations until 31 May 2020 in response to a government travel ban aimed at stopping the transmission of the Coronavirus (Covid-19). We will allow one (1) free change on SAA operated flights subject to the conditions below:

Assistance will be provided to all ticketed passengers holding a South African Airway's ticket (only) and planned new bookings via any SAA Call Centre, City Travel Office or Travel Agent with the following conditions.

- A. *Applicable to tickets issued on/before 20 March 2020 for travel between 20 March and 31 May 2020.*
- B. *Applicable for new bookings for travel planned between 20 March and 31 May 2020.*

#### Rebooking Conditions applicable:

- Must rebook / reissue ticket by 31 May 2020.
- Complete travel by 28 February 2021.
- **Rebook same** booking class with no additional collection and change fees waived. **Additional fare collection and taxes will apply, but change fees will be waived.**
- If **same booking** class is **not available**, upgrade to lowest applicable booking class. Additional fare collection and taxes will apply, but change fees will be waived.
- **One (1) Free change** and ticket reissue permitted only.
- Tickets to be endorsed "**COVID-19 SA FLT/DATE**".
- Applicable to all fare types.
- Change of cabin will not be permitted.
- Change of routing will not be permitted.
- **This travel advisory waives the 72-hour rule.**
- This advisory is applicable to South African Airways operated flights, Mango codeshare (SA2000) and SA marketing (SA7000) issued on 083 ticket stock.
- This TA is also applicable to SA Express (SA1000) and Airlink (SA8000) flights that form part of an itinerary that contains a SAA operated flight, issued on SA (083) ticket stock and not on separate tickets of other airlines.
- No refunds are permitted as part of this advisory.
- Previous No-show passengers are not eligible for this waiver.
- SAA reserves the right to withdraw or revise the conditions without prior notice.

#### Contact details

South African Airways Call Centre and City Office Contact details  
South Africa  
Johannesburg Call Centre | 27 (0) 11 978 1111 or 0861 606 606

Or visit <https://www.flysaa.com/help/customer-support/contact-us>

**Facebook:** [www.facebook.com/flysaa](http://www.facebook.com/flysaa)

**Twitter:** [Twitter.com./flysaa](https://twitter.com/flysaa)

**Twitter** (customer service): @flysaa\_care

South African Airways regrets any inconvenience to our customers as a result of the COVID-19 and we encourage all customers to visit our website [www.flysaa.com](http://www.flysaa.com) for further updates.