

Covid-19

March 2020 – V3

Airlink will assist passengers impacted by concerns regarding Covid-19 providing their original ticket is issued prior to 30 April 2020, for travel between 12 March and 30 September 2020 and solely on standalone Airlink ticketed (SA8/4Z) flights. This will ensure that our customers feel comfortable to purchase tickets prior to 30 April 2020 for travel until 30 September 2020, with the knowledge that they can make a free date change to complete travel prior to 31 December 2020. The date change must be made on/before 31 May 2020.

1. Future travel.

- Passengers will be permitted one free date change, within ticket validity (Domestic- 6 months from 1st travel date/ regional and international – 12 months from 1st travel date), for travel on/before 31 December 2020 providing the original routing remains the same.
- For any changes requested to travel after 31 December 2020 , standard fare rules and change fees apply, provided within ticket validity.
- All original flights must be cancelled prior to departure and tickets must be re-issued by 31 May 2020.
- No-show policy will apply if flights are not cancelled prior to departure ie. tickets will be forfeited.
- New flight/s must be in the same booking class as the original ticket. If the class is not available, the difference in fare must be collected.
- Rebooking fees will be waived.
- If the Airlink flight forms part of an itinerary with other SAA operated flight on 083 paper, please refer to the SAA policy.
- If the Airlink flight forms part of an itinerary with another airline and it is issued on their paper, please refer to their respective policy.
- These provisions are applicable to all published, net/group fares as well as group deposits.
- Waiver authority must be endorsed on the new ticket and in the booking.

[WF20.FQL.10431 – PENF WAIVER DUE TO COVID19](#)

2. Cancellation requests.

- Waivers will not be given for cancellations.
- Refund must be processed as per fare rules.

Distributed on behalf of Airlink

For more information contact

Airlink Head Office

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3. Policy at a glance

Original date of issue	Prior to 30 April 2020.
Original travel date	12 March - 30 September 2020.
Itinerary	Standalone Airlink ticketed (SA8/4Z) flights only
Permitted travel dates	On / before 31 December 2020, provided within ticket validity.
Re-issue	On / before 31 MAY 2020.
Penalty waiver authority	WF20.FQL.10431 – PENF WAIVER DUE TO COVID19
Refund/Rerouting	As per fare rules.

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