Updated: 09 February 2021

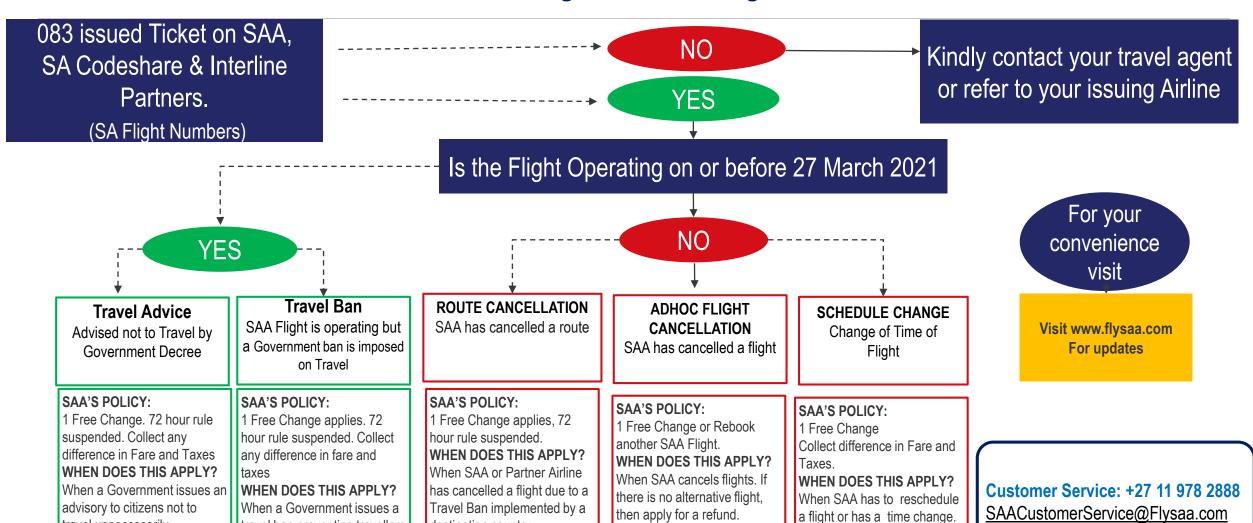
travel unnecessarily.

from date of first flight

CREDIT NOTE: Your ticket is

valid as a credit for 24 months

SAA – Making Flexible Changes for YOU



CREDIT NOTE: Your ticket is

valid as a credit for 24 months

from date of first flight.

CREDIT NOTE: Your ticket is

valid as credit for 24 months

from date of first flight.



destination country.

from date of first flight.

CREDIT NOTE: Your ticket is

valid as a credit for 24 months

travel ban preventing travellers

passage between countries.

CREDIT NOTE: Your ticket is

valid as a credit for 24 months

from date of first flight

PRIVATE AND CONFIDENTIAL

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 to 24 months from date of first flight.

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 within 24 months from date of first affected flight.

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. Your E-ticket number is your form of 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.



2