

Dear Comair Travel Partner,

Given the uncertainty of the expected length of the recently adjusted LEVEL 4 lockdown, restriction of travel in and out of Gauteng coupled with the rampant transmissibility of the COVID-19 "Delta" variant, kulula.com will [be suspending flight operations](#) further, until **31 August 2021**.

Taking the potential variables into consideration, Comair plans to resume scheduled operations on **Wednesday 1 September 2021**. We apologise to customers affected by the suspension.

The following options are available to accommodate customers:

- Tickets for travel with kulula.com for the period **28 June 2021 to 31 August 2021** will remain valid for 12 months until **31 August 2022**. No change of booking fee or fare difference will be charged. Customers will be able to change their travel dates online via [Manage My Booking](#) on kulula.com.
- For trade assistance with kulula.com re-bookings, kindly contact the kulula Trade Help Desk on 011 921 0397 from Monday to Friday: 08:00 to 17:00 or Saturday: 08:00 to 13:00.
- The British Airways '[Book with Confidence](#)' policy will apply to all customers holding a valid ticket with British Airways (operated by Comair).
- Customers holding long-haul British Airways-125 tickets on a cancelled British Airways (operated by Comair) connection during the suspension period, will be provided with alternative flights. If your customers are booked on flights, ticketed by other carriers, we recommend that you contact the specific ticketing carrier for rebooking assistance.
- British Airways (operated by Comair) re-bookings can be made in the GDS.

You are also welcome to contact your dedicated Account Manager for further assistance.

This was a difficult decision, but we believe under the circumstances is the correct course of action for our customers and employees. We anticipate the vaccine roll-out will stimulate demand, as well as the recovery of our economy and tourism industry, and look forward to welcoming customers back onboard soon.

Should you wish to join our Comair Travel Chat Group Facebook Page for travel trade partners, please click on the link; <https://www.facebook.com/groups/236457644258578>.

We thank you for your continued support.

Kindest regards,

Comair Sales Team