SOUTH AFRICAN AIRWAYS

Travel Advisory

Advisory Number | 99

Date: 29 February 2024

Subject: Time Change for Perth

South African Airways continuously strives to keep you abreast of any forecasted changes that might affect the travel plans of our mutual customers. Due to operational reasons, we envisage some consolidation on certain routes and flights effective **28 October 2024**. SAA prides itself on providing the travelling public with a fleet that performs optimally and to this end will adjust the flying program to accommodate this requirement.

Customers booked to fly on our services on the affected day will be re-accommodated to the next available flights operated by SAA. We urge our trade partners to manage their booking queues and communicate these changes to our valued customers accordingly.

Assistance for SAA Customers:

Passengers booked on the flights affected by the Time change will be re-accommodated on the next available flights operated by SAA, should this time not suit the passenger. The agent may select another suitable date in the same cabin class on the services of South African Airways.

1. International Flight:

1.1 Between PER-JNB

New Times								
Flt Desg	**Eff Date**	**Dis Date**	**Freq**	**Dept Arp**	**Dept Time**	**Arvl Arp**	**Arrv Time**	**Subfleet**
SA 281	28-Oct-24	28-Mar-25	1.3.5..	PER	23:50	JNB	5:05	SA 343
SA 281	29-Apr-24	25-Oct-24	1.3.5..	PER	23:50	JNB	4:45	SA 343
SA 281	31-Mar-25	04-Apr-25	1.3.5..	PER	23:50	JNB	4:45	SA 343

2. Re-accommodation

2.1. Assistance will be provided to all customers holding a valid ticket on South African Airways (083 Ticket) and to passengers holding a through fare ticket on another airline that includes the affected flight.

2.2. It is recommended that customers refer to the issuing office for assistance with ticket reissuance.

2.3. Customers who have booked their ticket via the SAA website or call center must contact

the Call Centre on +27 11 978 1111 for assistance with rebooking and reissue of their ticket.

2.4. Customers who have booked through a travel agent should contact their travel agency directly for assistance in this regard.

2.5. Travel Agents requiring assistance should call Trade Support at +27 11 978 1111 and select option 3, or at +27 11 978 9990, between the hours of 08:30 AM and 5:00 PM, Monday to Friday alternatively send an e-mail to:
tradesupport@flysaa.com for assistance.

2.6. For reissue of tickets kindly mail your request to:
SAAschedulechange@flysaa.com

3. Re-accommodation Policy Process and Conditions:

3.1 Revenue Tickets

Process if re-accommodation is accepted:

3.1.1 If the customer accepts the re-accommodation on the next SAA operated flight the following will apply:

a) The original ticket will be used as the exchange document for the new SAA operated flight and must be endorsed **"SKCHG due OLD SCHEDULED FLT NO/DATE**" in the endorsement box. *Eg; "Skchg due SAxxx/ddmm*.

b) Additional taxes, (if applicable) for ticketed passengers will be absorbed by SAA. The ticket must be re-issued as NO ADC in the same cabin class.

3.1.2 If the customer does not accept the re-accommodation on the next SAA operated flight but chooses an alternative flight; the following will apply:

a) The original ticket will be used as the exchange document for the new SAA operated flight and must be endorsed "**SKCHG due OLD SCHEDULED FLT NO/DATE**" in the endorsement box*. Eg; "Skchg due SAxxx/ddmm.*

b) Additional taxes, (if applicable) for ticketed passengers will be absorbed by SAA. The ticket must be re-issued as NO ADC in the same cabin class.

3.2. All tickets must be re-issued on or before the 28 March 2024.

Process if re-accommodation is not accepted:

3.3. If the customer does not accept the re-accommodation on the next SAA operated flightbut defers travel without a firm date, the following will apply:

3.4. The affected sector must be cancelled so that the passenger is not a no-show.

3.5. If the sector is not cancelled and the customer is a no-show, the no-show penaltyas per the standard fare rule will apply at the time of re-issue.

3.6. Any additional taxes and no-show fees, (if applicable), must be collected by theissuing agent. The ticket must be re-issued reflecting the additional collection.

3.7. All tickets must be reissued before the expiry of the original ticket validity.

3.8. If the customer no longer wishes to travel, the booking must be cancelled, and the following

will apply:

3.9. The customer may apply for the full value of the ticket to be credited to his / her Voyager Credit Wallet for future use. The ticket value is converted to miles which are then valid for (3) three years and may be nominated to another traveler should the customer so wish via a Voyager Award.

3.10. The customers booking must be cancelled to avoid no-show penalties and application for the Voyager Wallet credit must be made via the link on Flysaa.com.

https://www.flysaa.com/za/en/voyagerCreditWallet.action

3.11. If the customer does not accept any of these options, cancel the itinerary and apply for a refund as detailed below:

a) If the customer opts not to travel due to this time change no longer suiting his/her travel plans a full refund (including taxes) will be returned to the original form of payment for tickets issued on SAA (083) stock only.

b) If the customer has been re-accommodated or rebooked for a later date in future but within the ticket validity and at a later stage decides to cancel his/hertrip and claim for a refund, then the original fare rules will apply.

3.12. This policy is applicable to South African Airways flights only and not on separate tickets of other airlines.

3.13. Change of cabin will not be permitted. Bookings must be retained in the same cabin class for travel.

3.14. Waivers to this policy are not permissible.

3.15. For up-to-date information please refer to the SAA website www.flysaa.com

3.16. Any other related queries are to be directed to SAACustomerService@flysaa.com

4. Voyager:

The below will only be applicable to Voyager Redemptions booked in I and X class. Dynamic Redemptions are handled as per above revenue ticket procedure:

4.1. Voyager will refund and re-instate the Miles of awards for those customers who do not wish to be re-accommodated, according to the normal Terms and Conditions applicable when a reschedule or flight cancelation occurs.

4.2. All Voyager customers in possession of SAA Award tickets issued on SAA ticket stock (083) are to be re-accommodated as per options provided above. This is subject to the same redemption award classes being available.

4.3. Customers are encouraged to contact the Voyager Service Desk at the Call Centre on +27 11 978 1111 or to send an email to VoyagerServiceRecovery@flysaa.com for assistance with this process.

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