

South African Airways (SAA) is offering customers one free change in reservations on selected international routes to be used for travel on or before the 30 September 2020.

SAA will allow one free change of booking for tickets issued between 13 March to 30 April 2020 for travel on these selected routes and without penalty or change fees.

The routes applicable include those between Johannesburg and New York, Washington DC, Frankfurt, Munich and London. Itineraries must be rebooked by 30 April and travel completed by 30 September 2020.

SAA regrets any inconvenience to our customers as a result of the coronavirus and we thank customers for the support by continuing to place their trust in South African Airways with their travel plans.

“Our first commitment at SAA during the coronavirus pandemic is to look after our customers and staff alike. That is why we are assisting customers with this special rebooking policy. We will be regularly reviewing our policies during this challenging time to ensure that our customers can continue to travel with confidence and added reassurance,” said Philip Saunders, SAA Chief Commercial Officer.

Commercial Policy V1.0

South African Airways (SAA) advises all customers that due to the COVID-19, we will allow one (1) free change on SAA operated flights subject to the conditions below.

Travel itinerary must include travel between the following:

- JNB-JFK & JNB-IAD
- JNB-FRA & JNB-MUC
- JNB-LON

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 12 March 2020 for travel between 12 March and 30 April 2020.

B. Applicable for new bookings for travel planned between 12 March and 30 April 2020.

Rebooking Conditions

- Must rebook / reissue ticket by 30 April 2020.

- Complete travel by 30 September 2020.
- Rebook same booking class with no additional collection and change fees 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 advisory is applicable to South African Airways flights only and does not apply to Mango, SA Express and Airlink, 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.