

**Travel Advisory Number | 31B**  
**Date of Issue | 08 March 2021**

**Subject | SAA SUSPENDS INTERNATIONAL ROUTES.**

South African Airways (SAA) advises all customers that due to the continuing impact of Covid-19 and the ongoing business rescue process; all the international routes will be cancelled up to and including the 31<sup>st</sup> of October 2021.

Assistance will be provided to all ticketed passengers holding a South African Airways' ticket.

*This Trade Advisory is applicable to tickets issued on/before 25 March 2020 and subsequent tickets issued up to and including 31 October 2021.*

*Due to the cancellation of the SAA operated flights, our customers will be able to use the value of the unused ticket or remaining coupon to issue a credit note/voucher for future travel.*

- The No refunds policy remains in force.

**Rebooking Conditions applicable:**

- Customers holding a ticket issued by South African Airways (083) (operated by South African Airways and/or SA 7000-7999 flight range), will be offered the value of the unused sectors (coupons) as a **credit for future travel.**
- The original ticket will be used as the exchange document.
- SAA will ignore the original ticket fare rules and allow you to use the credit (value of the unused coupons) within the next 24 months (2 years) from date of issue.
- The reissued /reroute request and all travel must be completed on/before 31 October 2023.
- Any additional amount to be collected (i.e., fares, taxes and surcharges), will be for the passenger's account.
- Tickets and PNR must be endorsed: "**COVID-19 SA FLT/DATE**"
- The new route's fare, fees, taxes and charges and fare rules will apply.
- Applicable to all fare types. Voyager rules will apply to award tickets.
- Change of routing will be permitted.
- This travel advisory waives the 72-hour rule.
- SAA is extending the ticket validity and not the fare validity and that no waiver code is required at time of reissue. All tickets will be audited in connection with the ticketed date and using Travel advisory number 31B as audit reference document.

If the original ticket has been used as part payment and there still is a credit due to the customer, such credit would be issued in the form of a VCHR EMD. There are two approaches to issue the VCHR EMD.

- The Travel Agent must send a mail to [SAACustomerService@flysaa.com](mailto:SAACustomerService@flysaa.com) to issue the VCHR EMD for the credit.
- Alternatively, the customer can retain the ticket as the validity date has been extended until 2022.

- The unused value of the ticket can then be used as a credit for future bookings.

Please refer to Travel Advisory number 31 issued on the 19<sup>th</sup> of February 2021 for details of the conditions of the credit/voucher.

Contact details

South Africa

[ReservationsJNB@flysaa.com](mailto:ReservationsJNB@flysaa.com)

**Or visit** <https://www.flysaa.com/help/customer-support/contact-us>

**Facebook:** [www.facebook.com/flysaa](http://www.facebook.com/flysaa)

**Twitter:** [Twitter.com./flysaa](https://twitter.com/flysaa)

**Twitter** (customer service): [@flysaa\\_care](https://twitter.com/flysaa_care)

South African Airways regrets any inconvenience to our customers as a result of the COVID-19 and we encourage all customers to visit our website [www.flysaa.com](http://www.flysaa.com) for further updates.