



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

SOUTH AFRICAN AIRWAYS | COVID-19: SAA SUSPENDS ALL FLIGHT OPERATIONS UNTIL THE END OF MAY 2020

Dear Agent,

Due to the COVID-19 pandemic, SAA has discontinued flight operations until the end of May 2020.

Furthermore, the South African government has imposed a curfew as of **Thursday, March 26**, so that apart from very few SAA employees, they are no longer able to work. **With the complete loss of ticketed revenue, no refunds are possible.** SAA allows free rebookings of up to 24 months, which can also be transferred to third parties. This also applies to the tickets that SAA has issued for Airlink.

Only urgent questions regarding passengers stranded in South Africa are currently being answered. Please refrain from inquiries that refer to any issues dating after the Easter holidays at the moment.

We are sorry for any inconvenience this may cause. This is an unprecedented period in the airline and travel industry. We thank you for your understanding of longer response times and very limited accessibility.

Best regards, your SAA Team

Therefore no refunds nor claims are allowed until further notice.

Best regards,
The Management