
INTERRUPTED TRAVEL ASSISTANCE

NIGERIA

TO YOU, OUR VALUED CUSTOMER



Bringing the World to Africa.
Taking Africa to the World.



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

OUR SERVICE MISSION

is to provide uncompromising service offerings to our most valued customers that will be personalised, consistent, efficient and professional.

It is therefore, our endeavour to make every aspect of your travel experience as safe, pleasant and convenient as possible. However, when events and obstacles within or beyond our control (such as inclement weather or air traffic delays) prohibit us from achieving our mission, we strive to minimise the inconvenience to you, our valued customer.

In the event that your travel is interrupted due to a lengthy tarmac delay, flight delay, flight cancellation, denied boarding situation or involuntary downgrading, this brochure explains our obligations and your rights as a customer of South African Airways (SAA) departing from Nigeria.

LENGTHY TARMAC DELAY

If your SAA flight is subjected to a lengthy tarmac delay, SAA will not permit the aircraft to remain on the tarmac for more than 2 hours before allowing you to disembark; unless the pilot-in-command determines there is a safety or security reason the aircraft cannot leave its current position, or air traffic control advises the pilot-in-command that returning to a disembarkation point would significantly disrupt airport operations.

SAA shall provide adequate water and lavatory facilities no later than 1 hour after the aircraft leaves the gate or touches down, if the aircraft remains on the tarmac; unless safety or security considerations prevent such service.

SAA shall notify you every 30 minutes of the status and reason for the tarmac delay, if known. SAA shall notify you 30 minutes after scheduled departure that you have the opportunity to disembark, if the opportunity to disembark exists.

FLIGHT DELAY

If your flight is delayed prior to boarding, SAA will provide assistance to get you to your final, ticketed destination as quickly as possible. SAA shall notify you every 30 minutes of the status and reason for the delay, if known.

If your flight is delayed more than 2 hours beyond its scheduled time of departure, you will be entitled to refreshments, meals, 2 free telephone calls, emails or SMS, and accommodation, where applicable. SAA will rebook you on the next available flight or re-route you to your final destination in the same cabin class at no additional cost. We will also assist you with rebooking any onward connections that are shown on your SAA ticket.

Should you choose not to continue with your flight and make alternative travel arrangements, you may elect to receive a full refund.

FLIGHT CANCELLATIONS

In the event of a flight cancellation, we will re-accommodate you on the next available SAA flight or reroute you to your final destination in the same cabin class at no additional charge. You are entitled to compensation up to 30% of your ticket price; unless you are rerouted to your final destination within 3 hours of the scheduled arrival time, whereby the compensation can be reduced by 50%.

We are unable to offer compensation for delays or cancellations caused by factors outside of SAA's control, such as inclement weather and air traffic delays.

DENIED BOARDING

If a flight has been oversold i.e. more passengers hold confirmed reservations than there are seats available, SAA personnel will first ask for volunteers who will give up their reservation willingly.

Customers willing to surrender their confirmed seat voluntarily will be provided with a Denied Boarding voucher for a two sector return flight in the same region and cabin class; a confirmed booking on the next available SAA operated flight, refreshments, meals and accommodation, where applicable. Customers are also entitled to reimbursement of 30% of their ticket prices, excluding taxes.

INVOLUNTARY DENIED BOARDING

If there are not enough volunteers, other customers holding confirmed tickets may be denied boarding involuntarily in accordance with the

following boarding priority of SAA. Seating priority will be provided based on the following order of priority:

1. Unaccompanied Minors i.e. children under the age of 12 traveling alone
2. Young Travellers i.e. passengers under the age of 16, traveling alone
3. Customers with Disabilities / Special Needs
4. Lifetime Platinum, Platinum & Platinum Elect SAA Voyager members
5. International and Regional connecting passengers and Code Share partners' passengers
6. Gold & Gold Elect SAA Voyager members
7. Star Alliance Gold members
8. Groups or individual members of a group

If you are denied boarding involuntarily on a SAA flight departing from Nigeria, SAA will provide you with the following:

1. A confirmed booking on the next available SAA operated flight; and
2. Refreshments or meals for denied boarding delays exceeding 2 hours; and
3. Reimbursement of 30% of the ticket price.
4. Where the flight departs the following day, meals, two free telephone calls, fax messages or emails, hotel accommodation and transportation between the airport and hotel.

If you are rerouted to your final destination and the scheduled arrival time does not exceed three hours of your original arrival time, SAA has the right to reduce compensation by 50%.

If the alternate travel is not to your satisfaction, SAA will reimburse you the cost of your ticket for the parts of the journey not yet made.

EXCLUSIONS FOR COMPENSATION FOR DENIED BOARDING

Denied boarding compensation from SAA will not be applicable if:

1. You hold an unconfirmed reservation on the flight concerned.
2. You have not fully complied with the airline's ticketing, check-in and reconfirmation requirements, or
3. You are not acceptable for transportation under the airline's usual rules and practices; or
4. You are denied boarding because the flight was cancelled; or
5. SAA is able to place you on another flight that is planned to reach your next stopover or final destination within 3 hours of the planned arrival time of your original flight.

INVOLUNTARY DOWNGRADING

Occasionally overbooking may affect our business class customers. In this instance, SAA will offer business class customers the option of downgrading to economy class on the same flight; this is known as involuntary downgrading.

If you are travelling business class and are subjected to involuntary downgrading on a flight originating from Nigeria, you are entitled to compensation equal to 50% of the price of your ticket, excluding taxes. SAA will also reimburse the difference in airfare between the business class and economy class fares for the sector in which you were downgraded.

CUSTOMER'S OPTIONS

Acceptance of the compensation may relieve SAA from any further liability to the passenger caused by its failure to honour the confirmed reservation. However, a customer may decline the payment and seek to recover damages in a court of law or in some other manner.

WE APOLOGISE FOR ANY INCONVENIENCE YOU MAY HAVE EXPERIENCED WHILST TRAVELLING WITH SOUTH AFRICAN AIRWAYS.

**We invite your feedback and encourage you to share
your experience with us**

CONTACT DETAILS

Our Customer Service Department can be reached as follows:

Nigeria:

South African Airways Customer Service
13th Floor Churchgate II Tower
Churchgate Street
Victoria Island,
Lagos, NIGERIA

Office Hours: Weekdays, 08h00 to 16h30 (GMT), (excluding Public Holidays)

E: Customercarenigeria@flysaa.com

T: +234 12700712

South Africa:

South African Airways Customer Service
Private Bag X13, Airways Park
Kempton Park, South Africa, 1627

Office Hours: Weekdays, 08h00 to 16h30 (GMT), (excluding
SA Public Holidays)

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THANK YOU FOR CHOOSING TO FLY SOUTH AFRICAN AIRWAYS
