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# Issued: 15 Feb 2016

# South African Airways Re-accommodation Policy between Johannesburg

# and Douala and between Douala and Libreville due to temporary Airport closure in Douala for the planned period 01 – 21 Mar 2016.

**SAA will cancel our operating flights between Johannesburg and Douala and between Douala and Libreville due to the Airport closure for the period 01 – 21 Mar 2016.**

Travellers and customers are advised to take note of the following affected flights:

* SA 086 from Johannesburg (JNB) to Douala (DLA) via Libreville (LBV)
* SA 087 from Doula (DLA) to Johannesburg (JNB) via Libreville (LBV)

**Due to the Airport closure South African Airways (SAA) would like to notify its customers of its decision to fly temporally between Johannesburg and Yaoundé (NSI) via Libreville (LBV) for the period 01 – 21 Mar 2016.**

The schedule for NSI for the period 01-21Mar will operate as follows:

SA086 DAYS 2/3/5/6 JNB 1450 LBV 1840 LBV 1925 NSI 2030

SA087 DAYS 2/3/5/6 NSI 2130 LBV 2235 LBV 2340 JNB 0520

Travellers and customers are advised to take note of the following in lieu of SA operations between Johannesburg and Yaoundé for the period 01 – 21 Mar 2016.

 **Passengers will be re-accommodated to the following scheduled flights:**

SA086 - JNB DLA to JNB NSI SA086 - LBV DLA to LBV NSI

SA087 - DLA JNB to NSI JNB SA087 - DLA LBV to NSI LBV

**Un-ticketed passengers:**

All passengers that have not been ticketed have been re-booked onto the Yaoundé flights. Any additional expenses for un-ticketed passengers *(for example additional Taxes, Hotel accommodation and any other travelling expenses to get to the final destination will be at own cost of the passenger*.)

1. **Ticketed Individual passengers and groups**

**Rebooking Conditions Applicable:**

* Rebook at later date onto another South African Airways operated flight at no extra charge and subject to availability of the same booking class on the same routing.
* Rebook affected passengers onto the new operation between Johannesburg and Yaoundé and between Yaoundé and Libreville, where applicable;
	+ **Passengers accepting to travel to Yaoundé and find their own way to Douala vice versa will do so at their own expense.**
* Change of cabin will not be permitted.
* Tickets must be re-issued on/before **23 February, 2016.** The issuing agent may re-issue the ticket.
* Travel must commence on/after **01 March** **2016 for travel to and from Yaoundé**
* Tickets to be endorsed “INVOL Re-route due to DLA Airport Closure – Date”.
* In the event passengers do not want to travel to Yaoundé, they can request a full Refund of the unused ticket.
1. **Voyager**

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

**Un-ticketed passengers:**

* All passengers that have confirmed bookings but have not been ticketed will automatically be cancelled (UN). New bookings will have to take place between Johannesburg and Yaoundé and between Yaoundé and Libreville.

**Ticketed Customers**:

* Ticketed award customers holding SAA reservations between Johannesburg and Douala will be re-accommodates as follows:

**Rebooking**

* All Voyager customers in possession of SAA Award tickets issued on SAA ticket stock (083) for travel on/after 1 March 2016 are to be re-accommodated onto the new operation between Johannesburg and Yaoundé and between Yaoundé and Libreville – provided passengers accept this option and agree that they make their own way to DLA at their own expense. This is still subject to same redemption award classes.
* The re-issuance of tickets must be made on/before 23 February, 2016. The issuing agent may re-issue the ticket.

Tickets to be endorsed “INVOL Re-route due to DLA Airport Closure – Date”.

No-show passengers are not eligible for this waiver.

All additional taxes will be absorbed by SAA.

**Refund Process**

* 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.
1. **(“Destination”) Cost Centre**

Any applicable cost for the re-accommodation of passengers, whether for the services of other carriers or hotel accommodation or additional taxes, will be charged against the cost centre number where the change is taking place. For example it is the responsibility of DLA (origin DLA) and (destination-for example JNB) the station/town office must take full responsibility for accuracy of rates and cost incurred so debited to (the” Route”) Cost Centre. (e.g. DLA 1285 cancelled flights)

1. **Other conditions:**
2. Waivers to this policy will not be made.
3. This policy is applicable to South African Airways flights only, issued on SA (083) ticket stock and not on separate tickets of other airlines.
4. **SAA Reserves the right to amend the policy without prior notice.**
5. Code-share partners must not be used on routes where SAA operates its own flights.
6. No-show passengers are not eligible for this waiver.
7. All additional taxes will be absorbed by SAA except for un-ticketed passengers.
8. Assistance will be provided to all ticketed passengers holding South African Airway’s Tickets (083), only, via any SAA Call Centre, City Travel Office, or Travel Agent with the following conditions.

**South African Airways Call Centre Contact details:**

**South Africa:**

* **Johannesburg** - 27 (0) 11 978-1111 or 0860 606 606

**Douala/Yaoundé:**

* Luc Mintsa +237696833627 or +237679530606
* Elounga Christine +237679521617 or +237670033276

**Libreville:**

* Nathalie Mabicka +24102118691
* Abeng Philomine +24106626223