**Final Version 04**

**Re-Protection Policy Friday, 20March 2015**

# South African Airways Re-accommodation Policy regarding the Lufthansa Pilot Strike March 2015

The pilots union Vereinigung Cockpit (VC) **has announced strike** actions **which started on 18 March 2015. The strike has been extended on a daily basis and it is not clear when these actions will end. The strike actions on any day will either be short and medium haul flights or LH classic airline longhaul, intercontinental operations (A330/340/380, B747).** Flights operated by Germanwings, Eurowings, Air Dolomiti; Swiss, Brussels Airlines and Austrian Airlines. Lufthansa Cityline will also remain largely unaffected by the industrial action. These actions will have an impact on South African Airways passengers who has connecting flights within Europe and the below internal procedure can be used if/when required.

**Re-Accommodation**

The call to strike action forces Lufthansa to cancel flights and the following procedures to be applied where our customers are affected by the cancellations.

1. Ticketed customers holding SAA reservations to/from Africa and Europe may be offered the following:
   1. Valid for Tickets issued on/before 23Mar 15
   2. Rebooking on the next available flight (same cabin / same booking class) subject to space.
   3. One free change on the next available flight / date for flights departing before 18June 2015.
   4. Rebook via London (LON) subject to the same cabin & booking classes and partners listed in the applicable fare rule. Please check if our clients do have valid VISA’s for travelling via London.
   5. Full refund wavering all cancelation and administration fees for flights departing between 18 - 23Mar 15 on condition that the LH Flight Number has been cancelled or no alternative found.
2. Please note all reissued tickets must reflect “INVOL REROUTE LH STRIKE ACTION LH…/DATE”.
3. This grant will only apply where through tickets was issued on 083 tickets and not on separate tickets of other airlines.
4. Please assist passengers, subject to space in the event they want to leave or return earlier on our flights.
5. The offer must be taken up and tickets re-issued by **31Mar 15**.
6. LH may update cancelled flight information on their website which can be used to see which flights will be cancelled. At this point, no information published as yet.

http://www.lufthansa.com/de/en/Travel-information