

## **Advance Seat Reservation – Terms and Conditions**

Advance Seat Reservation (ASR) is only available on flights operated by South African Airways (SAA) with the following seating options: standard seat, extra legroom and emergency exit row seats.

- Seat Selection is subject to the availability of requested seats and is available on a per sector basis only. Price is per seat, per sector.
- Passengers who do not wish to purchase ASR can choose their seats free of charge (except exit row seats) when they check-in on line 24 hours prior to departure, or at the airport, subject to availability.
- Seat Selection does not necessarily include all passengers in a booking unless expressly selected. Accordingly, SAA cannot guarantee that all parties in a booking will be seated together. Individual passengers in a single booking may request different types of seats e.g. standard seat and Exit Row Seat. The applicable seat charges will apply to each seat type.
- Unaccompanied minors are exempt from the ASR charge and a seat will be allocated to them free of charge.
- Passengers who wish to sit next to each other, but have made separate bookings, will need to request their individual seats independently. SAA is not able to advise on the seat selection of passengers on other bookings. SAA is, furthermore, unable to link separate bookings. Accordingly, if you have paid to sit next to other passengers in a different booking, SAA will not be able to seat you back together with the passengers you were originally seated with.
- Passengers who have specific needs should directly contact the SAA Contact Centre (or their travel agent) to allow SAA to assist with the allocation of an appropriate seat.
- Seat requests cannot be guaranteed as they may need to be changed for operational, safety or security reasons, even after boarding the aircraft.
- Seat selection is not transferable to another passenger.
- Seat selection is non-refundable unless:
  - SAA changes the passenger seat for operational, safety or security reasons (even after boarding the aircraft), and SAA is unable to seat the passenger in a suitable alternative.
  - There is a flight disruption causing the passenger to be moved to another flight and SAA is unable to seat the passenger in a suitable alternative on your new flight.
  - SAA moves the passenger to a flight not operated by SAA.
  - If SAA moves the passenger to a seat in a higher cabin, either for operational reasons or as a goodwill gesture.
- In accordance with the fare rules, if the passenger elects to move to another flight or cancels their flight, any seat selection paid for is non-refundable and cannot be transferred to another flight. Seat selection required for any new flight must be selected separately and no refund will be provided for any seat selection purchased for the previous flight.
- If SAA changes the passenger's seat for operational, safety or security reasons or if the passenger is affected by a flight disruption, the affected passenger may apply for

a refund after departure by contacting SAA's Reservation's Call Centre or emailing the request to [onlinerefunds@flysaa.com](mailto:onlinerefunds@flysaa.com) . Refund requests must be lodged no later than 3 months after the affected flight.

- **Changes:**

- Once a passenger has selected and paid for a specific seat, they cannot move to a different seat even if the seat is of equal value within the cabin.
- Once a passenger has selected and paid for a specific seat, they cannot move to an available seat of higher value within the same cabin (for example an Extra Legroom Seat).
- If the passenger elects to pay to move to a higher cabin or booking class where seat selection is free, they are entitled to apply for a refund, if seat selection was purchased.

### **Additional Requirements and Conditions for Exit Row Seats.**

In order to sit in the Emergency Exit Row Seat, passengers shall comply with all legal and safety standards:

- Passengers must be at least 18 years or older at the time of flying and acknowledge the exit row briefing given by cabin crew once on board the aircraft.
- Passengers must be willing to assist in the unlikely event of an emergency and be able to speak and understand English and carry out instructions. In the event of an emergency, passengers have to be able to check outside conditions and react to cabin crew commands and be able to reach, open, lift and throw out an exit door that weighs up to 27kg (60lbs).
- Passengers cannot sit in the emergency exit row if they have any permanent or temporary impairment, for example, deaf, hearing impaired, blind, vision-impaired, any strength or mobility limitation, intellectual impairment or be travelling with a service dog
- Passengers travelling with someone who needs their assistance in an emergency or passengers who are seated with an infant or passengers who require an extension seat belt, will not be eligible to be seated in an Exit Row Seat.
- SAA has the sole discretion, at check-in or boarding, to determine whether a passenger meets the requirements to sit in an Exit Row Seat. If the passenger does not meet the requirements, they will be assigned a different seat.

Conditions:

- A boarding pass for an exit row seat will only be issued once a SAA staff member confirms all safety criteria are met as outlined in our terms and conditions.
- If a SAA staff member confirms that the passenger does not meet any of the required safety criteria, SAA may re-assign the passenger to a regular economy seat before or during the journey without refund of the Exit Row Seat reservation fees. These important safety requirements mean that notwithstanding the fact that passengers will be able to use Web and Kiosk check-in, where there are identified issues on-

board the aircraft, passengers may be moved if they do not meet the exit row seating criteria.

- If a passenger becomes unable to meet all physical and legal safety requirements to sit in an exit row seat they must give SAA 72 hours' notice, further to which they will be moved to a standard seat and refunded the Exit Row Seat fee.