



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

IZINDABA

*Welcome to Izindaba (which is Zulu for news in case you were wondering).
This is our new monthly trade newsletter where we will update you on the latest news, product developments, hints and important pieces of information from SAA.*

Read on and learn more!

SAA Valentines Day Promotional fare extension

Please note our Valentines Day promotional fare release has been extended for sales until 12 February 2025. Details below and refer to CRS fare displays for full terms & conditions.

Economy Class Promotional fare release								
	AUD Gross (excl YR & Taxes)	RT/OW	Class	Fare Basis	Sales Period	Travel Period	Changes	Cancellation
PER - JNB/CPT/DUR/PLZ	1057	RT	G	GAUPROMO	28Jan-12Feb'25	01Feb-31Mar'25	AUD225	AUD400
All travel must be completed by 31March 2025								



SAA adding more aircraft - fleet size increases to 20 aircraft

"This is a remarkable achievement considering that just over three years ago, the airline emerged from business rescue with just six aircraft. Since 2021, the team at SAA has worked strategically and consistently to grow the fleet and route network sustainably. These additional aircraft will enable SAA to continue fulfilling our promise to add seat capacity in both the domestic and

regional market and thereby contributing to the affordability of passenger air travel,” says Professor John Lamola, interim CEO at SAA.

The two leased narrow-body Airbus A320s, branded in SAA-branded livery, have arrived in Johannesburg from Ireland-based AerCap, the world's number one aircraft leasing company. SAA's relationship with AerCap is one proof of the recovery of the airline's credit status with major international aviation finance institutions.

Besides the A320s, SAA's 20-strong fleet comprises wide-body A330s and long-range A343s, which are well-suited for the two intercontinental routes that were relaunched last year – from Johannesburg to São Paulo and Perth and Cape Town to São Paulo.

SAA is rolling out a plan of adding five aircraft to its fleet during this 2025 calendar year.



SAA relaunches to Dar es Salaam

SAA has relaunched daily flights between Johannesburg and Dar es Salaam in Tanzania as of 20 January 2025.

Daily flights will depart OR Tambo International Airport in Johannesburg at 10pm (SAST) and arrive at Julius Nyerere International Airport in Dar es Salaam at 2.30am (EAT). The daily service from Dar es Salaam to Johannesburg will depart at 5.10am (EAT) to arrive in Johannesburg at 7.55am (SAST). Dar es Salaam is one hour ahead of Johannesburg.

Consolidating SAA's regional network

In November last year, SAA expanded its services to Harare (Zimbabwe) and Lusaka (Zambia) to 12 flights per week, up from 10 and seven flights a week, respectively. Flights to Lagos (Nigeria) and Accra (Ghana) have been increased from three to four times a week, while SAA is flying to Kinshasa in the Democratic Republic of Congo (DRC) five times a week. SAA also began flying to the DRC's mining hub, Lubumbashi, in November



Involuntary Schedule change handling - some tips

On the odd occasion schedule changes and time changes are necessary. Here are some tips and FAQ's on how to handle and reissue these tickets.

Question: Can we revalidate schedule changes (flight number and time change) instead of reissue?

Answer: Revalidation is not permitted. You will unfortunately need to reissue the ticket.

Question: Is there a specific format for endorsement if we are reissuing due to a sked change?

Answer: Yes, please endorse the reissued ticket **"FOC REISS DUE INVOL SKD CHNG SA FLIGHT NUMBER/DATE"**

On SAA 083 tickets, the original Ticketing agent may reissue for SA or OA operated flights and onward journeys issued on the same itinerary reflected on the 083 ticket.

This is inclusive of scenarios where the flight time has changed due to the SA schedule change and the passenger is unable to connect on the original flight(s) and now needs to re-book. The re-issued ticket must be endorsed with the following **"SKCHG due to SA FLIGHT NUMBER/DATE (e.g. SKCHG SA123/15DEC25)"**.

For other airline (OAL) schedule changes issued on 083 ticket stock, as per the IATA resolution 735d, such tickets must be reissued by the airline experiencing the irregularity. Please contact the airline directly for assistance.

Involuntary downgrades

Again, unfortunately these are sometimes necessary with late notice aircraft changes. The customer can choose either.

- accept the downgrade and travel in Economy. Any compensation will need to be requested via email to Customer Service JNB on customerservice@flysaa.com
- choose an alternative flight in business class and with both these options you would need to reissue with an endorsement **FOC REISS DUE DOWNGRADE SA FLIGHT NUMBER/DATE**

- Refund the ticket in full if the options above are not acceptable

If the SAA flights are on another carrier's ticket stock, you would need to double check with that airline about involuntary reissues and any compensation.



Pre-reserved Seating Reminder

Advanced seating is available only on South African Airways (SAA) operated flights and 083 validated ticket stock. Seating options include standard seats, extra legroom, and emergency exit row seats. All seats are restricted, and ASR's can be purchased up to 24 hours prior departure, once check-in opens the seat reservation is free of charge.

Domestic Economy Cabin- ASR can be done for flights booked in economy class cabin (H/S/Q/T/V/L/W). Select (Y/B/M/K) fare family free of charge.

Regional and International Economy Cabin- ASR can be done for flights booked in economy class cabin (H/S/Q/T/V/L/W). Select (Y/B/M/K) fare family free of charge.

Just FYI, the following Voyager members are exempted from ASR charges in any booking class on all markets:

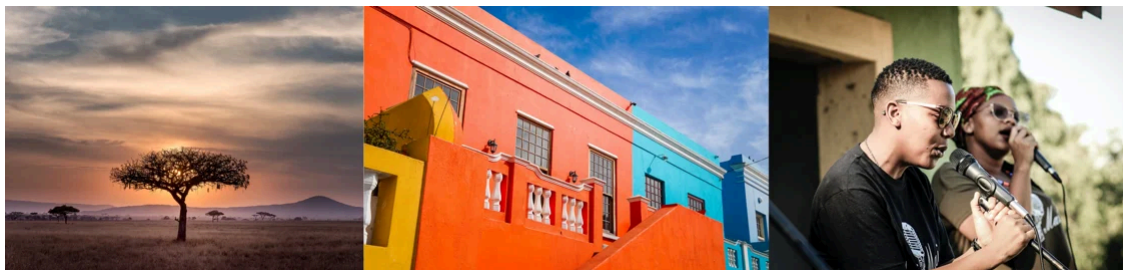
- o Lifetime Platinum,
- o Platinum,
- o Platinum Elect,
- o Gold (excluding Emergency Exit seat)



BSP-Link refund processing

Please note, there is an AU\$60/NZ\$60 refund processing fee levied on all voluntary refunds processed via BSP, where the value is more than AU\$250/NZ\$250 including taxes.

Please note this fee is not charged on Involuntary/flight cancellation refunds.



February in South Africa

February is peak summer in South Africa, bringing warm temperatures and plenty of sunshine. Cape Town sits comfortably around 26°C, while Kruger National Park and the northern regions can push past 30-35°C with occasional bursts of rain. The Western Cape stays mostly dry, making it an ideal time to explore, but be prepared for crowds and peak-season prices. If you are after adventure, wildlife, or just some quality time by the beach, February is a great time to visit, just make sure to plan.

Where to Go

Cape Town and the Garden Route are top picks this time of year, with perfect weather for road trips, coastal hikes, and beach days. If you are after classic summer vibes, KwaZulu-Natal's beaches around Durban bring the heat. Expect high humidity and warm ocean temperatures, making it great for a surf trip but a little intense if you are not used to the heat.

Up north, the rainy season transforms Kruger National Park and other reserves into lush green landscapes, which makes wildlife spotting trickier but offers incredible birdwatching. It is also calving season for many antelope species, meaning predators are more active, great for those looking for dramatic safari experiences. For photographers, the afternoon thunderstorms in the northern parks provide stunning backdrops for landscapes and wildlife shots.

What to Do

Cape Town's famous southeasterly wind is in full swing this time of year, which can be a blessing or a curse, cooling the city down but sometimes making Table Mountain disappear in cloud. If the wind picks up, escape to the Garden Route, where coastal towns like Knysna and Plettenberg Bay offer incredible beaches and outdoor adventures without the big crowds. Victoria Bay is a great swimming spot with natural tidal pools, while Noetzie Beach, a hidden gem near Knysna, is perfect if you don't mind a bit of a trek.

For adrenaline junkies, the Bloukrans Bridge bungee jump is an unmissable experience. At 216 meters, it's one of the highest in the world and guarantees an insane rush. If you prefer your thrills a little more grounded, the hiking trails in the Langeberg Mountains or the Marloth Nature Reserve offer amazing scenery without the heart-stopping drops.

Events

- [Cape Town Pride](#)
- [Mining Indaba, Cape Town](#)



For more information, visit www.flysaa.com or contact us on:

Australia: +61 02 9286 8960

Mon - Fri 09:00 - 17:00 Eastern Standard Time

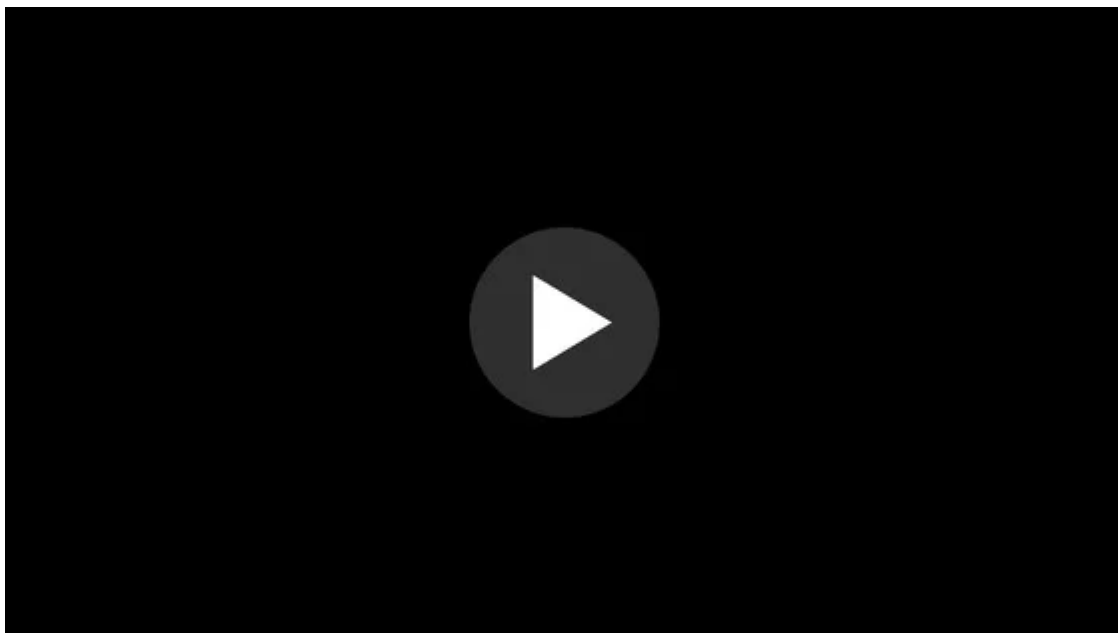
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