




SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 



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INFO

ADVANCE SEAT RESERVATION

From 27 August 2015, South African Airways will expand its customer value proposition through the introduction of a Chargeable Advance Seat Reservation system. Customers will now be able to choose where they wish to sit in advance. Whether travelling alone, or in company, we all have our seating preferences. It may be a matter of choosing between an aisle or window, making sure you're seated with your family, or knowing you can look forward to a little extra legroom. From as little as R50, the choice will be in the hands of SAA's customers.


Henceforth, passengers booked in the 'Saver' (G, W and L) and 'Plus' (V, T, Q, S and H) fare families for Domestic flights and passengers booked in the Saver fare family (G, W & L) for International flights will also be afforded this improved choice and benefit. Passengers not opting to select this new benefit will be able to select those seats still available, free of charge, once check-in opens (i.e. 24 hours prior to departure) or at one of our check-in counters at the airport. As part of our loyalty programme, certain tier level Voyager members may reserve a seat in advance and the fee will be waived.

Emergency Exit Row seats may be reserved in advance but passengers must heed all safety rules and regulations before selecting and paying for the seat. Check-in and on board staff retain the right to move passengers that do not meet the criteria to sit in these seats. Emergency Exit Row Seat may not be occupied by passengers younger than 18, disabled, infirm and elderly. Please read full Terms and Conditions before selecting an Emergency Exit Row seat.

With the rollout of any new system there will be some teething problems and South African Airways anticipates having these issues resolved by the week of the 7th of September at which time the rollout to Travel Agents will commence. Since testing of the solution has already been completed on the Amadeus GDS platform, the first travel agent rollouts will take place for Amadeus agents. It is anticipated that Travelport and Sabre testing will also commence in parallel to the Amadeus rollout. In the interim, SAA has enabled limited functionality via Flysaa.com "Manage my Booking" which will enable customers and travel agents (on behalf of their customers) to reserve seating.



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