

**SOUTH  
AFRICAN  
AIRWAYS**

**CONNECTING  
AFRICA  
ONE FLIGHT  
AT A TIME**



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 







## INTRODUCING SAA

South African Airways (SAA) is one of the leading carriers in Africa, serving regional destinations between Johannesburg and six African capitals – Accra, Harare, Kinshasa, Lagos, Lusaka and Mauritius and two domestic routes between Johannesburg and Cape Town. It is a member of the largest international airline network, Star Alliance.

SAA's core business is the provision of passenger airline and cargo transport services together with related services, which are provided through SAA and its wholly owned subsidiaries: SAA Technical (SAAT), a world class maintenance facility and Air Chefs, the catering entity of SAA.

SAAT has particularly been successful in the delivery of high quality maintenance services such as, major airframe checks, engine overhaul, mechanical components, avionics and line maintenance.

From our first in 1934, SAA have welcomed the world to South Africa by showing off the warm generous heart of the country. The airline has more than 90 years of excellence and innovation to draw on.







# WHY CHOOSE SOUTH AFRICAN AIRWAYS

SAA is the preferred carrier for both business and leisure travellers who need domestic, regional and international flights.

They choose SAA because they trust its safety record, punctuality, reliability and competitive pricing. SAA also offers a frequent flight schedule, a user-friendly booking system, a World class Voyager miles program, and warm and friendly service.

Travellers can enjoy the comfort of state of the art equipment and good infrastructure on board.

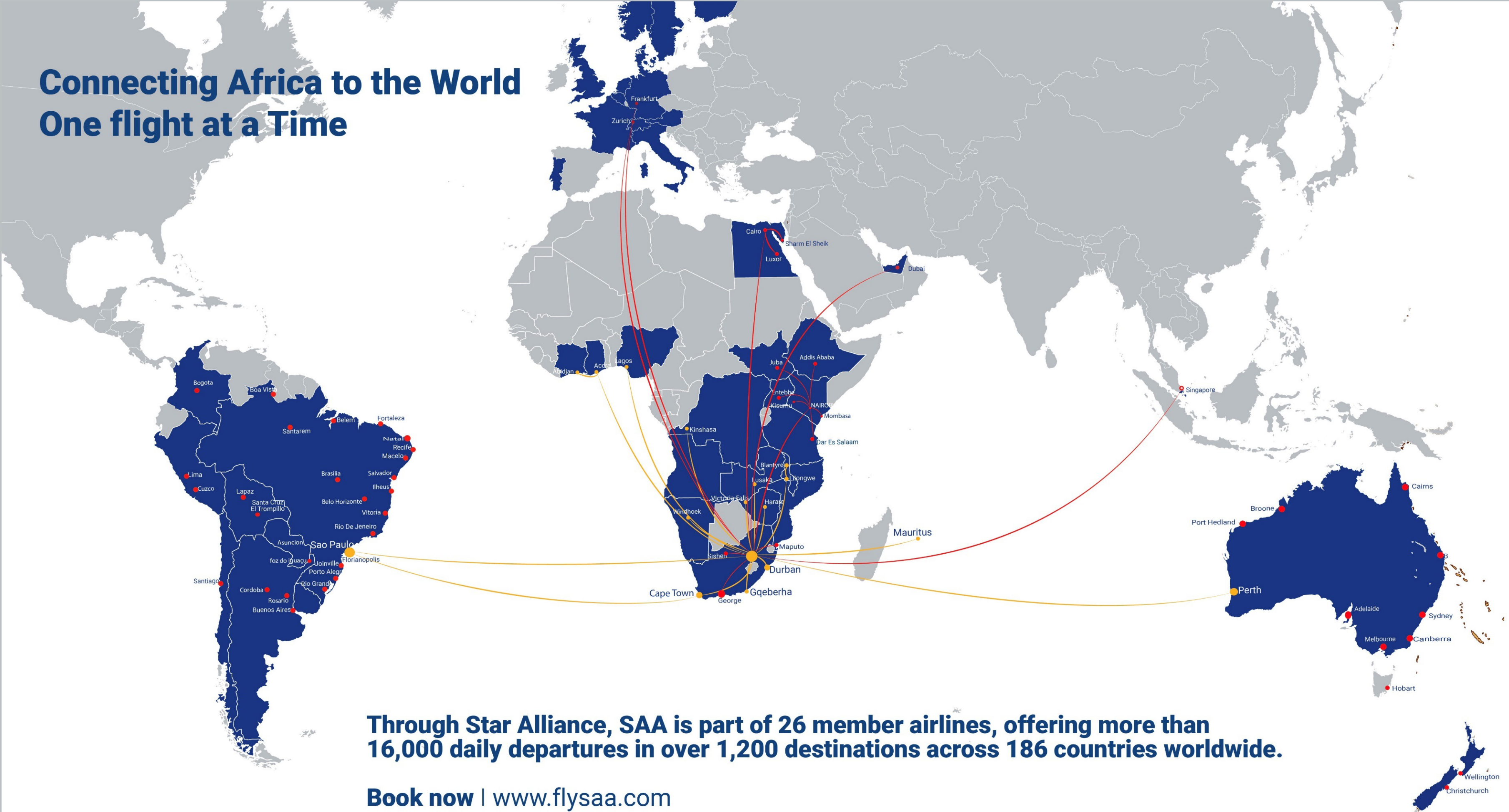
SAA is the simple and smart choice for any traveller.





Connecting Africa to the World  
One flight at a Time

WHERE  
WE  
FLY



● SAA Operated Flights ● Codeshare Flights



# THE LOUNGE

*EXPERIENCE  
THE ULTIMATE  
COMFORT*







## THE LOUNGE

Domestic and international travellers are now able to enjoy contemporary and stylish SAA lounges - called THE LOUNGE - in OR Tambo (JNB) Domestic and International Departures, Cape Town (CPT) – Domestic Departures, King Shaka (DUR) – Domestic Departures, and Chief David Stuurman (PLZ) – Domestic Departures (opening early 2024).

SAA Business Class, Voyager Lifetime Platinum, Platinum, Gold and Silver members, SAA/Nedbank Platinum Credit Cardholder, Discovery Bank Platinum, Black and Purple client; Star Alliance Gold members and Investec Private Bank and Investec Enigma cardholders are welcome to access THE LOUNGE.









# FACILITIES

## WELCOME EXPERIENCE

A warm welcome. Copper-clad concierge desks, LED fins setting the mood with an African-inspired sky theme on arrival.

## MIXOLOGY SHOW-BAR

Simply iconic. Our expert baristas are ready to take your order. Single-origin coffee, signature cocktails or any of our fine selections of wine.

## BUFFET DINING

Bountiful breakfasts, delectable dinners and crafted canapes throughout the day.

## PRIVATE SUITES

Perfect when travelling with family or friends.

## MEETING SUITES

Business without boundaries? Our meeting suites are an extension of your boardroom.

## FOCUS BOOTHS

Ideal for catching up on work, your favourite show or private call.

## CONNECT AND BE CONNECTED

Universal charge ports and fast WIFI available throughout the lounge.

## QUIET ZONE

Tucked away from the main areas, a space to unwind.

## SHOWER SUITES

Private shower suits with luxury amenities.



# SAA VOYAGER MILES

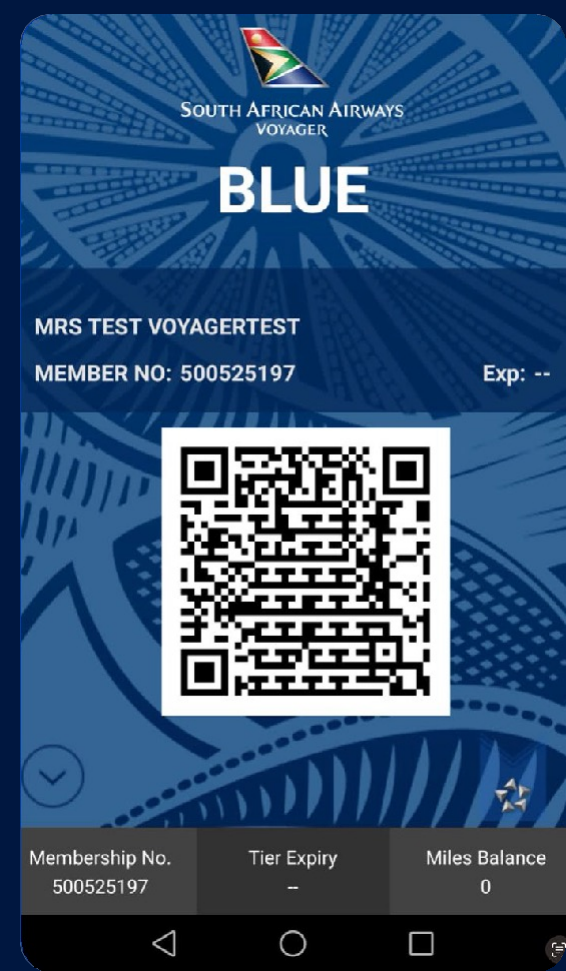
## *EARNING AND SPENDING*



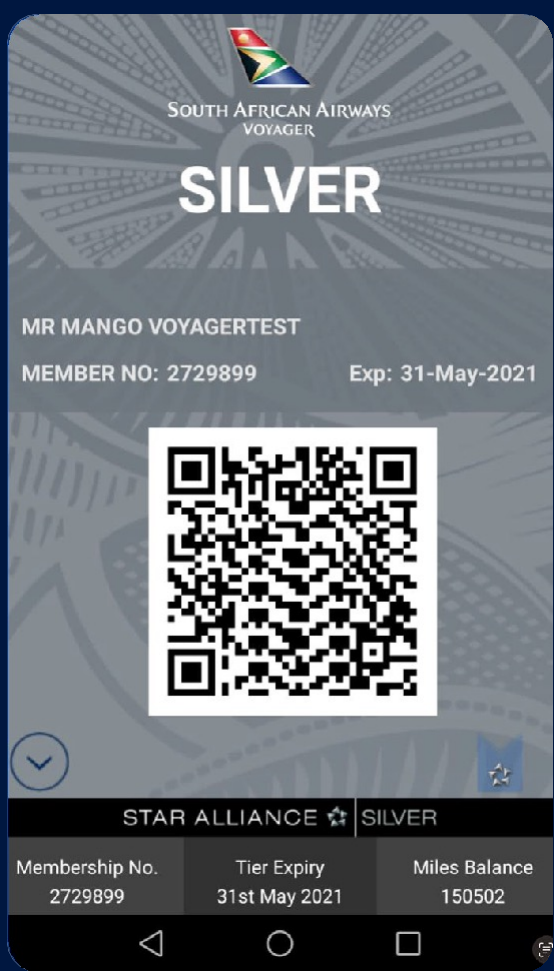


# SAA EXCLUSIVE EARNING OF MILES HIGHEST ACCUMULATION RATE

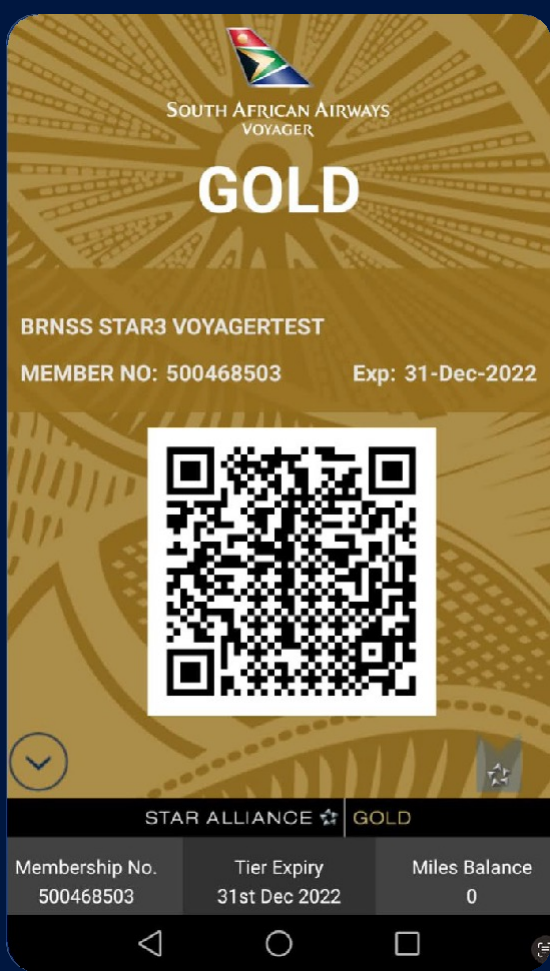
On SAA-operated flights, you earn 1 Mile for every R1.60 spent on published the base fare and fuel levy.  
You also earn Miles on SAA marketing codeshare flights, based on the distance travelled and booking class.



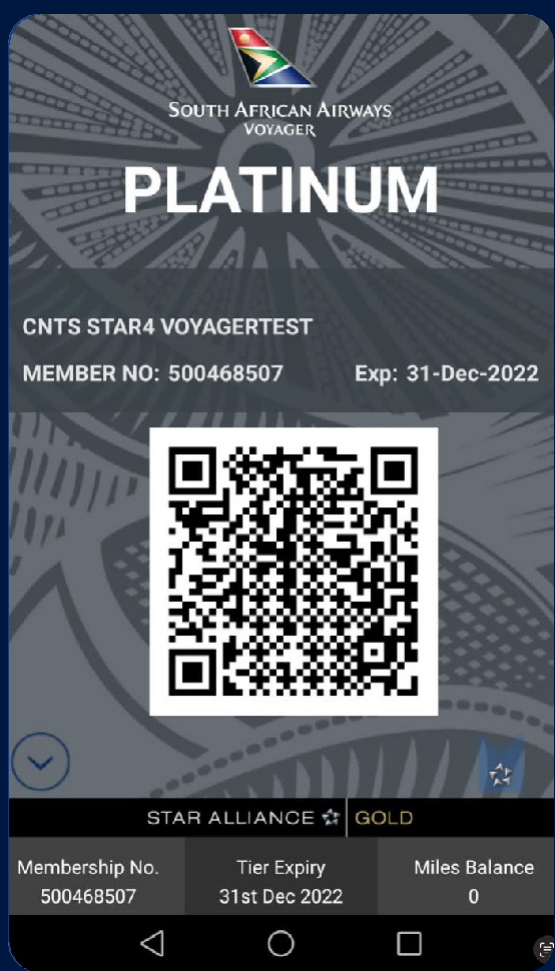
> 1 Base Mile



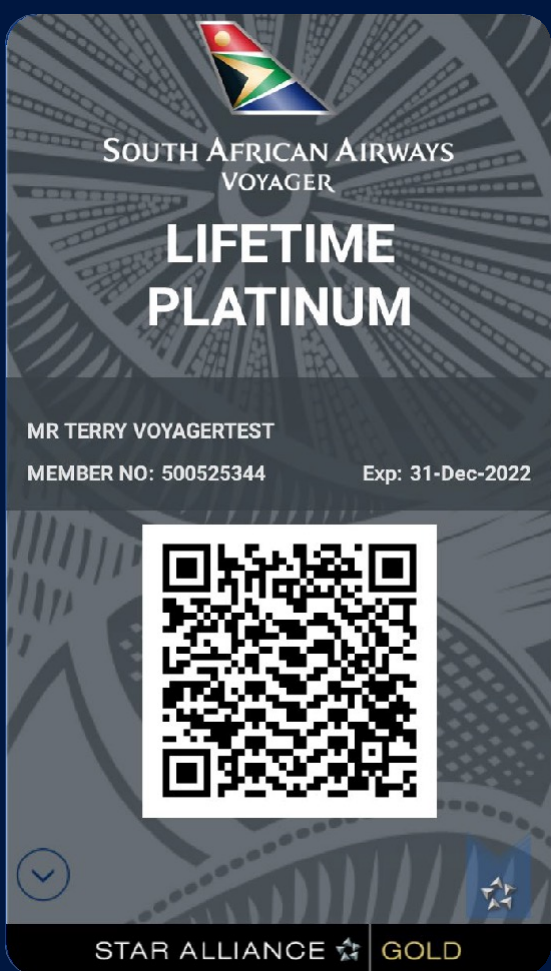
30,000 Tier Miles



60,000 Tier Miles



120,000 Tier Miles



120,000 Tier Miles x 6 =  
720,000 Tier Miles within  
4 to 6 consecutive years





# SAA Voyager Premium Credit Card

Enjoy premium benefits, no matter which class you travel, and other exclusive offers at no extra cost.

Annual service fee

**R2,040p/a**

Minimum income

**R25,000p/m**

Interest-free days

**Up to 55**

Interest rate

**Personalised**



# SAA EXCLUSIVE SPENDING OF MILES. EASIER THAN EVER WITH A 5% RETURN

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## VOYAGER MEMBERSHIP TIERS

The SAA Voyager programme offers a hierarchy of Tier statuses ranging from Blue, Silver, Gold, Platinum and Lifetime Platinum Status. Being an SAA Voyager elite status member means access to additional benefits based on Tier Status. Benefits can range from additional Bonus Miles, priority airport services, lounge access, and a companion card - to mention a few. SAA Voyager elite members furthermore enjoy Star Alliance benefits, according to Tier status, including worldwide lounge access and Gold Track for Gold, Platinum and Lifetime Platinum card holders, when travelling on any of the 27 Star Alliance member airlines.

To become a Voyager member, please visit [www.flysaa.com](http://www.flysaa.com), download the Voyager App or call us on +27 11 978 1234

- Accrual and reward structures is best-in-class on the African Continent against Frequent Flyer Programmes (FFPs).
- Highest customer return (5% 'cash back') is best-in-class on the African Continent against FFPs and customer loyalty programs.
- Best-in-class home market co-branded credit and cheque customer privileged benefits JourneyBlitz/SaverBlitz Award redemption seat sales is best priced against FFPs globally.
- Qualifying threshold for Lifetime Platinum status is most competitive globally.
- Revenue-based accrual and reward structures on the African Continent.
- Co-branded cheque card for home market is the only cheque card linked globally to an FFP.
- Complimentary companion ticket for co-branded credit and cheque cardholders when the qualifying spend threshold is reached.
- Gold status for companion of Lifetime Platinum members when qualifying threshold is reached.

Referred to as our Dynamic Awards, you will be able to spend your Miles on any available seat of an SAA-operated flight for the base fare and fuel levy. We also offer Upgrade Awards. Spending of Miles is worth 5% in return of the revenue spent on SAA-operated flights.





# UNACCOMPANIED MINORS & YOUNG PASSENGER

Our Unaccompanied Minors (UM) service ensures that your child receives the very best care from when you check-in your little traveller, to the final arrival. When your child has to travel alone, booking a flight with SAA is the next best thing to being there yourself.

- A UM is a child between 5 and 11 years travelling without adult supervision, which is a person of over 16 years or older.
- Children younger than 5 years are not accepted as an unaccompanied minor.
- A Young Passenger (YP) is a child between 12 and 16 years old.
- YP is considered an adult unless parents request special assistance.
- Information needed – Age, Language, special requirements, details of persons dropping/meeting child.
- Limited number of UMNR's accepted per flight.
- A UMNR Consent form must be completed for all UMNR requests.
- Under no condition will SAA confirm a UMNR without the paperwork being 100% completed.
- The affidavits cannot be older than 3 months.
- Once a booking is created, customers will need to complete the UMNR. Consent form and upload the form with all required documents prior to your UMNR service request being confirmed.
- This is the link to access the form: <https://www.flysaa.com/manage-fly/before-flying/unaccompanied-minors>.



# SPECIAL ASSISTED PASSENGERS

Because your health, comfort and safety are very important to us, SAA offers thoughtful services for travellers who require our special assistance.

Many of these services need to be booked in advance. If you have any questions please email SAA Special Bookings [specialhandling@flysaa.com](mailto:specialhandling@flysaa.com)

- Wheelchairs – WCHR, WCHS and WCHC
- MEDIF needs to be completed for WCHC
- Frequent travelers qualify for a FREMEC card
- Pregnant woman – 36 Weeks Domestic and 35 weeks international
- Any lady over 28 weeks does require a letter from her doctor (requirements on the website)
- YP and MAAS

# GROUP TRAVEL

Our experienced group sales specialists will help to make your journey as simple as possible. We will assist with your bookings and connecting flights as well as tailoring your seating, meals and any other small requests you may have.

## Benefits

- The expertise and experience of our group sales team who can offer you advice and simplify your approach to travelling in a group.
- Competitive group rates for 10 passengers or more.
- Our partner carrier relationships for connecting flights.
- An extensive route network.
- Tour Leader ticket offered subject to criteria, terms and conditions met.
- Group bookings require a minimum of 10 or more travelers throughout a journey (excluding infants under 2yrs of age).





# IN-FLIGHT DINING

SAA is a full service airline and offers meals and beverages on all routes and classes without any additional cost to the customers.

On routes up to 2 hours duration, a snack box or a full hot meal is offered depending the time of day. Additional choices are offered in Business Class. The meals are changed out weekly to ensure that frequent travellers experience a different meal every time they travel.

The offer on regional and international routes entails 4 main options in Premium Class and 3 main choices in Economy Class.

Special meals are available on request and must be ordered at least 48hrs before the flight. These cover all religious, medical and some dietary meals.

The SAA wine selection for 2024 is currently in process and will be announced soon!





# IN-FLIGHT ENTERTAINMENT

In-Flight Entertainment is offered on all wide body aircraft and selected narrow body aircraft.

Wide body aircraft feature personal televisions which offer a wide selection of blockbuster and classic movies, TV series, kids content, documentaries, music and games.

Noise cancellation headsets are available in the Business Class cabin.

Narrow body aircraft feature overhead screens. Movies are shown on regional flight of 4 hours and more and lifestyle programs are shown on shorter sectors

Universal power ports: A330-300 and A320 aircraft have USB and universal powerports in all classes.



# WHY CHOOSE SAA

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South African Airways has structured offerings and value propositions that vary based on the specific travel needs and requirements of different customer segments, such as corporate travellers, MICE groups, government officials, embassies, student, and seafarers.

These tailored offerings may include dedicated discounts, flexible booking options, and additional services to accommodate the diverse needs of each customer group.

SAA may also provide specialised programs or packages to enhance the travel experience for these specific segments.





# 90

YEARS OF SERVICE



MARTIN BOTHA  
2014

ABIDJAN | ACCRA | BLANTYRE | CAPE TOWN | DURBAN | GQEBERHA | HARARE | KINSHASA  
LAGOS | LILONGWE | LUSAKA | MAURITIUS | PERTH | SAO PAULO | VICTORIA FALLS | WINDHOEK



SOUTH AFRICAN AIRWAYS  
A STAR ALLIANCE MEMBER





# CONTACT US

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## SAA CALL CENTRE

Tel Number: +2711 978 1111

E-Mail Address: [ReservationsJNB@flysaa.com](mailto:ReservationsJNB@flysaa.com)

Operating Hours: Monday to Sunday – 06:00 to 01:00 (SAST).

Open on weekends and South African Public Holidays

## SAA CUSTOMER SERVICES

Twitter – flysaa\_care

E-Mail Address: [SAAcustomerservice@flysaa.com](mailto:SAAcustomerservice@flysaa.com)

Operating Hours: Weekdays – 08:00 to 16:30 (SAST).

Closed weekends and South African Public Holidays

## SAA VOYAGER

Tel Number: +2711 978 1234

E-Mail Address: [Voyager@flysaa.com](mailto:Voyager@flysaa.com)

Operating Hours: Monday to Sunday – 06:00 to 22:00 (SAST).

Open weekends and South African

## SAA BAGGAGE SERVICES (LOST & FOUND)

Tel Number: +2711 978 2888

E-Mail Address: [Baggageservices@flysaa.com](mailto:Baggageservices@flysaa.com)

Operating Hours: Monday to Sunday – 08:00 to 16:30 (SAST).

Open weekends and South African Public Holidays

## SAA GROUPS

Complete the form online and a team member will contact you.

<https://www.flysaa.com/plan-book/request-for-group-quote?inheritRedirect=true>

E-Mail Address: [Groupsales@flysaa.com](mailto:Groupsales@flysaa.com)

## SAA CARGO

Tel Number: +27 11 978 3366 or +2711 978 1119

E-Mail Address: [SAAcargoreservations@flysaa.com](mailto:SAAcargoreservations@flysaa.com)

Operating Hours: Weekdays – 08:00 to 17:00 (SAST).

Saturdays, Sundays and Public Holidays 08:00 to 13:00

Closed weekends and South African Public Holidays