



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER

Passenger: Rukanzakanza Joy Roselyn Miss (ADT)

Booking ref: VTUQ3G

Ticket number: 083 2131741123

Issuing office:

SOUTH AFRICAN AIRWAYS-FLYSAA-N.AMERICA, 1200 S. PINE ISLAND ROAD, SUITE 650, PLANTATION, FL 33324, USA

Telephone: +1 800 722 9675

Date: 10Mar2020

ELECTRONIC TICKET RECEIPT

Thank you for booking with South African Airways.

This is your e-ticket receipt containing all the details of your forthcoming flight.

We advise you to print and carry this e-ticket receipt as you will need to present it at check-in together with a valid form of identification such as an RSA Identity Document or Passport (for international travel).

We look forward to welcoming you on board.

From	To	Flight	Departure	Arrival	Last check-in
NEW YORK JOHN F KENNEDY INTL Terminal: 4	JOHANNESBURG O.R. TAMBO INTL Terminal: A	SA204	11:15 14Mar2020	08:05 15Mar2020	10:15

Class: G
Seat: 17J
Baggage (4): 2PC
Fare basis: GLRTSPUS

Operated by: SOUTH AFRICAN AIRWAYS
Marketed by: SOUTH AFRICAN AIRWAYS
Booking status (1): OK

NVB (2): 14Mar2020
NVA (3): 14Mar2020
Duration: 14:50

JOHANNESBURG O.R. TAMBO INTL Terminal: B	BULAWAYO JOSHUA M.NKOMO INTL	SA8110	10:40 15Mar2020	12:05 15Mar2020	
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Class: G
Seat:
Baggage (4): 2PC
Fare basis: GOW4Z

Operated by: SA AIRLINK
Marketed by: SOUTH AFRICAN AIRWAYS
Booking status (1): OK

Duration: 01:25

JOHANNESBURG O.R. TAMBO INTL Terminal: B	NEW YORK JOHN F KENNEDY INTL Terminal: 4	SA203	21:10 29Mar2020	06:40 30Mar2020	20:20
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Class: G
Seat:
Baggage (4): 2PC
Fare basis: GLRTSPUS

Operated by: SOUTH AFRICAN AIRWAYS
Marketed by: SOUTH AFRICAN AIRWAYS
Booking status (1): OK

NVB (2): 29Mar2020
NVA (3): 29Mar2020
Duration: 15:30

(1) OK = Confirm (2) NVB = Not valid before (3) NVA = Not valid after (4) Each passenger can check in a specific amount of baggage at no extra cost as indicated above in the column baggage.

ELECTRONIC TICKET REMARKS

Don't wait in line, check-in online.

South African Airways is pleased to offer our online check-in service, a simpler smarter and faster way to check in. Select or change your seat, and print your boarding pass between 24 hours and 3 hours prior to flight departure.

Baggage Policy

JFKBUQ

1st Checked Bag: Free of Charge UPTO50LB 23KG AND62LI 158LCM

2nd Checked Bag: Free of Charge UPTO50LB 23KG AND62LI 158LCM

JNB JFK

1st Checked Bag: Free of Charge UPTO50LB 23KG AND62LI 158LCM

2nd Checked Bag: Free of Charge UPTO50LB 23KG AND62LI 158LCM

CARRY-ON BAG:

JFKJNB: MAX 1PC Free of Charge
JNBQU: MAX 1PC Free of Charge
JNBKJ: MAX 1PC Free of Charge

LB = Weight In Pounds, KG = Weight In Kilos, LI = Linear Inches, LCM = Linear Centimeters, MAX = Maximum Allowed, PC = Number of Pieces
Baggage allowance and charges are provided for information only. Additional discounts may apply depending on advance purchase or Flyer-specific factors (e.g. Frequent flyer status, military, Credit card used for purchase, early purchase over the internet, etc.) Most carriers' e-tickets have expiration dates and conditions of use. Check the carrier's fare rules for more information.

CANCEL NOTICE

For changes to your travel plans, please contact the [South African Airways](#) office nearest to you. Please note that all changes and cancellations to this ticket must abide by the fare rule.

PAYMENT DETAILS

Fare Calculation: NYC SA JNB96.50SA BUQ38.50/-JNB SA NYC96.50NUC231.50END ROE1.000000 XF JFK4.5
Form of payment: CC VI XXXXXXXXXXXXX8484 XXXX 028727
Endorsements: NONREF/SPEX CHANGES USD300 VALID ON SA ONLY -BG SA

FARE DETAILS

Fare:	USD 232.00
Taxes:	USD 3.96XA USD 7.00XY USD 5.89YC USD 18.90US USD 18.90US USD 5.60AY USD 3.18EV USD 2.80UM USD 12.12WC USD 30.38ZA USD 4.50XF USD 60.00YQ USD 462.00YR
Carrier Imposed Fees:	USD 867.23
Total Amount:	

RECEIPT REMARKS

If your itinerary includes flights operated by airlines other than South African Airways, on the same ticket as your South African Airways flights, different baggage rules may apply for these sectors. If your flight originates with another carrier, additional baggage fees may apply.

The carriage of certain hazardous materials, like aerosols, fireworks, and flammable liquids, aboard the aircraft is forbidden. If you do not understand these restrictions, further information may be obtained from your airline.



ELECTRONIC MISCELLANEOUS DOCUMENT RECEIPT (EMD)

Document Number: 083 4552290518	Booking ref: VTUQ3G
In connection with: 083 2131741123	Date: 10Mar2020

Coupon	Service	Date
1	Advance Seat Selection	14Mar2020

From: NEW YORK JOHN F KENNEDY INTL
Seat: 17J
Non-refundable
Non-exchangeable
Non-interlineable

To: JOHANNESBURG O.R. TAMBO INTL
Flight: SA204

EMD REMARKS

If your itinerary includes flights operated by airlines other than South African Airways, on the same ticket as your South African Airways flights, different baggage rules may apply for these sectors.

PAYMENT DETAILS

Fare Calculation: NYC SA JNB30.00USD30.00END
Form of payment: CC VI XXXXXXXXXXXXX8484 XXXX
028727

FARE DETAILS

Fare: USD 30.00
Tax and Other charges:
Total Amount: USD 30.00

LEGAL AND PASSENGER NOTICES

ELECTRONIC TICKET

Take Note

On some services we have arrangements with other carriers known as Codeshare Carriers. This means that even if you have a reservation with us and hold a ticket where our name or airline designator code (SA) is indicated as the carrier, another carrier may operate the aircraft. In such cases the operating carrier's regulations and baggage rules will apply.

Special Assistance

Travelling should always be a pleasure, and we go out of our way to make sure that anybody with special travel needs feels particularly cared for. SAA offers thoughtful services for travellers who require our special assistance. Many of these services need to be booked in advance. For further information, details of services offered or any other queries, contact your nearest [South African Airways Office](#).

South African Travel Requirements for Minors

New requirements introduced by the South African Home Affairs Department, specify that all minors (children under 18 years) who are South African Passport holders are required to produce, in addition to their passport, an Unabridged Birth Certificate which shows the details of both parents for all international travel to and from South Africa. Travellers will be asked to produce the required documentation at check-in for each flight.

For full details please visit the Department of Home Affairs [website](#).

Passport and Visa Information

Passport, visa and health requirements can vary according to your country of citizenship and your destination. It is your responsibility as a traveller to ensure you have the correct documents. Please check the requirements with the consulate or embassy of all countries on your itinerary. Failure to comply with visa and/or passport requirements may result in denied boarding. SAA is not responsible for any losses or inconvenience incurred as a result.

Domestic and International Check-In Information

Check-in travel requirements

At check-in, it is required that all travellers provide proof of identification in order to receive their boarding pass. Customers may use their valid RSA Identity Document or Passport (International travel) as proof of identification. **The same documentation must be present at the boarding gate.**

Check-in times:

Please make sure you check-in before these times:

- Flights within South Africa : 90 minutes prior to departure
- International flights : 2.5 hours prior to departure
- Flights to the USA : 3 hours prior to departure. Travellers must please note that additional U.S. TSA (Transportation Security Administration) controls are applied upon boarding, in addition to Airport Security processes.

Flight check-in closure times

Check-in for domestic flights closes 40 minutes prior to flight departure for all flights departing from OR Tambo International Airport, Cape Town, Durban, Port Elizabeth and East London. Check-in for regional and international flights closes 50 minutes prior to flight departure for all travel classes. Check-in for flights from Johannesburg to Luanda (LAD), Lagos (LOS) and Kinshasa (FIH), Sao Paulo (GRU) closes 1 hour prior to flight departure. Check-in for flights from New York (JFK) and Washington (IAD) closes 1 hour prior to flight departure. Check-in for flights departing from Lagos closes 2 hours prior to flight departure.

Flight check-in closure times for flights between Cape Town and Durban

Our flights between Cape Town (CPT) and Durban (DUR) are operated by Mango. The recommended check-in time is between 1 1/2 hours and 2 hours prior to departure. Check-in and acceptance of baggage closes 40 minutes prior to departure.

Boarding gate closure times for flights between Cape Town and Durban operated by our partner airline Mango.

Boarding gate closure times (SAA operated flights)

Boarding for all flights begins at least 45 minutes before the scheduled time of departure, with gates closing 15 minutes prior to departure on domestic flights, and 20

minutes for international flights.

Travellers need to please allow enough time to pass through Immigration and Security. High traffic at peak times may be experienced so please allow more than 1 hour before departure time to pass through security.

Travellers who fail to present themselves at the boarding gate before the stipulated time for closure will be denied travel without compensation. In such instances the ticket/fare rules will be applied. Boarding times may vary across our network. Please check your boarding pass carefully.

Flight-boarding calls at O R Tambo International Airport

Flight boarding calls and name calls for passengers outstanding at the boarding gates is no longer permitted. We encourage all customers to check their boarding passes and/or the flight information display boards for all flight updates and to exercise vigilance and responsibility in ensuring arrival at the boarding gates as per the prescribed times.

Oversold Flights

SAA, like most airlines, sometimes overbook flights. We do this because often customers holding confirmed reservations change their plans without cancelling their reservation or don't turn up for their flight. On rare occasions, more customers with confirmed reservations are present than seats available. In this instance, we first seek volunteers, willing to give up their seats in exchange for compensation and a seat on the next available flight. If there are insufficient volunteers, we will deny boarding customers in accordance with our company policy on boarding priority. We will also provide you with a written statement that explains our obligations and your rights as a customer of South African Airways. Customer's rights vary per country of departure and are in accordance with the applicable regulations and/or acts enforced.

Standard Cabin Baggage Allowance

Your hand baggage allowance depends on the class you are flying in, so please be aware of the restrictions.

Class of Travel | Max Weight Per Piece | Max Dimensions Per Piece

Business | Two pieces: 8kg (18lb) | each 56cm (L) 36cm (W) 23cm (H)

Economy | One piece not exceeding 8kg (18lb) | 56cm (L) 36cm (W) 23cm (H)

Please note: If your hand baggage does not conform to the size specified, you may be denied entry into the departure area or sent back to check-in.

- All hand baggage must be of a size that fits under the seat in front of you or in one of the overhead lockers.
- Hand baggage must not obstruct emergency exits or aisles.
- One (1) Small personal (e.g. small purse, small laptop case) is also allowed.

Remember to remove any lithium ion batteries and valuables from cabin baggage if it is removed from the cabin for hold stowage.

Larger laptop bags and standard/bulkier briefcases will NOT be considered a personal item and will count as a normal piece of cabin baggage, which may not exceed one piece in economy and two in Business (subject to dimension & weight restrictions).

Checked Baggage Allowance

As a guide, we have provided our standard checked baggage allowances, although there are exceptions based upon certain routes and ticket class. We therefore advise you to also check our baggage allowances and exceptions on www.flysaa.com.

SAA assesses baggage by number of pieces rather than their weight, although weight restrictions do apply.

1. For flights to and from the USA, the free checked baggage allowance per person in Business class is 2 pieces (max 70lbs/32kg & 62"/158cm ea.) The free checked baggage allowance per person in Economy class is 2 pieces (max 50lbs/23kg & 62"/158cm ea.)

For detailed baggage information, as well as other ancillary fees, and restrictions, please visit our [baggage & optional service fees page](#).

2. For all other SAA operated flights, the free checked baggage allowance per person in Business class is 2 pieces (max 70lbs/32kg & 62"/158cm ea.) The free checked baggage allowance per person in Economy class is 1 piece (max 50lbs/23kg & 62"/158cm ea.) There are exceptions to our Baggage Policy. Please visit www.flysaa.com for more information

3. Infants not occupying a seat are allowed one (1) checked bag (max 50lbs/23kg) and one (1) car seat and a collapsible buggy or collapsible pram. For further information, please visit our [Travelling with infants](#) page.

4. SAA Voyager Platinum, Platinum Elect & Lifetime Platinum & SAA Gold, Gold Elect Member & Star Alliance Gold Member on SAA operated flights plus any Star Alliance – operated flights: 1 extra piece based on the allowance of the respective class (weight or piece), as part of the free allowance.

General

No single item of checked baggage may exceed 32kg (70lb). Carriage of baggage is subject to space availability and any applicable aircraft weight restrictions, which vary. Baggage exceeding the specified allowance may need to be accommodated on a later flight.

For interline and codeshare flights, the free checked baggage allowance and excess baggage charges of the airlines operating those flights may differ from SAA's baggage policy. Stopovers during a trip may result in different baggage allowances for the flights either side of the stopover. Same day connections are not treated as stopovers and as such will have a uniform baggage allowance across all flights.

Special baggage liability limitations for US travel: For domestic travel wholly between US points, federal rules require any limit on a carrier's baggage liability to be at least US\$3300.00 per passenger, or the amount currently mandated by 14 CFR 254.5.

Hazardous Material Notification

Enhanced Security Screening - Liquids, aerosols and gels (International flights only)

Enhanced security measures apply to and from South Africa. Similar or more restrictive measures may apply for other countries. If you want to take liquids, aerosols or gels through the screening point, make sure:

- each item is 100ml or less and do not exceed 1 litre in total;
- all items fit comfortably in a transparent re-sealable 1 litre plastic bag;
- only 1 bag per person is allowed.

Exceptions

Prescription and non-prescription medicines and baby products that you need for the flight but please note:

- proof of need may be required, and
- additional security checks may be performed.

The following items if carried must be placed in your checked baggage:

- all knives, sharp objects or cutting implements of any kind and any length, whether of metal or other material (including, but not limited to paper knives, carpet knives, box cutters, letter openers, scissors of any kind, tradesman's tools, screwdrivers, and darts).
- sporting goods (including, without limitation, sporting bats, billiards/snooker/pool cues, catapults)

If these items are carried in your cabin baggage or on your person you will be required to surrender the item/s at the security screening point and it will not be returned to you.

Firearms and Ammunition may NOT be carried within checked baggage. Such items must be declared at the time of check-in and handled via the appropriate process as directed by the Customer Services Staff. Handling fees on domestic and certain international flights may apply.

Dangerous Goods: For safety reasons, dangerous articles must not be packed in checked or cabin baggage. Prohibited articles include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices.

For the latest details on dangerous goods, visit www.flysaa.com

Electronic Cigarettes (e-cigarettes)

The use of electronic, simulated smoking materials including cigarettes, pipes and cigars, is prohibited on all SAA flights. However, they are permitted in your cabin baggage for all SAA/ SAA connecting flights. In the event of cabin baggage being removed and placed in the cargo compartment, you are requested to remove all Lithium Ion batteries from the cabin baggage and carry on board the aircraft.

Assistance With Your Booking

For assistance with flight changes, meal requests, seat reservations, delayed flights etc. please contact us in South Africa by email Reservationsjnb@flysaa.com, or give us a call on +27 11 978 1111 or 0861 606 606 (sharecall in SA only), or contact your [local SAA office](#).

Conditions of Carriage

Carriage is subject to South African Airway's [Condition of Carriage](#). South African Airways is not liable for any changes of the transmitted data undertaken by you or a third party. No liability can be accepted for the accuracy of the information included in this document.

Please note that all flight times are local times.

Notice

The Montreal Convention or the Warsaw Convention may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay.

Where the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits in respect of death or bodily injury.
2. In respect of destruction, loss of, or damage or delay to baggage, 1,131 Special Drawing Rights (approximately EUR 1,200; US \$1,800) per passenger in most cases.
3. For damage occasioned by delay to your journey, 4,694 Special Drawing Rights (approximately EUR 5,000; US \$7,500) per passenger in most cases.

Where the Warsaw Convention system applies, the following limits of liability may apply:

1. 16,600 Special Drawing Rights (approximately EUR 20,000; US \$20,000) in respect of death or bodily injury if The Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000; US \$10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits in their entirety, and US regulations require that, for journeys to, from or with an agreed stopping place in the US, the limit may not be less than US \$75,000.
2. 17 Special Drawing Rights (approximately EUR 20; US \$20) per kg for loss of or damage or delay to checked baggage, and 332 Special Drawing Rights (approximately EUR 400; US \$400) for unchecked baggage.
3. The carrier may also be liable for damage occasioned by delay.

Further information may be obtained from the carrier as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. **Baggage claims:** Written notice to the carrier must be made within 7 days of the receipt of checked baggage in the case of damage, and, in the case of delay, within 21 days from the date on which it was placed at the disposal of the passenger.

Data Protection Notice

Your [personal data](#) will be processed in accordance with SAA's and all partner carrier's privacy policy. This is available on flysaa.com or from the carrier directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred.

Disclaimer

The information in this e-mail is confidential and is legally privileged. It is intended solely for the addressee. If this e-mail is not intended for you, you cannot copy, distribute or disclose the included information to anyone and request that the mail be deleted. Please note that this e-mail and the contents thereof is subject to the standard SAA E-mail Disclaimer. Should you not have access to the internet, send an e-mail to requestdisclaimer@flysaa.com and a copy will be sent to you.

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ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)

Carriage and other services provided by the carrier are subject to conditions of carriage, which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

