



St Helena  
Government



ST HELENA  
AIRPORT

## **MIDWEEK FLIGHTS TO ST HELENA**

**DECEMBER 2019 – MARCH 2020**

### **QUESTIONS & ANSWERS**

#### **Scheduling**

#### ***What is the planned flight schedule for the Peak Season 2019/20?***

The Airlink flight schedule to St Helena Airport during the period 3 December 2019 – 31 March 2020 is shown below.

<b>Date</b>	<b>Route</b>
Tuesday, 3 December 2019	Cape Town – Walvis Bay (Technical Stop Only) – St Helena – Cape Town
Saturday, 7 December 2019	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena - Johannesburg
Tuesday, 10 December 2019	Cape Town – Walvis Bay (Technical Stop Only) – St Helena – Cape Town
Saturday, 14 December 2019	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena - Ascension
Sunday, 15 December 2019	Ascension – St Helena - Johannesburg
Tuesday, 17 December 2019	Cape Town – Walvis Bay (Technical Stop Only) – St Helena – Cape Town
Saturday, 21 December 2019	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Ascension
Sunday, 22 December 2019	Ascension – St Helena - Johannesburg
Tuesday, 24 December 2019	No midweek flight planned due to festive period
Saturday, 28 December 2019	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg

<b>Date</b>	<b>Route</b>
Tuesday, 31 December 2019	No midweek flight planned due to festive period
Saturday, 4 January 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Tuesday, 7 January 2020	Cape Town – Walvis Bay (Technical Stop Only) – St Helena – Cape Town
Saturday, 11 January 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena - Ascension
Sunday, 12 January 2020	Ascension – St Helena - Johannesburg
Tuesday, 14 January 2020	Cape Town – Walvis Bay (Technical Stop Only) – St Helena – Cape Town
Saturday, 18 January 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Ascension
Sunday, 19 January 2020	Ascension – St Helena - Johannesburg
Tuesday, 21 January 2020	Cape Town – Walvis Bay (Technical Stop Only) – St Helena – Cape Town
Saturday, 25 January 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Tuesday, 28 January 2020	Cape Town – Walvis Bay (Technical Stop Only) – St Helena – Cape Town
Saturday, 1 February 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Tuesday, 4 February 2020	Cape Town – Walvis Bay (Technical Stop Only) – St Helena – Cape Town
Saturday, 8 February 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena - Ascension
Sunday, 9 February 2020	Ascension – St Helena - Johannesburg
Tuesday, 11 February 2020	Cape Town – Walvis Bay (Technical Stop Only) – St Helena – Cape Town
Saturday, 15 February 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg

<b>Date</b>	<b>Route</b>
Tuesday, 18 February 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Saturday, 22 February 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Tuesday, 25 February 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Saturday, 29 February 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Tuesday, 4 March 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Saturday, 8 March 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Tuesday, 10 March 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Saturday, 14 March 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena - Ascension
Sunday, 15 March 2020	Ascension – St Helena - Johannesburg
Tuesday, 17 March 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Saturday, 21 March 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Tuesday, 24 March 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Saturday, 28 March 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg
Tuesday, 31 March 2020	Johannesburg – Walvis Bay (Technical Stop Only) – St Helena – Johannesburg

## **The Hub**

### ***Why are flights from Cape Town being introduced at this point?***

This change provides additional options for people wishing to travel to St Helena during the busy Christmas period, particularly options for twin-destination holidays in Cape Town and St Helena. This presents a further opportunity to grow the air service.

Airlink is now growing its operations from Cape Town and this presents an opportunity to operate this route for a limited period.

### ***Why do the midweek flights originate in Cape Town for only part of the peak season?***

The midweek flight to St Helena will operate from Cape Town over the period 3 December 2019 to 11 February 2019. This is only possible for a limited period due to aircraft availability.

### ***Will flights during the 2020/21 peak season operate from Cape Town?***

No decision has been made on a schedule for 2020/21.

### ***Why can't all the flights originate in Cape Town?***

The flight from Cape Town is currently only possible for a limited period due to aircraft availability.

There are advantages to both Cape Town and Johannesburg as hubs for the flight to St Helena. The opportunity to operate from both hubs provides an opportunity to provide greater options for customers.

## **Practicalities**

### ***How many passengers can the flight from Cape Town carry?***

The Cape Town flight can accommodate 97 passengers.

### ***At what time will the flight operate?***

The flight will depart Cape Town at 9am on the Tuesday morning. Following a technical stop in Walvis Bay, the flight will arrive in St Helena at around 1.15pm.

### ***How much baggage can I carry?***

Please see Airlink's baggage policy available at:

<https://www.flyairlink.com/destinations/flights-to-st-helena>

## **The Technical Stop**

### ***What is a technical stop?***

The Airlink flight will carry out a technical stop at Walvis Bay in Namibia in order to refuel. Passengers will not be able to disembark the aircraft but will remain on board during the refuelling operation.

### ***Can I embark/disembark the flight at Walvis Bay?***

No. This is purely a technical stop in order to refuel the aircraft. Passengers will remain on board the aircraft whilst the refuelling takes place.

### ***The Airlink flight currently has a technical stop at Windhoek. Why is this being changed to Walvis Bay?***

Airlink could carry out the technical stop at either Windhoek or Walvis Bay in Namibia. This is an operational decision and is at the discretion of the Airlink Operations Team. Walvis Bay is closer to sea level and therefore does not have the same height/heat conditions as Windhoek. This gives flights via Walvis Bay the advantage of being able to carry a greater payload (either more passengers or cargo or a combination of the two).

## **Bookings**

### ***How much will tickets for flights from Cape Town cost?***

Ticket prices for flights from Cape Town to St Helena will be very similar to ticket prices for flights from Johannesburg to St Helena.

Passengers should note that there is no absolute answer to this question – prices will depend, for example, on how far in advance bookings are made and what type of ticket is being sought. Passengers should seek advice from their travel agent in respect of this.

### ***Can I start my trip in Johannesburg, visit St Helena and then go on to Cape Town? Or can I start my trip in Cape Town, visit St Helena and then go on to Johannesburg?***

Absolutely!

### ***I have already booked to travel via Johannesburg. Can I transfer my current booking to Cape Town?***

Yes. However, passengers should be advised that the fare conditions on your ticket will be applied. Depending on the type of ticket purchased and fare conditions attached, additional charges may be incurred in order to transfer a booking from Johannesburg to Cape Town.

## **Ascension Island**

### ***Will there still be charter flights to Ascension Island?***

Yes. The monthly charter flight between St Helena and Ascension Island will still take place. Over and above this, there will be an additional flight to between St Helena and Ascension in December 2019 and January 2020.

The specific flight dates are as follows:

- Saturday 14/Sunday 15 December 2019 – normal Ascension Island flight
- Saturday 21/Sunday 22 December 2019 – additional Ascension Island flight
- Saturday 11/Sunday 12 January 2020 – normal Ascension Island flight
- Saturday 18/Sunday 19 January 2020 – additional Ascension Island flight

Please see the above schedule for further details.

### ***How do I book a flight to Ascension Island?***

Please contact the Ascension Island Travel Agency via email: [flight.bookings@ascension.gov.ac](mailto:flight.bookings@ascension.gov.ac) or tel: +247 66500.

**SHG/Airlink**  
**8 March 2019**