



# COVID-19 4Z MEMO

V.3

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# Updated Covid-19 Memo - Version 3

## TRAVEL UTILIZING 4Z/749 TICKET STOCK

**Airlink has extended and updated its Covid-19 Policy to assist our valued clients in navigating this difficult time.**

### 1. General

- Passengers with tickets commencing travel prior to 31 December 2021 will be permitted one free date change, subject to the same ticketed booking class being available. The free date change must fall within the ticket validity which has been extended to two years from the original date of issue. This is applicable to both regional and domestic tickets.
- Any difference in fare and taxes must be collected but the rebooking fee will be waived.
- The Waiver authority must be endorsed on the new ticket and in the booking:  
WF20.4Z.10028 – PEN WAIVER DUE TO COVID19 (applicable to ticketing agents)
- For any date changes requested on sectors booked to travel after 31 December 2021, standard fare rules and change fees will apply.
- Airlink's no-show policy will apply if bookings are not cancelled more than one hour prior to departure i.e. the applicable sectors will be forfeited.
- If an Airlink flight forms part of an itinerary issued on another Airline's ticket stock, please refer to and abide by their respective policy.
- These rules relate to all Airlink tickets – published fares, net fares, group fares and deposits.
- This excludes tickets that have already utilized their free change authorized in Version 1 and 2.

### 2. Flight Cancellations

- Waivers will not be given for flight cancellations.
- All refund requests will be processed as per fare rules.
- Refund requests made on tickets that were reissued from SAA/083 ticket stock will incur a 13% interline service charge on the fare and YQ, in addition to any other applicable penalties as per fare rules.
- Any schedule changes prior to 11 March 2020 are classified as changes to our network and a full refund may be requested. Any schedule changes/cancellation of flights from 11 March 2020 (the day the World Health Organisation declared COVID-19 a global pandemic) are considered force majeure and standard refund processes apply. This will remain in place until further notice.
- Please note that due to the high volume of refund requests, refunds may take up to 4 months to process.

### 3. Name Changes

- Airlink will permit name changes (either due to incorrect spelling or a replacement name) at an administrative cost of ZAR1150 inclusive of VAT, within the same booking class. Please note that the value of the admin fee will differ depending on the country in which the name change is initiated – rates can be found on our website [www.flyairlink.com](http://www.flyairlink.com) . This can only be processed through Airlink directly. Any difference in fare and/or taxes must be collected.
- Please note that name changes will only be permitted on wholly unutilized 749 issued tickets.
- The second alternative to an incorrectly spelt name or full name change is the purchase of a new ticket in the same class of travel as the old ticket. The old ticket will be sent in for a refund, less the administrative fee of ZAR506.00 inclusive of VAT. Please note that the value of the admin fee will differ depending on the country in which the name change is initiated – rates can be found on our website [www.flyairlink.com](http://www.flyairlink.com), listed under the refund policy.
- If you need to make use of this service, please contact +27 11 451 7300 or email: [e-ticketing@flyairlink.com](mailto:e-ticketing@flyairlink.com)

### 4. Travel Vouchers and Extension of Ticket Validity

- All unutilized tickets issued between 06 December 2019 and 31 December 2020 are eligible to further extend the validity of their ticket by an additional year to create a three-year validity period in total. Any tickets issued on /after 01 January 2021 will still be eligible for a two-year ticket validity, until further notice.
- The validity related to the third year can only be accomplished by converting the ticket to an Airlink travel voucher. Whilst these vouchers are still in the development stage, they will be available for use prior to the two-year expiry of the original ticket, i.e. the first batch of vouchers are due towards the end of 2021.
- We strongly recommend that the conversion to travel vouchers, for the purposes of extending the validity, are not requested more than a month prior to the two-year expiry date of the original validity. This is to ensure that the maximum benefit of the additional validity is achieved. However, if a travel voucher is not requested prior to the expiration of the two-year validity, the original ticket will be deemed expired, and no further transportation permitted.

- Please take note of the following Terms, Conditions, and benefits of the voucher system
  - Travel vouchers will be valid for one year/365 days. All travel needs to be completed within the 365 days.
  - The travel voucher will contain the full value of the original un-flown sectors. The value of the travel voucher can be used towards any Airlink flight on any route. Any difference in the total value of the new ticket versus the value on the travel voucher will need to be collected.
  - Please note that the travel voucher is completely non-refundable. Any residual value will be forfeited after the expiry date. However, this residual value can be utilized as part payment towards another ticket within the same validity period of the travel voucher.
  - The value of the travel voucher may be gifted to someone else to utilize without incurring the cost of a name change. An admin fee for a name change will only be required if the new ticket issued from the travel voucher requires a new name.
  - The above Terms and Conditions are subject to change without prior notification.

## 5. Summarized policy:

Original date of issue	Prior to 31 December 2021.
Original Travel date	20 April 2020 - 31 December 2021
Itinerary	Valid on 4Z flight numbers on 749 ticket stock only
Permitted travel dates	Free date change permitted on tickets issued for travel prior to 31 Dec 2021
	within ticket validity.
Free date change Reissue	On/before 30 June 2022
Ticket Validity	All travel must be completed within two years of original date of issue (a 3 <sup>rd</sup> year extension permissible according to above listed T & C's
Penalty Waiver authority	<b>WF20.4Z.10028 - PEN WAIVER DUE TO COVID19</b>
Refund/re-routing	As per fare rules

## 6. Important Note

- Airlink's updated Covid-19 memo supersedes specific elements within Airlink's Conditions of Carriage as well as Airlink's refund policy until such time as the World Health Organization (WHO) declares the pandemic over.
- Passengers are required to produce a printed and valid medical certificate in English with a negative Covid-19 PCR test result not older than 72 hours before arrival and departure to and from South Africa. The PCR test must match the name in the travel document. The onus is on the passenger to check the specific testing requirements for their destination, including transit countries and arrive at the airport with the appropriate printed travel documents.

Distributed on behalf of Airlink. For more information, please contact: Airlink Head Office +27 11 451 7300

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