



# COVID-19 4Z MEMO

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# Updated Covid-19 Memo - Version II

## 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 30 June 2021 will be permitted one free date change. 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 01 July 2021, standard fare rules and change fees will apply.
- Airlink's no-show policy will apply if bookings are not cancelled 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.

### 2. Cancellations

- Waivers will not be given for 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 such time as domestic, regional and international travel bans are lifted in all countries worldwide.
- 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. 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.
- 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. Summarized policy:

Original date of issue	Prior to 30 June 2021.
Original Travel date	20 April 2020 - 30 June 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 30 June 2021, within ticket validity.
Free date change Reissue	On/before 31 December 2021
Ticket Validity	All travel must be completed within two years of original date of issue
Penalty Waiver authority	<b>WF20.4Z.10028 - PEN WAIVER DUE TO COVID19</b>
Refund/re-routing	As per fare rules

### 5. Important Note

- Airlink's updated Covid-19 memo supersedes specific elements within Airlink's Conditions of Carriage until such time as the World Health Organization (WHO) declares the pandemic over, or under control.

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

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