



St Helena
Government



ST HELENA
AIRPORT

COMPANION AIRFARE FOR TRAVELLERS TO AND FROM ST HELENA

QUESTIONS & ANSWERS

What is a companion fare?

A special fare that allows a companion to travel with a booked passenger on the same flights at a discount to the normal price.

Who is eligible for this fare?

Any adult passenger who travels with another adult who has an un-ticketed confirmed return reservation for flights between St Helena and Johannesburg between the dates for the promotion. This includes existing un-ticketed reservations as well as new bookings, un-ticketed.

Is the fare available for children?

No, the fare is applicable to adult ticket prices only.

Why is this fare only being offered between 4 August and 4 December 2018?

This period has been identified as the low season for travel to the Island.

How much can I expect to pay if I am travelling in a group of two or more?

You will pay the original price of your ticket, or the price for a future booking, plus the special price for the companion ticket. Each companion ticket must be associated with a standard ticket.

What happens if the original traveller cancels their ticket?

The Companion fare would no longer be valid and the relevant cancellation fee would be applied.

How can I book a ticket on this fare?

Bookings can only be made directly with Airlink's Head Office in Johannesburg or through Solomon & Company (St Helena) Plc on the Island. The fare will not be available through other travel agents or online.

The Airlink Head Office can be contacted via tel: +27 11 451 7300 or Airlink's Agent Helpline on +27 11 451 7350.

For those passengers resident on St Helena, ticket bookings can be made via Solomon & Company (St Helena) Plc's Shipping & Travel Agency at the Malabar in Jamestown. Passengers can visit the Shipping & Travel Agency in person or contact them via email: shipping-travelmanager@solomons.co.sh or tel: 22523.

Will this fare be offered after 4 December 2018?

There are no current plans to extend the special fare beyond the current promotional period.

Who benefits from this promotional fare offering?

Existing travellers have an opportunity to take someone with them on their trip at a discounted price. New bookings will benefit from a lower average price for two passengers than would have otherwise been available.

How many seats on each flight will be available under this fare?

This will vary depending on the underlying demand for seats on a particular flight. The fare will be offered subject to W class availability.

Will the fares be available for both routes i.e. HLE - JNB and JNB - HLE?

Yes, the fare is for a return ticket, with the journey starting in either Johannesburg or St Helena. Travel must be on the same flights and dates as the primary ticket holder.

Will these fares be available for passengers travelling to and from Ascension Island?

No, the fare is for travel between Johannesburg and St Helena, although passengers to and from Ascension Island will be able to take advantage of the fare if they are continuing their journey to South Africa.

When will these tickets go on sale?

The tickets will be available from Monday, 30 July 2018, for travel between 4 August and 4 December inclusive.

Will these tickets be available next year?

The special fares are aimed at increasing the numbers of passengers flying to and from St Helena this year. Decisions on future promotions will be taken at the appropriate time.

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