



ASSOCIATION OF
SOUTHERN AFRICAN TRAVEL AGENTS

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CC Mr. Marco Alvarenga
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Mr. Dinesh Naidoo
President of ASATA

By email: 31 March 2020

Dear Aleks,

RE: SAA Refunds and SA Airlink

SAA have distributed the attached notice to the trade regarding their “refund” policy. You will note that there is no provision for any refund, either through the GDS or BSPLink, and, I quote:

“SAA would like to inform you of the following important changes and conditions which is not as per our standard SAA Conditions of Carriage pertaining to Refunds, Validity of tickets and Names on travel documents.

“As you are aware that refunds will not be processed on any 083 document as the GDS and BSPLink Refunds have been de-activated.”

This action is in direct contravention of the South African consumer protection laws, which provides consumers with the right to a cash refund in the even that a service can no longer be rendered due to circumstances beyond the control of the service provider. Our Consumer Goods and Services Ombud has stated emphatically that blanket no-refunds policies are illegal in terms of South African law. For more information, see ASATA's [Guideline on Cancellations, Refunds and Customer Relationship Management](#). It is further in contravention of Resolution 824r.

As a result of the decision made by SAA, SA Airlink immediately terminated the acceptance of any tickets that had been booked on 083 SAA paper.

Agents now need to book directly with Airlink on its new 4Z code and they need to pay for these new tickets. So, the offer of the credit extended by SAA is null and void. Since they are not processing any refunds, that agents and their customers have effectively lost the money paid to SAA for their Airlink tickets booked before 26 March 2020 and now need to book and pay for new tickets.

The travel industry and its customers need to understand what steps IATA are taking to address this with SAA, including how you will now make available the monies you hold as a guarantee from SAA to accommodate the monies due back to travel agents and their customers.

Yours sincerely,

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ASATA is a Non-Profit Organisation established in 1956
Member of the World Travel Agents Association Alliances
Member of the Tourism Business Council of South Africa

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