

# The Blue Train extends suspension of services amidst Covid-19 lockdown

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The Blue Train has announced an extension of the current suspension of its services amidst the nationwide lockdown in response to the Covid-19 pandemic. The suspension, which was initially meant to end on 30 April 2020, has been extended to **30 June 2020**. This comes after a further analysis of the situation by the operations team and after the South African government's pronouncement on 23 April 2020 on the Adjusted Risk Strategy for Economic Activity, which still heavily impacts the travel and tourism industry.



During this period of suspension, the team at The Blue Train will continue to comply with the government's directives of working from home, social distancing and the use of personal protective equipment to ensure the safety of all South Africans. The period of suspension will also allow the development and implementation of screening measures that will ensure the safety of the staff and guests of The Blue Train.



## TOURISM & TRAVEL

### The Blue Train suspends services in response to Covid-19

Havas Johannesburg 23 Mar 2020



At the commencement of this suspension of services in March 2020, The Blue Train apprised its booked, paid and confirmed guests of changes to the cancellation policy to accommodate resultant travel disruptions. These changes remain in place and give guests who were to travel on The Blue Train from 18 March 2020 to 31 August 2020 two options:

- **Ticket transfer:** The transfer of tickets to friends and family who can travel from 1 June 2020 to 31 August 2020
- **Postponement:** The first option is to postpone travel to any date that falls within 1 September 2020 to 31 December 2021. Only one postponement will be allowed during the 69 weeks
- **Cancellation:** The second option is to cancel confirmed bookings and receive a full refund. Both these options will not incur any penalties

For transfers, postponements and cancellations of travel after 31 August 2020, The Blue Train's standard terms and conditions will apply.

Guests who are booked but are yet to pay and therefore are unconfirmed will incur applicable costs commensurate with the ticket cost as per the date of postponement. Any costs or expenses incurred as a result of the postponement such as flights, accommodation, transfers, excursions and other costs, would be at the customers' expense.

The duration of the suspension will be reviewed at the end of May 2020, pending further pronouncements by the

government of South Africa on the national response to the Covid-19 pandemic.

Guests who require more information on these changes and how they potentially affect their travel plans can contact The Blue Train's reservation team at the Pretoria office on +27(0)12-334-8459 or the Cape Town office on +27(0)21-449-2672 or on email [info@bluetrain.co.za](mailto:info@bluetrain.co.za)

### About The Blue Train

The Blue Train is a business unit of Transnet Freight Rail, a division of Transnet SOC Limited and has been in existence since 1946. It offers a unique way of experiencing some of Southern Africa's magnificent landscapes and landmarks. On this train luxury assumes a new dimension. Take a journey into a timeless world of grace; elegance and romance, where spectacular scenery will stir your imagination and luxurious comfort will soothe your mind, body and soul.

Please visit [www.bluetrain.co.za](http://www.bluetrain.co.za) for further information.

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