

SAA, Airlink working on ticket revalidation solution

Airlink is working with the South African Airways (SAA) to find a solution that would allow for a smooth revalidation and re-accommodation of tickets and vouchers issued by SAA for travel on future Airlink flights when the Covid-19 travel restrictions have been lifted.

In January this year, the airlines agreed to replace their franchise arrangement with an agreement to allow for Airlink to accept tickets issued by SAA bearing the "083" prefix for travel on flights operated by Airlink, however, the Covid-19 crisis has forced SAA to amend their review policy. SAA currently offers affected travellers vouchers for travel on SAA flights on future dates, while Airlink aims to resume operations after the lockdown using its own "4Z" ticket code and flight number prefix and it is currently unable to accept SAA-issued vouchers or tickets with the "083" prefix.

"Therefore teams from both airlines are working together to develop a clear and transparent solution that will permit the re-accommodation or revalidation of SAA-issued "083" tickets on Airlink flights into Airlink's "4Z" reservation system or alternatively for Airlink to issue vouchers for travel on Airlink on future dates. We will provide further information as soon as everything is in place," Airlink said in a statement.

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