



Passenger: Franco Sara Mrs (ADT)

Ticket number: 083 2133076100

Issuing office:

SOUTH AFRICAN AIRWAYS FLYSAA GERMANY, C/O
DISCOVER THE WORLD GMBH, WIESBADEN 65187

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Date: 17Jul2025

ELECTRONIC TICKET RECEIPT

Thank you for booking with South African Airways.

This is your e-ticket receipt containing all the details of your forthcoming flight.

We advise you to print and carry this e-ticket receipt as you will need to present it at check-in together with a valid form of identification such as an RSA Identity Document or Passport (for international travel).

We look forward to welcoming you on board.

From	To	Flight	Departure	Arrival	Last check-in
JOHANNESBURG O.R. TAMBO INTL Terminal: B	WINDHOEK HOSEA KUTAKO INTL	SA76	15:20 11Aug2025	17:15 11Aug2025	14:30
Class: V(Economy) Baggage (4): 2PC Fare basis: VRTPLUSZ	Operated by: SOUTH AFRICAN AIRWAYS Marketed by: SOUTH AFRICAN AIRWAYS Booking status (1): OK			NVB (2): 11Aug2025 NVA (3): 11Aug2025 Duration: 01:55	
WINDHOEK HOSEA KUTAKO INTL	JOHANNESBURG O.R. TAMBO INTL Terminal: A	SA75	14:30 21Aug2025	16:15 21Aug2025	13:40
Class: L(Economy) Baggage (4): 2PC Fare basis: LRTSZA	Operated by: SOUTH AFRICAN AIRWAYS Marketed by: SOUTH AFRICAN AIRWAYS Booking status (1): OK			NVB (2): 21Aug2025 NVA (3): 21Aug2025 Duration: 01:45	

(1) OK = Confirm (2) NVB = Not valid before (3) NVA = Not valid after (4) Each passenger can check in a specific amount of baggage at no extra cost as indicated above in the column baggage.

ELECTRONIC TICKET REMARKS

Don't wait in line, check-in online.

South African Airways is pleased to offer our online check-in service, a simpler smarter and faster way to check in. Select or change your seat, and print your boarding pass between 24 hours and 3 hours prior to flight departure. Baggage must be checked-in prior to the flight closure times. Late acceptance will not be allowed.

CANCEL NOTICE

For changes to your travel plans, please contact the [South African Airways](#) office nearest to you. Please note that all changes and cancellations to this ticket must abide by the fare rule.

RECEIPT REMARKS

If your itinerary includes flights operated by airlines other than South African Airways, on the same ticket as your South African Airways flights, different baggage rules may apply for these sectors. If your flight originates with another carrier, additional baggage fees may apply.

The carriage of certain hazardous materials, like aerosols, fireworks, and flammable liquids, aboard the aircraft is forbidden. If you do not understand these restrictions, further information may be obtained from your airline.



LEGAL AND PASSENGER NOTICES

ELECTRONIC TICKET

Take Note

On some services we have arrangements with other carriers known as Codeshare Carriers. This means that even if you have a reservation with us and hold a ticket where our name or airline designator code (SA) is indicated as the carrier, another carrier may operate the aircraft. In such cases the operating carrier's regulations and baggage rules will apply.

Special Assistance

Travelling should always be a pleasure, and we go out of our way to make sure that anybody with special travel needs feels particularly cared for. SAA offers thoughtful services for travellers who require our special assistance. Many of these services need to be booked in advance. For further information, details of services offered or any other queries, contact your nearest [South African Airways Office](#).

South African Travel Requirements for Minors

New requirements introduced by the South African Home Affairs Department, specify that all minors (children under 18 years) who are South African Passport holders are required to produce, in addition to their passport, an Unabridged Birth Certificate which shows the details of both parents for all international travel to and from South Africa. Travellers will be asked to produce the required documentation at check-in for each flight.

For full details please visit the Department of Home Affairs [website](#).

Passport and Visa Information

Passport, visa and health requirements can vary according to your country of citizenship and your destination. It is your responsibility as a traveller to ensure you have the correct documents. Please check the requirements with the consulate or embassy of all countries on your itinerary. Failure to comply with visa and/or passport requirements may result in denied boarding. SAA is not responsible for any losses or inconvenience incurred as a result.

Domestic and International Check-In Information

Check-in travel requirements

At check-in, it is required that all travellers provide proof of identification in order to receive their boarding pass. Customers may use their valid RSA Identity Document or Passport (International travel) as proof of identification. **The same documentation must be present at the boarding gate.**

Check-in times:

Please make sure you check-in before these times:

Flights within South Africa : 90 minutes prior to departure.

International flights : 2.5 hours prior to departure.

Flight check-in closure times

Check-in for domestic flights closes 40 minutes prior to flight departure for all flights. Check-in for regional and international flights closes 50 minutes prior to flight departure for all travel classes. Check-in for flights from Johannesburg to Lagos (LOS) and Kinshasa (FIH), Sao Paulo (GRU) closes 1 hour prior to flight departure. Check-in for flights departing from Lagos, Accra, Blantyre and Lilongwe closes 1 hour prior to flight departure.

Boarding gate closure times

Boarding for all flights begins at least 45 minutes before the scheduled time of departure, with gates closing 15 minutes prior to departure on domestic flights, and 20 minutes for international flights.

Travellers need to please allow enough time to pass through Immigration and Security. High traffic at peak times may be experienced so please allow more than 1 hour before departure time to pass through security.

Travellers who fail to present themselves at the boarding gate before the stipulated time for closure will be denied travel without compensation. In such instances the ticket/fare rules will be applied. Boarding times may vary across our network. Please check your boarding pass carefully.

Flight-boarding calls

Flight boarding calls and name calls for passengers outstanding at the boarding gates is no longer permitted at some airports. We encourage all customers to check their boarding passes and/or the flight information display boards for all flight updates and to exercise vigilance and responsibility in ensuring arrival at the boarding gates as per the prescribed times.

Oversold Flights

SAA, like most airlines, sometimes overbook flights. We do this because often customers holding confirmed reservations change their plans without cancelling their reservation or don't turn up for their flight. On rare occasions, more customers with confirmed reservations are present than seats available. In this instance, we first seek volunteers, willing to give up their seats in exchange for compensation and a seat on the next available flight. If there are insufficient volunteers, we will deny boarding customers in accordance with our company policy on boarding priority. We will also provide you with a written statement that explains our obligations and your rights as a customer of South African Airways. Customer's rights vary per country of departure and are in accordance with the applicable regulations and/or acts enforced.

Standard Cabin Baggage Allowance

Your hand baggage allowance depends on the class you are flying in, so please be aware of the restrictions.

Class of Travel | Max Weight Per Piece | Max Dimensions Per Piece

Business | Two pieces: 8kg (18lb) | each 56cm (L) 36cm (W) 23cm (H)

Economy | One piece not exceeding 8kg (18lb) | 56cm (L) 36cm (W) 23cm (H)

Please note: If your hand baggage does not conform to the size specified, you may be denied entry into the departure area or sent back to check-in.

- All hand baggage must be of a size that fits under the seat in front of you or in one of the overhead lockers.
- Hand baggage must not obstruct emergency exits or aisles.
- One (1) Small handbag or small slimline laptop bag not exceeding dimensions of 30cm X 40cm X 10cm

Remember to remove any dangerous goods, lithium ion batteries and valuables from cabin baggage if it is removed from the cabin for hold stowage.

Larger laptop bags and standard/bulkier briefcases will NOT be considered a personal item and will count as a normal piece of cabin baggage, which may not exceed one piece in economy and two in Business (subject to dimension & weight restrictions).

Checked Baggage Allowance

As a guide, we have provided our standard checked baggage allowances, although there are exceptions based upon certain routes and ticket class. We therefore advise you to also check our baggage allowances and exceptions on www.flysaa.com.

SAA assesses baggage by number of pieces rather than their weight, although weight restrictions do apply.

1. For flights to and from the USA, the free checked baggage allowance per person in Business class is 2 pieces (max 70lbs/32kg & 62"/158cm ea.) The free checked baggage allowance per person in Economy class is 2 pieces (max 50lbs/23kg & 62"/158cm ea.)

For detailed baggage information, as well as other ancillary fees, and restrictions, please visit our [baggage & optional service fees page](#).

2. For all other SAA operated flights, the free checked baggage allowance per person in Business class is 2 pieces (max 70lbs/32kg & 62"/158cm ea.) The free checked baggage allowance per person in Economy class is 1 piece (max 50lbs/23kg & 62"/158cm ea.) There are exceptions to our Baggage Policy. Please visit www.flysaa.com for more information

3. Infants not occupying a seat are allowed one (1) checked bag (max 50lbs/23kg) and one (1) car seat and a collapsible buggy or collapsible pram. For further information, please visit our [Travelling with infants](#) page.

4. SAA Voyager Platinum, Platinum Elect & Lifetime Platinum & SAA Gold, Gold Elect Member & Star Alliance Gold Member on SAA operated flights plus any Star Alliance – operated flights: 1 extra piece based on the allowance of the respective class (weight or piece), as part of the free allowance.

General

You must not include in checked baggage, fragile or perishable items, artwork, money, jewellery, precious metals, computers, personal electronic devices, cellular telephones, cameras, audio and video equipment, negotiable papers, car and house keys, securities or other valuables, business documents, passports and other identification, documents or samples as well as medication or medical equipment you may need in-flight or during your trip, or which cannot be quickly replaced if lost or damaged.

No single item of checked baggage may exceed 32kg (70lb). Carriage of baggage is subject to space availability and any applicable aircraft weight restrictions, which vary. Baggage exceeding the specified allowance may need to be accommodated on a later flight.

For interline and codeshare flights, the free checked baggage allowance and excess baggage charges of the airlines operating those flights may differ from SAA's baggage policy. Stopovers during a trip may result in different baggage allowances for the flights either side of the stopover. Same day connections are not treated as stopovers and as such will have a uniform baggage allowance across all flights.

Special baggage liability limitations for US travel: For domestic travel wholly between US points, federal rules require any limit on a carrier's baggage liability to be at least US\$3300.00 per passenger, or the amount currently mandated by 14 CFR 254.5.

Hazardous Material Notification

Enhanced Security Screening - Liquids, aerosols and gels (International flights only)

Enhanced security measures apply to and from South Africa. Similar or more restrictive measures may apply for other countries. If you want to take liquids, aerosols or gels through the screening point, make sure:

- each item is 100ml or less and do not exceed 1 litre in total;
- all items fit comfortably in a transparent re-sealable 1 litre plastic bag;
- only 1 bag per person is allowed.

Exceptions

Prescription and non-prescription medicines and baby products that you need for the flight but please note:

- proof of need may be required, and
- additional security checks may be performed.

The following items if carried must be placed in your checked baggage:

- all knives, sharp objects or cutting implements of any kind and any length, whether of metal or other material (including, but not limited to paper knives, carpet knives, box cutters, letter openers, scissors of any kind, tradesman's tools, screwdrivers, and darts).
- sporting goods (including, without limitation, sporting bats, billiards/snooker/pool cues, catapults)

If these items are carried in your cabin baggage or on your person you will be required to surrender the item/s at the security screening point and it will not be returned to you.

South African Airways does not accept the transportation of firearms and ammunition either in the Cabin of aircraft or as part of checked baggage.

Dangerous Goods: For safety reasons, dangerous articles must not be packed in checked or cabin baggage. Prohibited articles include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices.

For the latest details on dangerous goods, visit www.flysaa.com

Electronic Cigarettes (e-cigarettes)

The use of electronic, simulated smoking materials including cigarettes, pipes and cigars, is prohibited on all SAA flights. However, they are permitted in your cabin baggage for all SAA/ SAA connecting flights. In the event of cabin baggage being removed and placed in the cargo compartment, you are requested to remove all Lithium Ion batteries from the cabin baggage and carry on board the aircraft.

There might be customs restrictions on e-cigarettes and vaping material. please ensure you adhere to the relevant destinations regulations.



Assistance With Your Booking

For assistance with flight changes, meal requests, seat reservations, delayed flights etc. please contact us in South Africa by email Reservationsjnb@flysaa.com, or give us a call on +27 11 978 1111 or 0861 606 606 (sharecall in SA only), or contact your [local SAA office](#).

Conditions of Carriage

Carriage is subject to South African Airway's [Condition of Carriage](#). South African Airways is not liable for any changes of the transmitted data undertaken by you or a third party. No liability can be accepted for the accuracy of the information included in this document.

Please note that all flight times are local times.

Notice

The Montreal Convention or the Warsaw Convention may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay.

Where the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits in respect of death or bodily injury.
2. In respect of destruction, loss of, or damage or delay to baggage, 1288 Special Drawing Rights (approximately EUR 1,600; US \$1,700) per passenger in most cases.
3. For damage occasioned by delay to your journey, 5,346 Special Drawing Rights (approximately EUR 6,600; US \$7,000) per passenger in most cases.

Where the Warsaw Convention system applies, the following limits of liability may apply:

1. 16,600 Special Drawing Rights (approximately EUR 20,000; US \$20,000) in respect of death or bodily injury if The Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000; US \$10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits in their entirety, and US regulations require that, for journeys to, from or with an agreed stopping place in the US, the limit may not be less than US \$75,000.
2. 22 Special Drawing Rights (approximately EUR 27; US \$28) per kg for loss of or damage or delay to checked baggage, and 332 Special Drawing Rights (approximately EUR 400; US \$400) for unchecked baggage.
3. The carrier may also be liable for damage occasioned by delay.

Further information may be obtained from the carrier as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel.

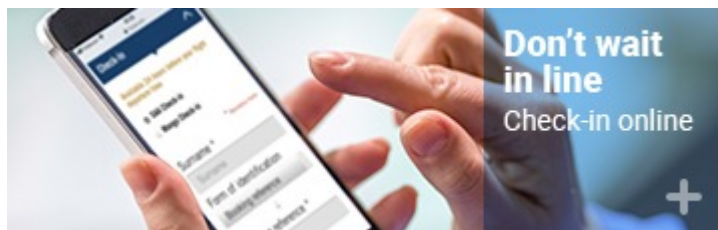
Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. Baggage claims: You must notify us as soon as you discover the damage, and at the latest, within 7 days of receipt of your baggage for international travel, within 24 hours for domestic travel. For delayed baggage you must notify us within 7 days from the date the baggage has been placed at your disposal.

Data Protection Notice

Your [personal data](#) will be processed in accordance with SAA's and all partner carrier's privacy policy. This is available on flysaa.com or from the carrier directly. You should read this documentation, which applies to your booking and specifies, for example, how your personal data is collected, stored, used, disclosed and transferred.

Disclaimer

The information in this e-mail is confidential and is legally privileged. It is intended solely for the addressee. If this e-mail is not intended for you, you cannot copy, distribute or disclose the included information to anyone and request that the mail be deleted. Please note that this e-mail and the contents thereof is subject to the standard SAA E-mail Disclaimer. Should you not have access to the internet, send an e-mail to requestdisclaimer@flysaa.com and a copy will be sent to you.



**Don't wait
in line**
Check-in online



**Pack more
memories**
Find out more

