

Comair's process to accommodate FlySafair passengers

Following the interim interdict granted against Safair Operations (Pty) Limited ('FlySafair') last week by the North Gauteng High Court, which prohibits the sale of tickets and FlySafair from starting with its operations, Comair Limited will take all reasonable steps to accommodate passengers with a FlySafair ticket.

"During the interdict hearing, Comair offered to honour tickets purchased on FlySafair and this has been granted as one of the conditions of the court order*. Comair has finalised the process FlySafair ticket holders should follow to be helped on British Airways (operated by Comair) and kulula.com flights and has already processed a few hundred bookings," confirms Iain Meaker, Commercial Distribution Executive for Comair.

To get re-accommodated follow the below procedure:

Step 1:

- Contact FlySafair to receive a full refund of the flights booked.

Step 2:

- Call the Comair Contact Centre between 08h30 and 19h00 on +27 (0)11 921 0205 or +27 (0)10 492 2230 with your FlySafair reference number. Alternatively, email your request to reaccommodations@comair.co.za.

**The Order states:*

1. The first respondent, Safair Operations (Pty) Limited, is interdicted and restrained, pending the finalisation of the application for review from operating a class S1 air service pursuant to the decision of the second respondent made on 14 August 2013.

2. The second applicant, Comair Limited, is directed to take all reasonable steps within its power to provide to every person holding a ticket to travel on the first respondent's proposed class S1 air service, at no additional cost whatsoever to each such person, alternative means of undertaking and completing on the date or dates stated in such ticket, the journey or journeys by air contemplated in such ticket.