

Trade Release – May 08, 2018

NOTICE FOR CHANGE OF SCHEDULE OF FLIGHT SW285, 24th MAY 2018

Dear Travel Trade Partner,

We hereby give notice that one of our Airbus A330-200 aircraft will undergo an ad hoc maintenance check from 24th to 25th May 2018 in Frankfurt, and as a result, we shall have a temporary change to our schedule as follows;

Flight departure from Windhoek to Frankfurt (SW285) on the 24th May 2018 will change to 12-13 hours earlier. All passengers will automatically be rebooked on the day flight SW283 operating on the same day as their initial bookings. The flight schedule is as below:

Flight No.	Routing	Depart	Arrive	Date
SW283	WDH-FRA	08:00	18:20	24 th May 2018

NB: All Times Local

Conditions for the procedure

- All passengers will be re-protected on SW flights only.
- Passengers are to be rebooked at no fee.
- Rerouting of passengers (already ticketed at this trade release date) to other airlines is allowed, those passengers with onward connections if the change has impacted their itinerary negatively.
- No provision of transport.

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Refund procedures:

- Apply for full refund on your net/published fare level via your GDS and quote the following reference number:

AUTHSW18M05705

- Full refunds for unused tickets will be granted regardless of terms and conditions of the fare (even non-refundable tickets).
- Please note: all refunds must be processed within 7days from receipt of request for the refund by passenger.

You can contact any nearest Air Namibia reservation/ticketing office or at below offices for further details:

NAMIBIA

Tel: 00 264 61 299 6111

Email: callcentre@airnamibia.aero