



CUSTOMER ADVISORY

Distribution: **National:** **International:**

Issue No.:	195	Effective From Date:	25 February 2016
Replace Issue No.:		Effective To Date:	
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Manager Airport Operations Procedures and Support Services			Signature on File

SUBJECT: 1. JNB FLIGHT AND GATE CLOSURE TIMES REVISED

OR Tambo Domestic Departures will be closing flights earlier effective **01 April 2016**, to allow the airline to conclude all departure procedures timeously especially those relating to baggage, so that our customers may not be inconvenienced by possibly not travelling with their baggage.

You are reminded to strictly adhere to the flight and gate closure times.

FLIGHT CLOSURE TIMES:

- Flights departing from Johannesburg to Cape Town, Durban, Port Elizabeth and East London close **40 minutes** prior to departure.
- All other domestic airports flights close **30 minutes** prior to departure.
- Regional and International flights departing from Johannesburg close **50 minutes** prior to departure for all classes of travel.
- Flights departing from Johannesburg to Luanda, Lagos, Kinshasa, and Sao Paulo close 1 hour prior to departure.
- Flights departing from Lagos close 2 hours prior to departure.

BOARDING GATES - CLOSURE TIMES:

Boarding gates close 15 minutes prior to departure on domestic flights and 20 minutes for international flights. Customers who fail to present themselves at the boarding gate before the stipulated time for closure will be denied travel without compensation.

All other flight closure times worldwide would remain as is.

This decision will ensure that the effected flights will henceforth depart on time and will favourably cater for the expectations of Customers and airline alike in terms of improved service delivery and operational requirements.

Care must be taken when LMC's are accepted to ensure that we do not impact Departure Control activities. Check-in to always liaise with Departure Control before accepting LMC's.

Agents should advise their clients to check their flight status prior to travelling, as the closing time of their flight may be earlier than previously published.