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NEWSFLASH - JUNE 2019

EUROPCAR - LINK TO VIEW FINES

Europcar now have a link to view fines and eliminate the frustration of a rental. Please see below the link for fines

<http://www.cancomsa.co.za/Commission/ViewFine2.aspx>

OR TAMBO INTERNATIONAL AIRPORT - BAGGAGE

There have been instances of client's baggage have been tampered with that had been wrapped with plastic. The plastic was removed, zippers were cut and bags were rifled through. Passengers who notice that their bags have been tampered with should open a claim with the airline before they leave the airport and if the baggage damage is outwardly visible passengers should leave it on the carousel and notify airline staff.

BRITISH AIRWAYS - JOHANNESBURG TEMPORARILY CLOSE LOUNGES

British Airways will close its Galleries First and Club lounge at Johannesburg OR Tambo International Airport for refurbishment. A statement on the carrier's website confirms that from the end of May eligible customers will be temporarily redirected to either the Slow Lounge or the Aspire Lounge at the airport. No reopening date has been given.

BRITISH AIRWAYS - MORE LOUNGES FOR BA CUSTOMERS

British Airways customers will be able to access a number of new partner lounges across European destinations. The use of third-party-

owned partner lounges exclusively for the airline's customers travelling in Club Europe and eligible cardholders. Eligible customers travelling from Thessaloniki, Paphos, Heraklion, Dalaman, Olbia, Palermo, Rhodes and Split will be invited to use the third-party lounges.

AUSTRALIA - HEALTH ALERT

NSW Health is renewing its precautions as smoke from hazard reduction burns is expected to continue to impact air quality across Sydney. Travellers should take precautions as smoke can irritate the respiratory system and aggravate existing lung and heart conditions.

VIRGIN ATLANTIC LAUNCH FLIGHTS FROM HEATHROW TO MUMBAI

Virgin Atlantic will be launching a new daily flight between London Heathrow and Mumbai from October 2019. The service will complement the existing route between London and Delhi while providing more connections between India and the US.

LUFTHANSA CUSTOMER SERVICE APP

All passengers on Lufthansa, SWISS, and Austrian Airlines now have access to a digital assistant via the Facebook Messenger App. The new digital customer service or Chatbots offers flight statuses, gate information and luggage allowance. Flight status can be queried as well as information about delayed or cancelled flights. If a flight is cancelled or the customer misses their connecting flight they can use the Chatbots to make their own rebookings. If the digital assistants are

unable to help the chat can be forwarded directly to a service centre employee. In the future they will also provide specific answers on free baggage allowances the whereabouts of baggage or push notifications in the event of delays cancellations or gate changes.

TANZANIA BAN PLASTIC BAGS

The Government of Tanzania advises travellers to the country that from the 1st of June all plastic carrier bags will be prohibited from being imported, exported, manufactured, sold, stored, supplied and used in mainland Tanzania. This excludes plastic packaging for medical services, industrial products, construction industry, agricultural sector, foodstuffs, sanitary and waste management. Visitors to the country are advised to avoid carrying plastic carrier bags or packing plastic bags or items in plastic carrier bags in suitcases or hand luggage.

IBERIA TO INTRODUCE HAND BAGGAGE SCANNER

Iberia is the latest airline to introduce a baggage-scanning app following similar launches from Ryanair and KLM. The app allows passengers to use their phones to scan their hand baggage to check that its dimensions are within the allowable limits. The function is available for iOS devices.

ZIMBABWE - NEW ROAD TO SHORTEN JOURNEY

The new Karoi-Binga road in Zimbabwe which directly links the Matabeleland north and Mashonaland west provinces will become the shortest route from Harare to Binga and Victoria Falls.