



St Helena
Government



ST HELENA
AIRPORT

TICKETS FOR ST HELENA AIR SERVICE

UPDATED FEBRUARY 2018

St Helena

- **Where will the service operate from and to?**

The St Helena Air Service will operate from OR Tambo International Airport in Johannesburg, South Africa (JNB). There will be a stopover at Windhoek International Airport in Namibia (WDH) before the flight continues to St Helena Airport (HLE).

On the return route, the flight will stopover at Windhoek before returning to Johannesburg.

In summary, the route is as follows:

JNB – WDH – HLE – WDH - JNB

- **When is the commencement date for scheduled air services to St Helena?**

The inaugural flight for Airlink's scheduled air service to St Helena will take place on Saturday, 14 October 2017.

On this occasion, the aircraft will overnight on St Helena and will return to Johannesburg via Windhoek on Sunday, 15 October 2017. Thereafter the service will operate on a weekly basis, travelling from Johannesburg to Windhoek to St Helena on a Saturday.

- **What will be the frequency of the flights?**

Initially, the flight will operate on a weekly basis on a Saturday. There is scope for Airlink to lay on an additional mid-week flight as demand grows.

- **How many seats will be available on each flight?**

Initially, the maximum number of passengers on each flight will be 76. There will be six business class seats and 70 economy class seats.

Airlink plan to carry out an engine upgrade in the first quarter of 2018 which will allow the aircraft to be registered to carry 87 passengers on this route.

Scheduling

- **What is the flight schedule for the inaugural flight?**

The inaugural flight for Airlink's scheduled air service to St Helena will take place on Saturday, 14 October 2017. On this occasion, the aircraft will overnight on St Helena and will return to Johannesburg via Windhoek on Sunday, 15 October 2017. This gives passengers the option of a one-day or a seven-day visit to St Helena.

The proposed flight schedule for the inaugural flight is shown below. All times are shown in UTC (co-ordinated universal time) and have been converted to the local times at the airports involved for ease of reference.

Airport	Arrive/Depart	UTC/GMT	Local time
Saturday, 14 October 2017			
JNB	Depart	0700	0900 (Central African Time/GMT+2)
WDH	Arrive	0900	1000 (West African Time/GMT +1)
WDH	Depart	0930	1030 (West African Time/GMT +1)
HLE	Arrive	1315	1315 (GMT)
Sunday, 15 October 2017			
HLE	Depart	1430	1430 (GMT)
WDH	Arrive	1805	1905 (West African Time/GMT +1)
WDH	Depart	1840	1940 (West African Time/GMT +1)
JNB	Arrive	2030	2230 (Central African Time/GMT+2)

Thereafter (from Saturday, 21 October 2017) the service will operate on a weekly basis.

Passengers who would like to travel on the inaugural flight departing Johannesburg on 14 October 2017 and returning on 15 October 2017 will be paying the following all- inclusive return fares:

JNB to HLE return all inclusive - £1030.00

Passengers who would like to travel from St Helena to Johannesburg on 15 October 2017 will be paying the following all-inclusive one way fares:

HLE to JNB one way all inclusive - £540.00

The above fares are subject to change due to Bankers Selling Rate.

The same ticketing rule will apply. For the return flight on 21 October or any other date, the published fares will be applicable which can be in any class of travel subject to availability, conditions and ticketing rules depending on class of travel will apply.

The ticketing rule would be as follows - applicable for return and one way inaugural fares:

- Cancellation fee of 25% of the fare paid
 - If the passengers no-show - no refund
 - Open returns / Waitlisting / Rerouting / Standby - not permitted
 - Child fare - 75% of the adult base fare
 - Infant fare - 10% of the adult base fare
 - Rebooking - £100 for the same booking class (H class)
- **What are the regular flight times/schedules?**

The proposed flight schedules that will apply from 21 October 2017 onwards are shown below. All times are shown in UTC (co-ordinated universal time) and have been converted to the local times at the airports involved for ease of reference.

Johannesburg (normal weekly service commencing on 21 October 2017)

Airport	Arrive/Depart	UTC/GMT	Local time
Saturday			
JNB	Depart	0700	0900 (Central African Time/GMT+2)
WDH	Arrive	0900	1000 (West African Time/GMT +1)
WDH	Depart	0930	1030 (West African Time/GMT +1)
HLE	Arrive	1315	1315 (GMT)
HLE	Depart	1430	1430 (GMT)
WDH	Arrive	1805	1905 (West African Time/GMT +1)
WDH	Depart	1840	1940 (West African Time/GMT +1)
JNB	Arrive	2030	2230 (Central African Time/GMT+2)

Ascension Island (monthly service commencing on 18 November 2017)

Airport	Arrive/Depart	UTC/GMT	Local time
Saturday			

Airport	Arrive/Depart	UTC/GMT	Local time
JNB	Depart	0700	0900 (Central African Time/GMT+2)
WDH	Arrive	0900	1000 (West African Time/GMT +1)
WDH	Depart	0930	1030 (West African Time/GMT +1)
HLE	Arrive	1315	1315 (GMT)
HLE	Depart	1430	1430 (GMT)
ASI	Arrive	1630	1630 (GMT)
Sunday			
ASI	Depart	1115	1115 (GMT)
HLE	Arrive	1315	1315 (GMT)
HLE	Depart	1430	1430 (GMT)
WDH	Arrive	1805	1905 (West African Time/GMT +1)
WDH	Depart	1840	1940 (West African Time/GMT +1)
JNB	Arrive	2030	2230 (Central African Time/GMT+2)

Fares

- **How much will tickets cost for a return fare?**

Ticket prices start at £804 (including taxes) for an economy return fare on the Johannesburg route.

The below tables highlight the range of return fares from St Helena to South Africa including taxes. Passengers should note that **fares are subject to change and are subject to availability.**

St Helena to Johannesburg (return)		
Class	Lower	Upper
Business		£1,544
Economy	£804	£1,244

- **How much will tickets cost for a single fare?**

Passengers should note that the single fare is not 50% of the return fare - this is because some airport taxes are applied on arrival, others on departure.

The below tables highlight the range of return fares from St Helena to South Africa including taxes. Passengers should note that **fares are subject to change and are subject to availability.**

St Helena to Johannesburg (single)		
Class	Lower	Upper
Business		£767

Economy	£397	£617
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Johannesburg to St Helena (single)		
Class	Lower	Upper
Business		£777
Economy	£407	£627

- **What will children pay?**

Child fares are determined by the age of the child on the day of departure. The following rates will apply:

Child (2-11yrs) - 75% of the basic adult fare plus any applicable airport taxes

Infant - 10% of the basic adult fare plus any applicable airport taxes

- **What is the difference between business and economy class?**

There are six business class seats and 70 economy class seats available on the flight. Business class passengers will enjoy more legroom, access to airport lounges, an increased baggage allowance, and preferential boarding onto the aircraft.

- **How many seats are available at each fare band?**

There is a single fare band for business class tickets, although promotions may be run from time to time. There will be six seats available in business class.

There will be 70 seats available in economy class. There are five fare bands for economy class tickets, with tickets being sold in the range £804 - £1,244 (including taxes) for an economy return fare on the Johannesburg route. As a starting point, there will be 10 seats available in the lowest fare band.

Up until now, passengers travelling to and from St Helena would be familiar with the ticketing system for the RMS St Helena. This is mostly a static system where a number of cabins are made available at a certain fare, subject to only minor changes during the travel season.

In comparison, the ticketing system for the St Helena Air Service will be dynamic and will react to demand. For example, the ticketing system will recognise if fares are not selling at a particular price and will adjust accordingly so that more seats are sold at the next fare level. Some of the cheaper fares are time bound and will only be available to passengers who book well in advance. There may also be promotions run from time to time. All of this is normal practice in the airline industry.

Whilst the starting point is 10 seats within the lowest fare band, the remaining 60 economy class seats will be spread across the remaining bands. The number of seats in each band will vary, particularly as the ticketing system recognises if fares are not selling at a particular price and adjusts to sell more seats at the next fare price.

Passengers should therefore note that **fares are subject to change and are subject to availability.**

- **What is the difference between the different fare bands for economy class seats?**

There are different terms and conditions that apply to the different fare bands. These relate to, for example, cancellation fees, re-booking, open returns etc. For example, in the lower fare bands, ticket cancellation incurs 100% of the ticket cost whereas in the upper fare bands cancellation incurs 25% of the ticket cost.

Passengers should consult their travel agent at the time of booking regarding which fares are available and what terms and conditions will apply.

Passengers resident on St Helena should consult Solomon & Company (St Helena) Plc's 'Shipping & Travel Agency' for further advice. Passengers can visit the 'Shipping & Travel Agency' in person at the Malabar in Jamestown or can contact shipping.manager@solomons.co.sh or telephone: 22523.

- **How were fares determined?**

Fares have been determined based on the cost to provide the service to St Helena. This takes into account not just the overall cost of physically flying the aircraft to St Helena but also the cost of the particular services that passengers will receive.

- **Why did you not increase the business class fares to subsidise the economy class fares?**

There is no cross-subsidisation between different fare bands - passengers are being charged for the cost of the service that they will receive.

The differential between business class and economy class fares has been set based on Airlink's standard pricing policy, as agreed with SHG. The same differential applies on all Airlink routes.

- **Is the service being subsidised?**

The objective is to run the St Helena Air Service on a commercial basis. There will not be a subsidy applied to ticket sales.

At the end of each year of operation of the service, there will be a reconciliation between the cost of operating the service and the revenues generated. If there is a shortfall in revenue, a subsidy will be applied at that point.

- **When will you publish revised fares?**

Ongoing reviews have been built into the contract with Airlink, the aim being to build a bank of data on which to base commercial decisions around the air service. A full review is scheduled after six months of operation and the public will be kept updated regarding any planned changes at that point.

Making a Booking

- **How can I book my ticket?**

Tickets will be available online via the Airlink website at <https://flyairlink.com/> and through all normal IATA global distribution systems. Passengers are advised to contact their IATA travel agent.

For those passengers that are resident on St Helena, ticket bookings can also be made via Solomon & Company (St Helena) Plc's 'Shipping & Travel Agency' at the Malabar in Jamestown. Passengers can visit the 'Shipping & Travel Agency' in person or can contact shipping.manager@solomons.co.sh or telephone: 22523.

- **How far in advance can I book my ticket?**

The ticketing system allows tickets to be purchased up to 342 days in advance of the date of travel.

- **Can I choose my seat on the plane?**

Yes. Passengers will be able to select a seat on the plane when making their ticket booking.

However, consider, for example, if everyone tried to book seats on the side of the aircraft to get the best view of the approach to the Island - this simply would not work! Passengers are advised that due to weight and loading requirements for the aircraft, you might be asked to swap your seat on the day of the flight. If you have shown a preference for a window or an aisle seat, we will do our best to accommodate this.

- **What is the risk that I could be bumped off the flight?**

Airlink do not apply a denied boarding policy. Once your ticket has been confirmed, your seat on the flight is reserved for you.

The only circumstances under which a passenger might be bumped off the flight relate to a medical emergency where the timing coincides with the departure of the Airlink flight from St Helena. If the flight is fully booked, SHG would ask for a volunteer to give up their seat to accommodate the patient that needs to be transported and SHG would fully compensate that volunteer. This would apply in extreme circumstances only, and only when the timing coincides with the departure of the Airlink flight from St Helena. In all other medical emergencies, the SHG Public Health Directorate would use the aeromedevac service provided by ER24.

Information for Passengers

- **What is the check-in time?**

The check-in time for passengers departing St Helena Airport on an Airlink flight will be two hours prior to the published flight departure time.

For passengers travelling to St Helena, check-in times for international departures from Johannesburg are normally three hours prior to the published flight departure time.

Those passengers that are travelling from further afield to connect with the flight at Johannesburg should seek advice from their travel agent. Passengers should allow sufficient time to connect with onward flights. There is a minimum one hour connection time at OR Tambo International Airport in Johannesburg. If in doubt, passengers may wish to consider an overnight stop.

- **What facilities will be available at St Helena Airport?**

Commencing on Saturday, 14 October 2017, St Helena Airport will be open to the general public on flight days.

Members of the public will have access to all landside facilities. This includes the Tourism facility, the Bank of St Helena facility, the Shop, the Restaurant and the Viewing Platform.

Departing passengers will also have access to the Duty Free Shop, the Airside Café, and the Departures Lounge.

- **What is the baggage allowance?**

For checked or hold baggage, the general free allowance on Airlink flights is 20Kg in Economy Class and 30Kg in Business Class per adult passenger.

In addition to the checked or hold baggage, passengers may carry the following cabin or hand baggage. Each piece should not exceed 8kg.

Economy Class: 1 Piece plus 1 slimline laptop bag

Business Class: 2 Pieces plus 1 slimline laptop bag

Children (ages 2-11) are entitled to the same baggage allowance as adults.

Infants will be permitted 10kg of checked-in baggage in addition to one collapsible pram/buggy and one infant car seat.

- **Will the rules about baggage allowances be strictly applied?**

To ensure that all passengers are treated fairly, if a passenger exceeds the baggage allowance, additional fees will be applied.

Weight restrictions apply on the flight so on days when the flight is fully booked with both cargo and passengers, persons with excessive baggage might be asked to leave items over and above their baggage allowance behind. These items can be airfreighted at a cost to the passenger at the next available opportunity.

- **What if I want to take a particular item on the plane?**

Passengers are advised that St Helena Airport is an international airport and the normal rules of what can be carried onto a flight will apply. Further guidance is available in the attached posters.

Further information on items that can be carried on board can be found at <https://flyairlink.com/information/baggage-policy> or <http://sthelenaairport.com/at-the-airport/security/baggage/>

If you are resident on St Helena, please consult Solomon & Company (St Helena) Plc's 'Shipping & Travel Agency' for further advice. Passengers can visit the 'Shipping & Travel Agency' in person at the Malabar in Jamestown or can contact shipping.manager@solomons.co.sh or telephone: 22523.

- **What is the freight/cargo allowance?**

SHG has reached agreement with Airlink that in the first instance the priority for cargo/freight will be given to essential services for the Island. A typical example is the Island's mail which will be given priority over other types of cargo.

Any remaining cargo/freight capacity can then be made available. Cargo transport is currently charged at GBP £1.88 per kilogramme from Johannesburg or St Helena respectively. Note that this fee will be subject to change from time to time.

- **Can pets be transported on the flight?**

This service will not be offered in the initial stages of the air service to St Helena and passengers wishing to bring pets to the Island should continue to use the RMS St Helena in the first instance.

We expect this service to be in place early in 2018. Pet owners will need to comply with all regulatory and practical requirements from the airline and airports involved.

- **Can Airlink carry patients with additional requirements, for example, medical referrals, wheelchair customers, and stretcher cases?**

Residents on St Helena should note that emergency medical cases will be transported using the aeromedevac flight service in place with ER24: emergency cases will not need to wait for the Airlink weekly scheduled air service.

However, in future the Island's medical referrals (i.e. non-urgent cases) will travel to South Africa on the St Helena Air Service. Airlink is applying for a Part 138 licence in order to facilitate this.

Airlink already has the capacity to carry disabled passengers who are wheelchair bound. Persons with reduced mobility may carry free of charge one wheelchair and/or other assistive devices upon which they are dependant.

Airlink is also developing its capacity to carry stretcher cases and this service will be in place in the first quarter in 2018.

- **I am heading to a shooting competition, can I take my rifle?**

Yes. Airlink is able to carry sport target shooting equipment if it is appropriately packaged. Please ask for further details when booking your ticket or see <https://flyairlink.com/information/baggage-policy> for further details.

- **Is there a frequent flyer programme?**

Yes. Airlink is a member of the South African Airways Frequent Flyer Programme 'Voyager'. Frequent fliers are rewarded with air miles every time they travel with one of the member airlines on the Voyager scheme. These miles can be redeemed for free flights, upgrades and other benefits.

- **Is there an in-flight entertainment system?**

Unfortunately no. However, passengers will be able to use their personal electronic devices.

- **Is there in-flight catering?**

Yes. A snack is provided on the first leg of the flight (i.e. between departing from Johannesburg and arriving in Windhoek) and a more substantial meal is served on the second leg of the flight (i.e. between departing Windhoek and your final destination). Soft drinks, teas, coffees and alcoholic beverages will be available.

- **I am a nervous flyer. Should I be worried about windshear at St Helena Airport?**

St Helena Airport is open and operational. The isolation of the Island together with the potential for windshear has meant that St Helena Airport has been classed as a Category C airport. Category C airports have additional considerations for approach, landing or take-off. Difficult wind conditions, including turbulence and windshear, are encountered and safely managed at many airports around the world and St Helena Airport is no different.

There has been extensive work undertaken to understand and mitigate the potential for windshear at St Helena Airport. Safety is our number one priority. The decision on whether a flight takes place as scheduled rests with the pilot - flights will only take place when the pilot is confident that conditions are favourable.

During Airlink's proving flight visit in August 2017, they carried out a total of 13 flight trials at St Helena Airport. These included 'touch and go' - where the aircraft circles the runway, comes in to land, touches the wheels to the runway, and immediately takes off again for another circuit. All of the trials were successful and subsequently the final approvals for the scheduled air service were granted by the South African Civil Aviation Authority.

All necessary regulatory approvals for the scheduled air service to St Helena are therefore in place. A short video of Airlink's proving flight to St Helena is available at the following link: <https://youtu.be/kiecNLqWrMA>

We recognise that some residents on St Helena might not have flown previously. Island residents might like to visit St Helena Airport to witness the arrival of a flight. The restaurant and viewing platform at the airport will be open to the public on flight days commencing on 14 October 2017. Staff at the Airport will be happy to answer any questions.

- **What if the flight is delayed?**

Every effort will be made to ensure that the flight schedule is maintained.

However, should there be a delay, Airlink will offer assistance with making all practical arrangements (e.g. if passengers need to find a hotel). Compensation to passengers in the event of a delay will very much depend on the circumstances

around the delay but in general passengers will need to consult with their insurance provider in relation to any costs that might be incurred.

Connections

- **Can I join other flights at Windhoek?**

Currently Airlink has stopover rights at Windhoek, enabling passengers to transfer there to another Airlink flight.

Airlink has applied for Fifth Freedom Rights which once granted will facilitate customers boarding flights at Windhoek (and de-boarding on the return trip).

- **Why has the fare from St Helena to Windhoek not been published?**

Currently Airlink has stopover rights at Windhoek, enabling passengers to transfer there to another Airlink flight. For this reason at the present time we are able to advertise flights between Johannesburg and St Helena (via Windhoek).

Airlink has applied for Fifth Freedom Rights which once granted will facilitate customers boarding the flight at Windhoek (and de-boarding on the return trip). While this application process may take some months, we hope that Fifth Freedom Rights will be in place for the inaugural flight or shortly thereafter. The fares between St Helena and Windhoek will be published at that point.

- **Will I have to overnight at Johannesburg?**

OR Tambo International Airport in Johannesburg offers connectivity to over 80 airports around the world.

In scheduling the St Helena Air Service, every effort has been made to ensure that same-day connections are possible to London and Europe. However, passengers will wish to bear the following points in mind:

- Passengers should allow sufficient time to connect with onward flights. There is a minimum one hour connection time at OR Tambo International Airport in Johannesburg.
- Passengers should note that flights are subject to change, for example, some flights are seasonal. Many of the queries we have received have been from passengers who have carried out general searches on flight availability. Whilst this will give passengers a general idea, it is important to look at the period in which travel is planned.

- Passengers **travelling from** St Helena who have the misfortune to miss a connecting flight will have a number of options to join a connecting flight the following day. However, passengers **travelling to** St Helena who miss their connecting flight will not be able to join a flight to St Helena until the following week.

In light of the above, if in doubt, passengers may wish to consider an overnight stop. Passengers should consult their travel agent.

Ascension Island

- **When will the charter service to Ascension Island commence?**

The monthly charter flight to Ascension Island will commence with the first flight from St Helena on Saturday, 18 November 2017, and returning on Sunday, 19 November. Thereafter the flight will take place on the second weekend of every month.

- **Can a flight still land there even with the runway repairs?**

Wideawake Airfield at Ascension Island is open. Whilst it is not possible for larger aircraft such as the A330 to land there, all other regular aircraft services continue as normal.

- **How do I book a seat on the flight to Ascension Island?**

Bookings can only be made with the Ascension Island Travel Agency, an announcement will be released to publicise when bookings can be taken for the Ascension service. Once this is available please contact them via email: flight.bookings@ascension.gov.ac or tel: +247 66500.

- **What is the cost of a flight to Ascension Island?**

Those wishing to fly between Ascension and St Helena will be able to purchase a ticket at the following rates:

- A return ticket - £845
- A southbound (ASI-HLE) single ticket - £415
- A northbound (HLE-ASI) single ticket - £430

The Ascension Island service is being delivered alongside the air service to St Helena through a separate charter arrangement managed by the Ascension Island Government. Further information will be made available shortly by the Ascension Island Travel Agency regarding the booking and releasing of tickets. This will be

available on the Ascension Island Government website: <http://www.ascension-island.gov.ac/>

Other

- **How long will the RMS operate for?**

There will be a period of overlap between the current RMS service and the St Helena Air Service. Further information will follow.

- **Can I transfer my ticket from the RMS to the flight? Will charges apply?**

Passengers booked to travel on the RMS St Helena on v264 onwards (i.e. at the time that tickets become available for the St Helena Air Service) will be able to transfer their ticket to the St Helena Air Service. No transfer fees will apply. However, there may be a fare differential chargeable.

- **When will the MV Helena service commence?**

The MV Helena will commence its freight service to St Helena when the RMS St Helena is withdrawn from service. Further information will follow on this.

- **Are other air services able to operate to St Helena?**

Yes. St Helena Airport operates an open skies policy and approval will be given to all flights that meet the regulatory and technical requirements. All flights are on a prior permission required basis and interested operators should contact Gwyneth Howell, the Head of Operations at St Helena Airport, via email: hoo@airportsthelena.com or on tel. +290 25175.

- **What about the Comair service?**

Comair had planned to operate a B737-800 to St Helena but this aircraft type would not give an optimum payload if it were operated on Runway 02 in tailwind conditions. Agreement has therefore been reached with Comair to terminate the original air services agreement.

Comair has remained very much engaged with SHG and has been a helpful source of advice. SHG extends its thanks to the team in Comair for their support.

SHG
21 September 2017

Airlink