



LAUNCH OF TICKET SALES FOR ST HELENA AIR SERVICE

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

The stopovers at Windhoek have been carefully scheduled so that on both the onward and outbound journeys to/from St Helena, the flight will coincide with the Airlink flight between Cape Town International Airport and Windhoek.

- ***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 6 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 are the flight times/schedules?***

The proposed flight schedule 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
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)

The flight schedule will be amended once per month to incorporate a flight to Ascension Island. Further details will follow on this.

Fares

- ***How much will tickets cost?***

Ticket prices start at £804 (including taxes) for an economy return fare on the Johannesburg route and £846 (including taxes) on the Cape Town route. The basic fares for the Johannesburg and Cape Town routes are identical but there is a difference in the overall costs due to differing airport taxes.

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
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St Helena to Cape Town (return)		
Class	Lower	Upper
Business		£1,586
Economy	£846	£1,286

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

There are 6 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, enhanced in-flight service, and preferential boarding onto the aircraft.

- ***What is the fare between St Helena and Windhoek?***

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) and Cape Town and St Helena (via Windhoek).

Airlink has applied for Fifth Freedom Rights which once granted will facilitate customers (other than Airlink transit customers from Cape Town) 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.

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 and Cape Town 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 or Cape Town 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 both OR Tambo International Airport in

Johannesburg and at Cape Town International Airport. If in doubt, passengers may wish to consider an overnight stop.

- ***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

- ***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 in 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 assertive 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.

- ***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.

- ***I am a nervous flyer. Should I be worried about 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.

Ascension Island

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

The monthly flight to Ascension Island will commence on the third weekend in November 2017. 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?***

Further information will be made available shortly by the Ascension Island Travel Agency.

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 formally suspend 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
1 September 2017

Airlink