



# WELCOME

ABOARD THIS FLYSAFAIR FLIGHT!

## FlySafair®

# Thank you for choosing us today



**As a low-cost airline, we do things differently.** We aim to connect more South Africans with who and what they love. We do that by keeping our costs as low as possible so that we can make travel as affordable as possible so that more people can fly.

We've stripped out any optional extras like on board catering but give you the opportunity to tailor make your experience based on the additional services you would like onboard. Other carriers may promote these features as free, but in fact, these costs have all been included in the airfare you pay.

### For your comfort in flight

#### The panel above your head contains your personal controls



You can adjust the direction of this **airflow** by repositioning the nozzle and manage the intensity of the air flow by twisting the outlet.



Fasten your **safety belt** when this sign is turned on.



The **reading light** is turned on and off using the button.

If your safety belt is a bit tight, our team will gladly assist you with an **extension** on request. Please leave the extender on your seat when you leave the aircraft.



The other button serves as a **callbell** to attract the attention of our crew.

#### Your series, your soundtrack, your headphones

Out of respect for other customers, we kindly request that you use earphones when listening to audio on your personal electronic device.



If you're travelling with kids, please supply them with headphones too.



## ON BOARD TODAY



We have two pilots in the flight deck, and four cabin attendants looking after your safety and comfort. Our Lead Cabin Attendant will be wearing a pink jacket.

## What does it take to become a FlySafair pilot?

We have some of South Africa's best pilots in the flight deck today. All our pilots go through an intense initial training period when they start. It could take up to three months before they are released to the line. This includes one month of technical and operational training, forty hours of simulator training, and up to forty sectors of line training.

Every six months following their line release our pilots are subject to recurrent training, this includes eight hours of simulator proficiency checks. Annually there is also a Line Check Flight, conducted by a Check Captain.

Recurrent training is designed to ensure that our pilots maintain the highest level of proficiency, safety, and professionalism throughout their careers here at FlySafair.



## DID YOU KNOW?

- ✓ The captain sits on the **left** hand side of the cockpit and the first officer sits on the right. The captain has 4 stripes on his epaulette.
- ✓ The average age of our Captains is **44 years** old and they have an average of **10,000** flight hours.



## Need to keep the gang together?

You can purchase pre-selected seats on our website, so that you can get your preferred seat and your traveling party sits together. When you pay for pre-selected seats, the kids' seats selection is free.



## Do you need a bit more room?

### Feeling a little snug?

While standard across the world, airline seats are not the biggest.

If you need a little extra room, why not consider purchasing a **blocked seat**, which ensures that the middle seat in your row stays open, giving you more space and comfort.

Pre-selected seats at the emergency exit row and front bulkhead also means a little more legroom for those who are a bit taller than most.



## FANCY A SNACK?



Check out our **Inflight Delight Menu** with a range of snacks and drinks for you to purchase.

We've gone **cashless** onboard but accept all major debit and credit cards as well as most Tap to Pay options.

You can also purchase a snack voucher to be used onboard when you book online or add it as an extra after you've made your booking via WhatsApp, our App, or the website using "My Booking".

## Pack smart



Your fare includes **one free carry-on bag** and one personal item like a handbag or slimline laptop bag. Please ensure your larger carry-on bag weighs no more than 7kg and fits in the overhead compartment.

Your smaller personal item should be stored under the seat in front of you, except if you are seated at an emergency exit row. Thank you for following these rules to help us accommodate everyone's luggage.

## WHY WE ASK FOR YOUR NUMBER



We ask for your cellphone number during the booking process as we like to keep our customers up to date with their **flight details**.

From letting you know your boarding gate number or baggage carousel number, to letting you know if there is a delay, we want to make sure you have the information you need to keep your journey as smooth as possible.

## Disembarkation procedure



Disembarkation today will be done the FlySafair way. We facilitate a structured disembarkation procedure where customers are asked to remain seated until their rows are called to exit. Our flight attendants will invite a few rows at a time to leave, allowing for an orderly process without unnecessary crowding.

The intention is to exit using both the front and rear exits and work toward the centre of the aircraft. However, if the rear door is not available to us for some reason, our crew will first invite the last few rows of the aircraft to disembark, to combat any safety concerns about the aircraft becoming tail-heavy and potentially tipping. We appreciate your patience if this is the case.

### Keen to go first?

The best way to ensure that you are amongst the first people to exit the aircraft is to pre-book seats at the front of the aircraft. This can be done while booking with us directly, or through the **My Booking** function on our App or website.

## Don't worry, be 'appy!

Consistently ranked as the most popular travel app in both the Google Play and Apple App Stores, the FlySafair App is designed to make your journey with us as easy as possible.



- View your detailed travel itinerary.
- Make changes to your booking and add extras.
- Track flights in real time
- Pre-select your preferred seats.
- Check-in and access your boarding pass.
- Receive useful push notifications when online check-in opens, your gate number, and on which carousel to find your luggage.

Another way to connect to FlySafair is via **WhatsApp**. Just WhatsApp "hi" to **(+27) 87 357 0030** and you can manage your booking, add extras, check-in, check flight status, get info, or request assistance.

