

**Safair**

Northern Perimeter Road, O.R. Tambo International Airport, Bonaero Park, 1619, South Africa

P.O. Box 938, Kempton Park, 1620, South Africa

Telephone: +27 11 928 0000 Fax: +27 11 395 1315

[www.safairoperations.com](http://www.safairoperations.com)



26 April 2021

To Whom It May Concern:

**RE: eDreams Reservations for FlySafair Flights issued between  
20 April 2021 and 24 April 2021**

Please note that Radixx International, our central reservations provider, experienced a major technical event that brought all systems for all their client airlines down. This event began on 20 April 2021. FlySafair systems came up again on 24 April 2021.

During this downtime it was absolutely impossible for any agency to confirm reservations on FlySafair flights. The system was completely offline.

Any tickets issued within this period were done so without airline confirmation, and these customers were subsequently not accepted for carriage. As such these customers must be refunded by the agency who ticketed erroneously.

Thank you in advance,



Kirby Gordon

Chief Marketing Officer: FlySafair