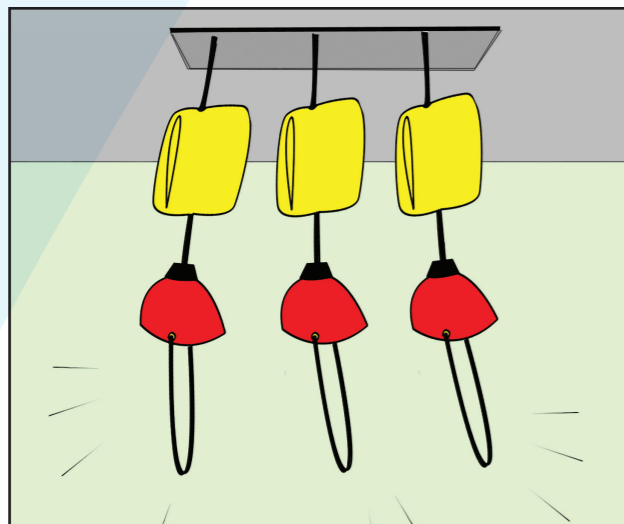


Welcome to SAA, our national air(borne disease) carrier. SAA has been committing aircrimes against South Africans since 1934.

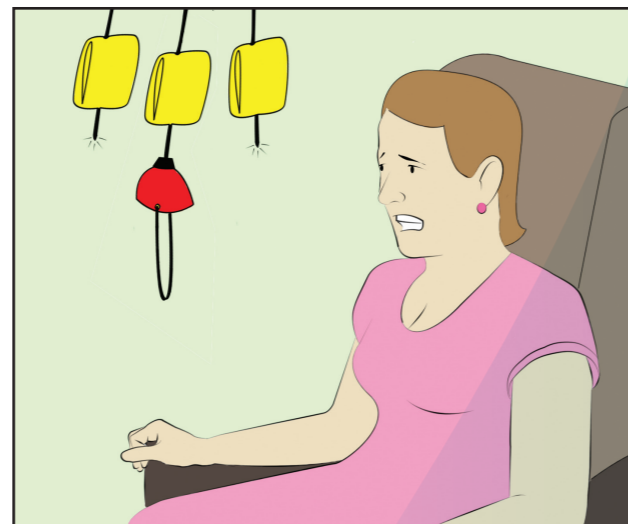
21st Century discomfort

SAA's economy class now has extra leg-room – assuming you have prosthetic legs that will fit in the overhead compartment. We've put video equipment underneath the seats, eliminating the need to put your feet there. These exciting features of our new fleet of long-haul planes will intensify your (relief) pleasure at disembarkation.

In case of emergency



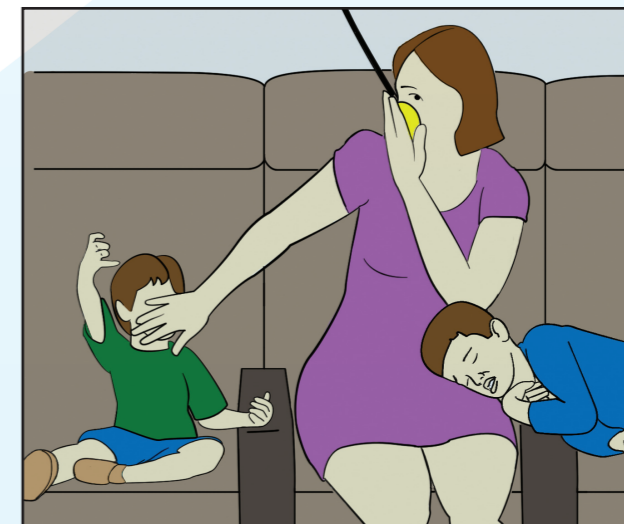
In the unlikely event of a loss of cabin pressure, oxygen masks will drop down automatically in front of you.



However, due to budget cuts, this may be even more of a surprise than you'd think.



Indeed.



So, as always, it'll be important that you assist yourself before others.

In-flight in-hospitality

While we pamper our first-class passengers, we give the Finger to the rest. If you were enough of a clot to book a thrombosis-class ticket, you won't survive our triage policy of in-flight servitude. Our flighty attendants are trained to ignore your every need:

Should they not have the beverage of your choice on their carts, they will nonchalantly 'forget' your request to bring it from the galley.

They are indifferent to the frustrations of passengers in seats with non-functional video consoles. The two passengers on the plane whose personal video systems are working will find a selection of films that will appeal to the low-brow tastes of *Sax Appeal* readers.

We offer a choice of meals:

- (1) "Yes please, I would like the meal"; and
- (2) "No thanks, I have too much respect for my colon".

(Please note that option 1 is only for those with the culinary discernment of trough eaters.)

If you are sleeping during the meal service, we shall wake you in order to offer you this amazing choice. Passengers sitting in aisle seats should also expect to be woken by the porky thighs of our chunkier flight attendants or by the service carts they ham-handedly ram into seats. In the morning, we'll express the hope that you slept well.

Baggage “Services”

International aviation security protocols require that your baggage travels on the same aeroplane as you do. Our baggage handlers won't let such trifles interfere with their incompetence. At the aptly named OR Tambo International Airport, either you OR your luggage will make it on to the plane. In the highly likely event that your luggage does not arrive at your destination with you, please expect the following:

1. Our trained hostage negotiators / grief counsellors will pacify you in the soothing tones of South Africa's twelfth official language – “customer services speak”. They will reassure you that you will soon be reunited with your kidnapped luggage.
2. While you enjoy your holiday without the benefit of your luggage, you will make daily phone calls to our baggage service line to inquire whether your baggage has arrived. On the third day without a change of clothes, your stench will be perceptible over the phone and our agent will authorise you to purchase basics up to the value of \$100.
3. On the day of your trip home your luggage will arrive at your hotel room as you check out, affording you the opportunity to carry it back to the airport.
4. After you submit your claim, you will be advised that we shall reimburse you for only \$50 worth of basic items. This does not include medical treatment for the hair you pulled out while dealing with us.

In case of emergency



In the event of an emergency landing, a hostess will guide you to the nearest exit.

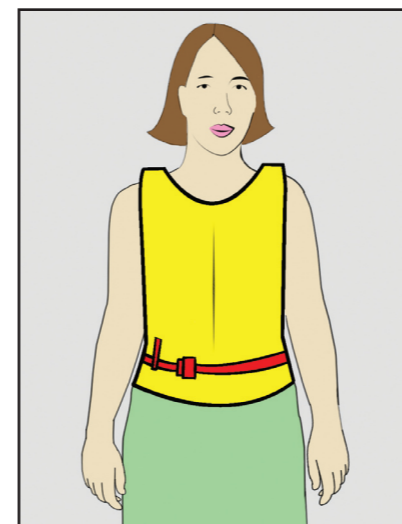


In the interests of urgency, our hostesses will assist all passengers to disembark as quickly as possible.

Voyeur-je Programme

Our customer loyalty programme promises frequent flyers the sky, but delivers *bupkes*. You can earn miles, but it's nearly impossible to redeem them. We skilfully limit the number of upgradeable seats available per flight. In the interests of opacity we keep the window shutters down and won't tell you that the unlucky number is zero. On our Voyeur-je programme, you exhibit loyalty to us in exchange for titillating peeps at the None-of-your-business class seats in our Miles Redemption brochure. We hope you get pleasure ogling these seats, because you'll never be able to use loyalty miles to sit in them.

In case of emergency



In the event of a water landing, an inflatable life jacket is stored under most seats.



There are some additional supplies for first class passengers, whose patronage we value.



Some provision has also been made to preserve the lives of our economy class passengers.



DISASTAR ALLIANCE