

Tripadvisor awards FlySafair 'Best Airline in Africa and the Indian Ocean'

For the third year in a row, FlySafair has been named 'Best Airline in Africa and the Indian Ocean' in the 2020 Tripadvisor Travellers' Choice awards for Airlines. "It's encouraging to know that in the midst of a crisis our customers still believe we're at the top of our game," says Kirby Gordon, chief marketing officer of FlySafair. "Providing our customers with excellent service has always been a top priority."



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The airline performed well across the ratings categories, scoring high marks under check-in and boarding, customer service, onboard experience, cleanliness and value for money for another year, with an on-time performance of 93% for June.

While the recent lockdowns globally and locally have stifled the travel industry, FlySafair continues to weather the storm and is presently operating 36% of the available seat capacity on the South African domestic market; this while the majority of other local carriers face business rescue or liquidation leaving only 10% of the number of seats available this time last year on the market.

Airline recovery support

FlySafair has been vocal in lobbying for state support for the industry which is a key enabler for recovery in the greater tourism and leisure space.

"Funding need not be via cash injections in that highly profitable state-owned companies like Air Traffic and Navigation Services, SA Weather Services, ACSA, and the SACAA, could easily provide temporary relief to airlines in recovery.

"Meanwhile we await news from Treasury and the Ministries of State Owned Enterprises as to how they intend to raise the R10.3bn that has been committed to fund the Business Rescue of SAA and subsidiary Mango.

"Over the past six years, and through this tough period, we've proven our mettle as a serious contender in this market. All we've ever asked for is a level playing field," says Gordon.

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