

The Blue Train suspends services in response to Covid-19

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The Blue Train has announced the suspension of its services, effective immediately, in response to the Covid-19 pandemic. The suspension, which will be in effect until 30 April 2020, comes after a risk assessment done by the operations team early this week. The Blue Train is one of South Africa's luxury trains owned by Transnet SOC Ltd.



The decision to suspend The Blue Train's services is commensurate with the disaster declaration requirements from the South African Government to ensure the safety of all present in the country. The declaration recommends prevention through social distancing, a practice that is not possible to comply with on-board The Blue Train. It is therefore safer for the staff and guests at The Blue Train to suspend operations until such a time that it is safer for people to convene without risking community transmission.

Earlier this month, The Blue Train had apprised its booked, paid and confirmed guests of changes to the cancellation policy to accommodate potential travel disruptions due to Covid-19. The changes give guests who are due to travel on The Blue Train between 18 March 2020 and 31 August 2020 two options:

- The first option is to postpone travel to any date that falls within 1 September 2020 to 31 December 2021. Only one postponement will be allowed during the 69 weeks.
- The second option is to cancel confirmed bookings and receive a full refund. Both these options will not incur any penalties.



Cancellations of travel after 31 August 2020 will be dealt with using The Blue Train's Standard Terms and Conditions.

Guests who are booked but are yet to pay and therefore are unconfirmed will incur applicable costs commensurate with the ticket cost as per the date of postponement.

Any costs or expenses incurred as a result of the postponement such as flights, accommodation, transfers, excursions and other costs, would be at the customers' expense.



The duration of the suspension will again be reviewed in mid-April; pending new developments and pronouncements by the World Health Organisation and our country's national health institutions, on the status of the Covid-19 pandemic.

Guests who require more information on these changes and how they potentially affect their travel plans can contact The Blue Train's reservation team at the Pretoria office on +27(0)12-334-8459 or the Cape Town office on +27(0)21-449-2672 or on email info@bluetrain.co.za.

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