



CIVIL AVIATION ASSIST
Your Aviation Specialist
Reg no: 2010/10551/23

CSIR Campus, Meiring Naude Street
Building 8, 2nd Floor, Room227
Brummeria 0184
info@aviationassist.co.za
Office: +27 (0)83 442 8452

Dear Client:

Herewith an explanation of Civil Aviation Assist's services - please read carefully to avoid any delay.

How does it work?

Civil Aviation Assist will advise on the application requirements, submit the application in the correct format and collect the processed application. The applicant will be notified by the CAA that the documentation was processed via sms or email. Once you are notified, please contact us to collect the license or certificate. Should the CAA request outstanding requirements you are welcome to forward it to us.

Costs

- **Service Fee (Submission of License applications and Collection)** R425.00
Courier Fee (SA only) R155-00
Contact us for a delivery quote outside South Africa
- **SACAA Aircraft Registration Applications (Submission & Collection)** R450.00
(incl. Ownership Transfers, Cancellation of Aircrafts, New Registrations and Duplication Registrations)
- **Collections Only** (no handling of application, just collection of Licenses/Certificates, or submission of Medical Certificates / Familiarization & Differences Forms) R305.00

The processing of your documentation (1-2 days during interim) and at SACAA, takes minimum 10 -17 working days (turnaround may increase due to the backlog caused by the lockdown period).

Banking Details

SACAA banking details are available on any SACAA application form on the top of the page under the address. (Please type your license number or Aircraft registration letters as reference. These details are compulsory. Without these details your payment will not be accepted at the SACAA)
Our service fee can be deposited into the account below: .

Civil Aviation Assist cc
Nedbank
Branch Code -169745
Account No – 1004403410

Current Account

Ref: Please type your Surname and Initials as reference.

Please make sure that both the proof of payments to Civil Aviation Assist & SACAA is attached to your email. (Civil Aviation Assist's pop must be scanned in a separate attachment).

No licence will be processed without the correct payment included.

How do I send the documentation to Civil Aviation Assist cc?

Please email copies of the application to online@aviationassist.co.za in one pdf file (Licence number and Name). The proof of payment for our service must be sent in a separate attachment. (No photos of pages, jpeg formats or screenshots will be accepted)

If you don't have access to an email account, you are welcome to send the original documentation to us by Courier or by Postnet. Please inform us when the delivery will take place and which courier company is used.

PostNet C/O Civil Aviation Assist (083 442 8452)

Please send to Postnet Equestria, Shop 11A Equestria Centre, Cnr of Simon Vermoten & Furrow Road, Die Wilgers, Pretoria for counter pick-up (012) 807 3280/0866

Courier

53 Silver Willows

Furrow Road

Equestria

Pretoria

0184

At: Mare' Pretorius (083 442 8452)

Important Points to remember when sending your documentation.

1. Application forms are available on the SACAA website www.caa.co.za. (Alternatively can the forms also be subtracted from our own website : www.aviationassist.co.za.)
2. Please read the fine print on the application form for your information and requirements.
No amendments will be accepted without the applicant/instructor's signature. Hours must be completed on test forms.
3. SACAA will only accept documentation within 30 days of completion. Submission of the complete application will be the responsibility of the applicant.
4. If outstanding documentation requested by our company is not received within the 30-day period in order for us to submit the application in time, we will not take responsibility for lapsed Competency/Skills tests and any costs thereof.
5. Please provide Civil Aviation Assist cc with a physical address for courier delivery or the name of a Postnet branch.
6. **Civil Aviation Assist does not make use of the Postal Services/Speed Services & will not take any responsibility for documents lost or delayed when using postal services.**
7. Civil Aviation Assist will not make any alterations on behalf of the client on documents.
8. Civil Aviation Assist is forbidden by the SACAA to scan and email any processed legal licence to any client.
Should we contravene any of these rules and regulations we stand in breach, and may lose our trading licence.
9. Annual increase will take place 01 February 2022.

Please do not hesitate to contact us should you have any queries regarding the above.

Kind Regards

Civil Aviation Assist Team

083 442 8452 / 0827858409 (accounts)