

SALES NEWS

2020

APRIL

o **Postpone rebooking of cancelled flights – Individual travel – Travel Agent procedure** Updated on 8 April 2020 at 21:13

We understand that the current situation makes it difficult to set a new travel date. To make it easier to rebook the trip, SAS now offers the possibility to postpone rebooking of cancelled flights.

This applies to all flights with departure **on/after 05 March 2020** for flights that has been cancelled by SAS. If the customer doesn't manage to travel with us before the ticket expires, the full value will be refunded.

Make sure that the customer is aware and approves the refund policy when choosing to postpone their rebooking to avoid any charge back requests (this will on Flysas.com be secured via a tick box where the customer accepts the terms of the policy).

The Travel Agent is liable for any violation of the rules set by SAS and any violation will be subject to an Agent Debit Memo. If the Travel Agent utilizes this option, the Travel Agent is solely liable for any breach (for any reason) of the rules set by SAS and no exceptions will be made to Agent Debit Memo issuance. For the avoidance of doubt, IATA agents have full responsibility for its non-IATA connected agents and SAS will hold the IATA agent liable for any breach by its connected non-IATA agents.

Conditions for original booking:

- 1 segment or more has been cancelled by SAS
- Only on fully unused tickets (partly used tickets not accepted, including no show on outbound)
- The outbound flight for the original booking must be planned to depart on/after 05 March 2020
- Valid for flights to all areas, excluding China.
- Valid for tickets issued on SK/117. Also, valid if OAL is participating in the routing on a SK fare. If the ticket includes a WF flight, the WF flight must be in connection with a SK flight.

Conditions for new booking

- New reservation and ticket reissue must be made within ticket validity.
For wholly unused tickets, the ticket validity is one year from the date of ticket issue.
- New reservation must be made according to SK ordinary ticket rules and on a SK fare and on a SK document.
- Any residual value shall be issued on an EMD for refund.
- If the customer doesn't manage to travel with us before the ticket expires, the full value will be refunded according to standard procedure.
- Change of O&D permitted
- Name change permitted without fee
- No rebooking fee to be collected
- EMD issued for ancillary services may be reused if O&D is not changed.

Procedure

- Cancel the itinerary / flight segments.
- A waiver code must be inserted in the PNR as an FE or OS line to allow overriding of any Fare rules: VALID SK CNLD FLIGHT COVID19

For Amadeus users, a Memo Auxiliary Segment (MIS) must be inserted to postpone the purge date of the PNR. Ex. RU1AHK1STO01AUG*KEEP PNR LIVE

For Sabre users, a Miscellaneous Segment with a carrier code must be inserted ex. 00THSKGK1STO20MAR-KEEP PNR LIVE

For Galileo users, a Retention Line must be inserted ex. RT.T/DATE*KEEP PNR LIVE

For other GDS's, please contact your GDS helpdesk for information of which input to use.

- When the customer wants to make a new reservation, book the new segments in the original PNR and reissue the ticket.
No rebooking fee or name change fee to be charged.
- Check that the FE line FE VALID SK CNLD FLIGHT COVID19 is inserted in the new ticket.
- Should the reissue result in a residual value it shall be issued on an EMD for refund.

· If the value of the new ticket exceed the value of the original ticket, the difference in total value, including any changes in taxes (as current taxes shall be used when reissue), must be collected.

- [Postpone rebooking of non-cancelled flights – Individual travel -Travel Agent procedure](#) Updated on 8 April 2020 at 14:37

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OFFER VALID FOR FLIGHTS NOT YET CANCELED - INDIVIDUAL TRAVEL

Cancel original reservation and use the full value of the original ticket as payment for future travel with SAS

We understand that the current situation makes it difficult to set a new travel date. Instead of rebooking the ticket with SAS to another date, we will offer the possibility to cancel reservation and use the full value of the original ticket as payment for future travel with SAS, if that is the preferred option from your customer.

This applies to all flights, not yet canceled by SAS, with departure date latest on 15 May 2020.

The Travel Agent is liable for any violation of the rules set by SAS and any violation will be subject to an Agent Debit Memo.

If the Travel Agent utilizes this option, the Travel Agent is solely liable for any breach (for any reason) of the rules set by SAS and no exceptions will be made to Agent Debit Memo issuance. For the avoidance of doubt, IATA agents have full responsibility for its non-IATA connected agents and SAS will hold the IATA agent liable for any breach by its connected non-IATA agents.

Conditions for original reservation:

- The reservation must not yet been canceled by the customer
- The flights must not yet been canceled by SAS
- The outbound flight in the original booking must be planned to depart latest 15 May 2020 and must not be already departed
- Tickets must be fully unused (partly used tickets not accepted)
- Valid for flights to all areas, excluding China.
- Valid for tickets issued on SK/117 documents. Valid also if OAL is participating in the routing on an SK fare.
If the ticket includes a WF flight, the WF flight must be in connection with a SK flight

Conditions for new reservation:

- New travel date: the reissue must be done for a trip planned to depart by 30 November 2020. (outbound needs to occur before this date, the return can be at a later date)
- New reservation and ticket reissue must be made within ticket validity.
For wholly unused tickets, the ticket validity is one year from the date of ticket issue.
- New reservation must be made according to SK ordinary ticket rules, on a SK fare and on a SK/117-document.
- The amount is non refundable and can not be exchanged for cash.
- Change of Origin and Destination permitted
- EMD issued for ancillary services may be reused if Origin and Destination is not changed.
- Valid for same passenger as in original ticket. If rebooking is made to another passenger, ordinary name change fees applies.

Procedure to cancel original reservation and use the full value of the original ticket as payment for future travel with SAS

- Cancel the original itinerary / flight segments
- **A waiver code must be inserted in the PNR as an FE or OS line to allow overriding of any Fare rules:**

The FE or OS line shall be inserted at time of cancellation of original itinerary: VALID SK ONLY COVID19

- For Amadeus users, a Memo Auxiliary Segment (MIS) must be inserted to postpone the purge date of the PNR.

ex. RU1AHK1STO01AUG*KEEP PNR LIVE

For Sabre users, a Miscellaneous Segment with a carrier code must be inserted ex.

00THSKGK1STO20MAR-KEEP PNR LIVE

For Galileo users, a Retention Line must be inserted ex. RT.T/DATE*KEEP PNR LIVE

For other GDS's, please contact your GDS helpdesk for information of which input to use.

- When the customer wants to make a new reservation, book the new segments in the original PNR and reissue the ticket. No rebooking fee to be charged.

Check that the FE line VALID SK ONLY COVID19 is inserted in the new ticket.

- Should the reissue result in a residual value it will be non-refundable.

If the value of the new ticket exceed the value of the original ticket, the difference in total value, including any change in taxes (as current taxes shall be used when reissue), must be collected.