

We understand that the current situation makes it difficult to set a new travel date. To make it easier to rebook the trip, SAS offers the possibility to postpone rebooking of cancelled flights so the customer can decide on new travel dates later on.

This applies to all flights with departure on/after 05MAR20 that has been cancelled by SAS. If the customer doesn't manage to travel with us before the ticket validity 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.

Note: Please use procedure further down.

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 have a scheduled departure date on/after 05MAR20.
- Valid for flights to all areas.
- 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 according to standard rules for changes/reroutings of unused tickets.

Please see [Ticket validity computation](#) for more information.

[Note that Amadeus has extended the ticket validity to 1 year from last cancelled segment for certain dates. Read more information further down.](#)

- 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 validity expires, the full value will be refunded according to standard procedure.
- Change of O&D permitted
Note: Wholly domestic tickets must remain domestic and cannot be exchanged to international tickets.
- [Change to lower booking class and or service class is permitted](#)
- Name change permitted without fee
- Change of passenger type is permitted for Infant/Child/Youth. E.g if a child becomes an adult after the date of original travel.
Fare difference must be collected.
- 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: The FE or OS line shall be inserted at time of cancellation \(same day\) of original itinerary: VALID SK ONLY COVID19](#)

- If MIS-line is needed (see further down when MIS line is not needed):

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 ONLY 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.

Note - For Amadeus users:

For all ticketed PNRs with at least 1 cancelled segment between 19APR20-31AUG20, the ticket validity has been automatically extended by Amadeus to 12 months. For PNRs matching these criteria's, **MIS segment is not needed** to keep the PNR alive.

- PNR purge date has been extended by 1 year from the last cancelled segment in the itinerary.
- Documents (e-ticket and EMD) are available and open at least 1 year from the latest flight date via extension of the ticket validity.
- The pricing context for PNRs with extended life time is also automatically extended and retained for up to 2 years after the original pricing date.
- See example [here](#)

- **Postpone rebooking of non-cancelled flights – Individual travel -Travel Agent procedure** Updated on 20 July 2020 at 14:29

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. Please note that tickets must be reissued before the ticket validity expires.

[This applies to all route areas, except Norway Domestic, for flights not yet canceled by SAS, with departure date latest on 17AUG20.](#)

[For bookings within Norway domestic, the offer is valid for flights not yet canceled by SAS, with departure date latest on 15JUL20.](#)

Note: Reservations affected by a schedule change with SR element SROTHSZZ NEW OPTION DUE TO RESCHEDULE FLIGHT. New schedule must be accepted within 10 days of notification. If no action is taken within 10 days the general covid rebooking policy rules applies such as rebooking to another date or use possibility to cancel reservation and use the full value of the original ticket as payment for future travel with SAS.

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.

Effective 22APR20 the restriction of new travel date latest 30NOV20 was removed. This is also valid for Postpone rebooking's made before 22APR20. New travel dates do not have a limitation, the reissue needs to be done before the ticket expires.

Note: Please use procedure further down.

Conditions for original reservation:

- The reservation must not yet been canceled by the customer
- The flights must not yet been canceled by SAS. [If flights has been cancelled, please see procedure for cancelled flights](#)
- [For all route areas except Norway Domestic: The outbound flight in the original booking must be planned to depart latest 17AUG20 and must not already be departed.](#)
- [For Norway Domestic bookings: The outbound flight in the original booking must be planned to depart latest 15JUL20 and must not already be departed.](#)
- Tickets must be fully unused (partly used tickets not accepted)
- Valid for flights to all areas.
- 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 reservation and ticket reissue must be made according to standard rules for changes/reroutings of unused tickets.
[Ticket validity computation](#)
- 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. Unused refundable taxes shall be issued on an EMD for refund.
- Change of Origin and Destination permitted
Note: Wholly domestic tickets must remain domestic and cannot be exchanged to international tickets.
- [Change to lower booking class and or service class is permitted.](#)
- EMD issued for ancillary services may be reused if Origin and Destination is not changed.
- Change of passenger type is permitted for Infant/Child/Youth. E.g if a child becomes an adult after the date of original travel.
Fare difference must be collected.
- [Name change permitted without fee.](#)

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 (same day) of original itinerary: VALID SK ONLY COVID19

- [If MIS-line is needed \(see further down when MIS line is not needed\):](#)
- 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 VALID SK ONLY COVID19 is inserted in the new ticket.

- Should the reissue result in a residual value it will be non-refundable. Unused refundable taxes 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 change in taxes (as current taxes shall be used when reissue), must be collected.

Note: For Amadeus users:

For all ticketed PNRs with at least 1 cancelled segment between 19APR20-31AUG20, the ticket validity has been automatically extended by Amadeus to 12 months. For PNRs matching these criteria's, MIS segment is not needed to keep the PNR alive. This also applies when you cancel a segment upon rebooking, using XE or XI.

- PNR purge date has been extended by 1 year from the last cancelled segment in the itinerary.
- Documents (e-ticket and EMD) are available and open at least 1 year from the latest flight date via extension of the ticket validity.
- The pricing context for PNRs with extended life time is also automatically extended and retained for up to 2 years after the original pricing date.
- See example [here](#).

JULY

- **Offer for customers with a pending refund - Individual travel - Travel Agent procedure** Updated on 28 July 2020 at 11:19

We understand that currently many of your customers have waited a long time for their refund, and we apology for this. With the great amount of cases that we're currently processing, it's going to take time.

As an alternative, we are now offering the opportunity to remove the refund request in favour to postpone the rebooking. The rebooking can be done to the value of the original booking and we also

offer a discount of up to 350 SEK/NOK/DKK or 35 EUR per passenger (see amounts in other currencies [here](#)).

This offer is valid until **31 August 2020** and for original bookings with below requirements:

- Customers with a refund request pending at SAS
- 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 have a scheduled departure date on/after 05MAR20.
- Valid for flights to all areas.
- 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.

Offer is valid until 31st of August. To take part of offer you need to remove refund request before 31st of August, rebooking can be done later but within ticket validity. If the customer doesn't manage to travel with us before the ticket validity 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.

Note: Please use procedure further down.

Conditions for new booking:

- New reservation and ticket reissue must be made according to standard rules for changes/reroutings of unused tickets.
Please see [Ticket validity computation](#) for more information. Note that Amadeus has extended the ticket validity to 1 year from last cancelled segment for certain dates. Read more information further down.
- New reservation must be made according to SK ordinary ticket rules and on a SK fare and on a SK document. **With exception for:**
 - Change of O&D permitted (note: Wholly domestic tickets must remain domestic and cannot be exchanged to international tickets.)
 - Name change permitted without fee
 - Change to lower booking class and or service class is permitted
 - No rebooking fee to be collected

- Change of passenger type is permitted for Infant/Child/Youth. E.g if a child becomes an adult after the date of original travel.
- Residual value is always refundable, also for a non-refundable fares
- Fare difference must be collected.
- Any residual value shall be issued on an EMD for refund.
- If the customer doesn't manage to travel with us before the ticket validity expires, the full value will be refunded according to standard procedure.
- EMD issued for ancillary services.
 - Excess baggage and Lounge – can be re-used if O-D is the same.
 - PETC/AVIH - can be re-used if O-D is the same and the service is confirmed for the new flight(s).
 - Pre-reserved Seat and BIO fuel – can be re-used if flight segment is the same.
 - Pre-reserved Meal – can be re-used if flight segment is the same and the meal is offered on the new flight.

Procedure for Amadeus and [Travelport](#) users:

1. At the time of customer acceptance - recall the refund application:

FOR BSP link users:

Delete the refund request in BSP link if possible.

For ARC or ASD users:

For ARC users : Forward your original refund request e-mail to SAS and in subject line insert "RECALL REFUND ARC" as the three first words. Please write in text that customer wishes to recall their refund request. Send the e-mail to refunds-US@sasair.com

For ASD users : Forward your original refund request e-mail to SAS and in subject line insert "RECALL REFUND ASD" as the three first words. Please write in text that customer wishes to recall their refund request. Send the e-mail to support-cn@sas.dk

2. At the time of rebooking:

- Rebooking must be done within ticket validity. See more information about ticket validity further down.

[Ticket validity computation.](#)

Cancel the itinerary / flight segments.

Book the new segments in the original PNR, if available, otherwise create a new PNR.

To utilize the discount of 350 SEK/NOK/DKK or 35 EUR per passenger:

Please note that the discount amount to be used should be based on currency of the country where the reissuance is made ([see list here](#))

For Amadeus users

- If ATC can be used please use entry: FXQ/ZO-350A (example when amount is 350)
- If ATC cannot be used update TST manually.

To generate discount use entry: FXP/ZO-350A (example when amount is 350)

For Travelport users

Update TST manually and use entry: FQ*FA350 (example when amount is 350)

If end-on-end combination SK-WF fares, the discount should apply for SK segments.

```
2 WF 911 E 25OCT 7 HFTTOS HK1 1938 1958 2040 DH1 E 0 V
3 SK4437 E 25OCT 7 TOSOSL HK1 2040 2110 2300 738 E 0 G
4 SK4434 H 29OCT 4 OSLTOS HK1 1935 2005 2200 738 E 0 G
5 WF 984 H 29OCT 4 TOSHFT HK1 2200 2230 2313 DH1 E 0 V
FXQ/ZO-350A.3,4
```

Waiver codes **must be inserted** in FE and OS line

-FE line: "ONSK COVID DISC" (inserted first in the FE row)

-OS line: "Refund application # (please insert refund application number for deleted refund requests in BSP link)

If these lines are not inserted, PNR will be subject to Audit Debit Memory.

- 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 must be collected.

Procedure for other GDS users and all US agents:

1. At the time of customer acceptance - recall the refund application:

FOR BSP link users:

Delete the refund request in BSP link if possible.

For ARC or ASD users:

For ARC users : Forward your original refund request e-mail to SAS and in subject line insert "RECALL REFUND ARC" as the three first words. Please write in text that customer wishes to recall their refund request. Send the e-mail to refunds-US@sasair.com

For ASD users : Forward your original refund request e-mail to SAS and in subject line insert "RECALL REFUND ASD" as the three first words. Please write in text that customer wishes to recall their refund request. Send the e-mail to support-cn@sas.dk

2. At the time of rebooking:

Please e-mail salescenter.ee@sas.dk and state that you have removed a refund application for ticket and now wish to rebook. In subject line insert: "REBOOKING FOR RECALLED REFUND". They will provide you with the necessary information to manage your rebooking.

In e-mail please include:

- Ticket number(s)
- Refund request number deleted from BSP or Issue number received then recalling your refund request
- Which GDS you use

Note - For Amadeus users:

For all ticketed PNRs with at least 1 cancelled segment between 19APR20-31AUG20, the ticket validity has been automatically extended by Amadeus to 12 months. For PNRs matching these criteria's, **MIS segment is not needed** to keep the PNR alive.

- PNR purge date has been extended by 1 year from the last cancelled segment in the itinerary.
- Documents (e-ticket and EMD) are available and open at least 1 year from the latest flight date via extension of the ticket validity.
- The pricing context for PNRs with extended life time is also automatically extended and retained for up to 2 years after the original pricing date.