

Terms and conditions Scandinavian Airlines

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When using SAS web site we will collect information about you, which includes the information you enter in your profile, as well as information on how you use our site. Some technical information is collected using cookies, see more about cookies in our FAQ's, Technical requirements.

The personal data you submit on SAS web site and the information on how you use our site will be treated with the utmost care and respect. SAS will use your personal data to fulfill our obligations during the handling and administration of reservations, payment and ticket delivery, which will include use of your data for the following purposes: accounting, billing and audit, ticketing, credit or other payment card verification, immigration and customs control, security, administrative and legal purposes, operation of frequent flyer programs, system testing, maintenance and development, customer relations etc.

For these purposes, and subject to the travel arrangements you have chosen, we may need to disclose and transfer your personal data to companies within SAS , airlines and other companies involved in providing your travel and related services, our partner airlines and other partner companies, data processing companies working on our behalf, travel agencies, governments and enforcement agencies, credit card companies, etc., which may involve sending your personal data outside the European Union and the European Economic Area. In compliance with requirements of the U.S. Government, SAS and other airlines allow U.S. Customs and Border Protection to access certain travel and reservation data (referred to as "Passenger Name Record" or "PNR") of passengers flying to, from or through the U.S. These data are used primarily for preventing and combating terrorism and other serious criminal offences. Further information can be obtained upon request from your airline or travel agent.

In order to present offers and services that we believe are of particular interest to you, SAS may use your personal data for marketing and communication purposes. You may at any time opt out of receiving these marketing communications.

When you sign up as a subscriber to SAS newsletters via e-mail, you accept that we may use your e-mail address to send you news and other marketing information and communication on a regular basis. We continuously strive to improve and keep this information interesting and relevant for our customers. In order for us to follow up on whether you like or dislike what we send to you, we collect information on the following items;

1) Whether you open your e-mail 2) Whether you click on any links. The data collected are used internally within SAS for statistical purposes.

SAS will never allow a third party to use your personal data for marketing and communication purposes.

You can always delete or change the personal data that you have inserted on SAS web site.

Security

We offer a very high security against loss, misuse and unauthorized access of your personal data and payment details. Processing and data transfer between your web browser and our server is secured using 128 b Secure Sockets Layer (SSL).

For the purpose of this Privacy policy SAS shall mean Scandinavian Airlines System Denmark-Norway-Sweden and any subsidiary, in which Scandinavian Airlines System Denmark-Norway-Sweden owns, directly or indirectly, fifty per cent or more of the shares.

Kristel Schepers, Director SAS Direct Channel, is responsible for keeping our privacy policy at SAS web site.

Service rules

Online bookings

Tickets to be delivered by mail will be posted according to the applicable ticket rules. Restricted tickets with advance pickup rules must be picked up in accordance with these rules or the booking will be canceled. Unrestricted tickets with no advance pickup rules must be picked up in time for all check-in/security formalities to be completed.

If allowed according to the ticket rules a SAS Reservations office or your travel agent can change online bookings for you.

Due to legal restrictions, we cannot accept all forms of payment in certain countries. Please see the FAQ on Payment for details.

Fares

All applicable airport fees are included in the fare. Please note that these may vary depending on the country of departure and arrival. All prices quoted prior to purchase are for guidance only.

Restrictions for Special fares

Most economy class fares are of great value, but they are not as flexible as business class tickets.

Re-booking is restricted and additional fees sometimes apply. With some special fares, it is not possible to change your reservation. Refunds may also be restricted.

Carefully study the price quoted when making a booking.

For detailed information, please contact a SAS Reservations office or your travel agent.

Reconfirmation

It is not necessary to reconfirm any SAS flight. Other airlines may require you to reconfirm. We therefore advise you to contact the nearest office of the airline concerned.

Seat reservation

We are glad to help passengers to reserve a specific seat on intercontinental flights.

Business class passengers can reserve a specific seat on European flights.

Economy class passengers within Europe flights can select a seat (window or aisle) when checking in.

We cannot guarantee that your reserved seat will be free at the time of departure, as seating arrangements can change as a result of unscheduled aircraft changes.

Special meals

If you would like to order a special meal, please let us know when you book your flight (or not later than 12 hours before departure).

Check-in deadline

Check-in deadlines ensure convenient check-in for all SAS passengers and help to maintain punctual flight departures.

To avoid being denied a seat on a SAS flight, please make sure you have your boarding card at hand well before the check-in deadline. Passengers who have arrived on time and have cleared all airline formalities will be compensated if they do not receive their original reservation.

Airline ticket

An airline ticket is generally valid for one year from the date of commencement of travel, unless it is a special fare with a shorter validity. The exact dates of validity are printed on your ticket.

For partially or completely unused SAS tickets, you can (if applicable) apply for a refund with the issuing travel agent or any SAS Reservations office - please do so as soon as possible.

Please retain any documentation (tickets, boarding card, and baggage receipts) until you have completed your journey and received any frequent flyer miles expected.

Passport, Visas, Customs regulations

Incomplete documents or non-compliance with entry and exit regulations may have unpleasant consequences (exclusion from a flight, refusal of entry, and fines). If you are unsure of the applicable regulations, please consult your travel agent or the embassies/ consulates of the countries involved.

Infants and children

Infants (0-2 years old) can generally travel at a 90% discount of the applicable fare, provided an adult in the same flight/class accompanies them. However, they are not entitled to occupy their own seat.

Children (2-11 years old) can generally travel at a discount of 30-50% of the applicable fare. Children less than five years old must be accompanied by an adult. Children over five years old can travel unaccompanied - they will get the special attention of SAS staff on the ground and on board. A special fee for looking after unaccompanied minors per sector flown applies.

There are exceptions to the information concerning children above, please consult a SAS Reservations office or your travel agent.

Youth and student fares

There are discounts on many routes for youth (12-25 years old) and students (younger than 26).

Your baggage

For international travel (except to/from the USA) on SAS flights, the free baggage allowance in economy class is 20 kg, in business class it is 30 kg. One piece of hand luggage per passenger is allowed on board. Hand luggage must not exceed 55x40x23 cm, or weigh more than 8 kg. It can be stowed under the seat in front of you or in one of the overhead lockers. Please take care when opening the overhead lockers while the aircraft is moving or after landing.

On SAS flights to and from the USA , the free baggage allowance is based on a piece-baggage concept, depending on the point of origin or destination when the baggage is checked through. The piece-baggage concept is as follows: two pieces of baggage and one piece of hand luggage (see dimensions above).

Each piece of baggage should be clearly marked with your address - both inside and outside. Unmarked baggage will not be accepted.

Special regulations apply to the transportation of bikes, surfboards, animals, weapons, knives, and dangerous goods (explosives, ammunition, fireworks, lighter fuel, butane lighter fuel refills, butane gas, bleach, peroxides, batteries, mercury, acids and other corrosive liquids, poisons or other dangerous goods such as magnetized material, etc.).

Nonsmoking flights

All flights operated by SAS worldwide are nonsmoking flights. Some of our partners may allow smoking depending on the route.

EuroBonus terms & conditions

1. Membership and membership cards

1.1 Membership is open only to individuals aged 18 or over, which among other things is in accordance with the relevant legal restrictions applying to minors. Companies and other corporate legal entities cannot be enrolled as members. Membership cards that are combined EuroBonus/Diners Club cards are covered by the relevant Diners Club rules. Only one membership account is permitted per person.

1.2 Membership cards are the property of either SAS or Diners Club, depending on which organization issued them.

1.3 Only one person per membership number can be accepted in EuroBonus. Membership is registered in the member's name and at his/her stated address. No company c/o-addresses are permitted within Scandinavia. The member shall state his or her own private or business address. All mail, security codes, invoices, tickets, etc. are sent directly to the member. A EuroBonus membership card is personal to the holder. Only the member whose name is on the card is entitled to use it. The membership card is valid only when signed by the member and can be used only until the expiry date shown on the card.

1.4 EuroBonus Member Service should be contacted immediately if your membership card is lost, stolen or damaged. If your card is co-branded EuroBonus and Diners Club/Master card, you should also advise Diners Club/Master card. A replacement card will be issued with the same membership number.

1.5 Change of name or address must be given in writing by the member personally to EuroBonus Member Service. In the event of a change of name, supporting documentation must be provided, e.g. a marriage certificate.

1.6 The normal booking rules for various types of fares apply to EuroBonus members, regardless of their membership level. Service benefits related the level of membership apply only to the member.

1.7 EuroBonus membership, regardless of level, does not give the member any right to be upgraded to a higher service class than the one shown on his or her ticket.

1.8 SAS reserves the right at its sole discretion to terminate EuroBonus membership, and such termination can include forfeiture of points or bonus tickets/vouchers which have been issued but are unused, in case the membership is misused. Such misuse may e.g. consist of unruly or disrespectful behavior toward SAS or its partners or their employees or passengers, infringement of article 3.9, criminal acts or acts that are generally regarded as immoral or unethical.

1.9 Signing a EuroBonus membership card is equivalent to accepting the

Conditions of Membership in EuroBonus.

1.10 A security code and information on the status of an account may be issued only to the EuroBonus member personally.

2. Business travel

2.1 It is the responsibility of the member to inform his/her employer in advance when he/she expects to earn points on flights, hotel stays or car rentals that are to be paid for by the employer.

2.2 Points earned for business travel may not be used for private purposes without the employer's consent.

2.3 In certain countries it is illegal for State employees to use points earned on flights, hotel stays, car rentals or other activities that have been paid for by their employer. Similar rules may apply to other employees in the public sector.

3. Earning points

3.1 Members must quote their EuroBonus membership number when they book tickets or when they check in, in order to ensure that their points are registered.

3.2 Points can be registered retroactively only if supporting documents are supplied, e.g. for flights with conventional tickets an original boarding-pass stub and a copy of the ticket, for E-tickets an itinerary, for hotel stays a copy of the invoice for room charges, for car rentals a copy of the invoice. A boarding-pass stub alone can not be accepted as supporting documentation. Points can be registered retroactively up to six months after the journey or activity took place. For newly enrolled members, points can be registered only for journeys or activities that took place within 30 days prior to enrolment.

3.3 A EuroBonus member earns on the basis of the route and class of service that has been paid as shown in the ticket, regardless of possible upgrades with or without an "Upgrade Certificate", or of possible downgrades to a different class. This applies also to changes to a flight that are made by SAS for technical or other operational reasons. Points are awarded only for completed flights and activities. Tickets or vouchers that have been purchased but not used do not earn points. Points are not earned if a flight is cancelled for reasons beyond the control of SAS or partner airlines. Points are not earned on flights operated by an airline that does not participate in the EuroBonus program even when operated on behalf of a EuroBonus partner airline.

3.4 Points are awarded only to the member, regardless of who paid for the ticket or activity.

3.5 A EuroBonus member earns points on all flights and other activities from the date when the membership application was signed or the membership number was registered for the first activity.

3.6 At no time may points be sold, inherited, transferred or exchanged for cash or used for other purposes outside the EuroBonus program. Points, awards and documents may be confiscated in such circumstances or the passenger is denied boarding or stay. If a trip has been started, any continued travel will be at the passenger's expense on a full-fare basis. Two or more members cannot combine their points, e.g. in order to reach the amount required for bonus awards.

3.7 Members may redeem their points and order awards as soon as the amount of points in the account is sufficient for the award concerned. Points are valid for up to five years from the qualification period in which they were earned, and then they expire.

3.8 Points are not earned on discounted tickets such as Industry Discount, Agent Discounts, standby tickets, charter tickets or tickets for bonus travel. SAS EuroBonus reserves the right to exclude any type of ticket, booking class or destination from earning EuroBonus points.

3.9 EuroBonus members who take part in other similar loyalty programs may earn points or similar for only one program per flight, hotel stay or car rental. Once points have been registered in a EuroBonus member's account, they cannot be transferred to another program.

3.10 If no points are earned over a continuous period of 24 months, SAS reserves the right to terminate membership, provided that the member has no remaining valid points for use.

3.11 Points can only be earned for one room by one person per hotel stay.

4. Exchanging points

4.1 Only the member personally who holds the account, can request award bookings. Members must ensure that their confidential security code is not disclosed to any unauthorized person. Members cannot hold EuroBonus liable for the consequences of any unauthorized disclosure of the security code. Unless otherwise stated, awards can be given to persons with whom the member has a close personal relationship e.g. family, relative, friends. The member bears sole responsibility for the use of the award whether by the member or by any other person. Any infringement will be sanctioned pursuant to article 1.8. Award documents will be issued to the name requested by the member and as stated in article 1.3 mailed only to the registered mailing address of the member.

4.2 Points may be used only as payment for bonus tickets/vouchers issued by SAS or in certain cases SAS's partners in the EuroBonus program. Travel agencies are not authorized to issue tickets or vouchers in exchange for points.

4.3 The number of aircraft seats/hotel beds/rental cars etc. available for bonus offers is strictly limited and is dependent on availability at the time of booking. During certain periods there may be no aircraft seats/hotel beds/rental cars available for bonus offers. Service benefits do not apply for travel on bonus trips.

4.4 Points cannot be used in conjunction with discount offers, coupons or special promotions unless otherwise stated.

4.5 Unless otherwise stated,

- No advance restrictions apply with regard to E-ticket reservations.
- Minimum stay restrictions apply to bonus trip if reservation is made less than 7 days to departure.
- Provided that points are still valid (i.e. expired points cannot be reused) rebooking is accepted up to one (1) working day before usage of award, subject to service charge.
- Awards may be cancelled up to one (1) working day before commencement, subject to service charge. Only valid points will be returned to the member's account (i.e. expired points cannot be reused).
- Cancellations, made less than 7 days before commencement, must be made by phone, not e-mail or fax, if handled by EuroBonus member service.
- Valid ticket/documents for cancelled awards must be returned to SAS for refund of taxes and governmental charges.
- Hotel awards can only be booked and points redeemed via EuroBonus member service.

It is the member's responsibility to take into consideration EuroBonus member service opening hours and/or postage of award documents and allow sufficient time in this regard when making reservation or changes of awards. Award documents that are stolen or lost prior to commencement of the bonus trip or use of the award will, if possible, be replaced with new documents subject to service charge.

4.6 If less than one day remains to commencement of trip or arrival at hotel, points cannot be restored to the member's account.

If any changes are necessary or new award documents need to be issued, SAS ticket office must be contacted. If the member or any other user of the member's points becomes ill before the bonus trip a medical certificate is required before a new ticket/document can be issued or a booking changed, provided that points are valid i.e. expired points cannot be reused.

In the event of the loss of a close relative while on a bonus trip SAS will, if possible, arrange homeward bonus travel. SAS reserves the right to choose appropriate carrier and routing for the return award travel.

4.7 Bonus trips are always roundtrips and one way bookings require the same amount of points as a roundtrip. If outward and homeward travel differs the higher applicable number of points, according to the award chart, always applies.

4.8 In some countries, fiscal considerations may apply to the use of benefits and awards within the frame-work of loyalty programs offered by airlines, hotels, etc. Questions regarding such considerations shall be directed to the relevant authorities. SAS disclaims any liability whatsoever with respect to taxes or tax obligations imposed on the member in this regard.

5. General

5.1 As far as the EuroBonus program itself is concerned, SAS is not liable for any direct damage in relation to anyone other than the member. In relation to the various services that are used when members exchange EuroBonus points, the relevant operator's conditions apply. E.g. on flights with SAS, liability is based on relevant legislation and SAS's conditions of carriage.

5.2 SAS's responsibility covers only that part of a bonus trip which is included in the bonus ticket. SAS can assume no liability for any additional arrangements.

5.3 Any applicable charges or taxes, including but not limited to airport fees, must be paid by the member. If the member does not pay or disputes his or her obligation to pay such charges or taxes or any amounts due to SAS, no points will be available for exchange until the dispute has been settled.

5.4 SAS and SAS's partners in the EuroBonus program have the right to use membership information stored in computers activities related to marketing and marketing communication. By using the EuroBonus membership card the member gives consent to SAS for processing personal data about the member and the member's activities within the EuroBonus program for the purposes of administrating the EuroBonus program and EuroBonus points, controlling and implementing reservations and other orders, coordinating activities and special offerings with SAS partners, and marketing. The member also thereby consents to the transfer by SAS of personal data about the member to a Country that is not a member of the European Union or part of the European Economic Area.

5.5 From time to time SAS may make available to EuroBonus members certain special offers, which have a limited validity period, may be restricted to specific markets or groups of members, or may require signing up for participation.

5.6 The content of the EuroBonus program, membership conditions, service benefits, points, rules and other information in these Conditions of Membership are valid until further notice. SAS reserves the right to give one month's notice of termination of the EuroBonus program or changes to the rules. Member will be informed about this via at least one of SAS EuroBonus' communication channels. Information concerning changes to the rules will be provided by SAS on request by the member.

5.7 In the event of any SAS EuroBonus partners being filed bankrupt or in such position they can not fulfil their obligations to SAS EuroBonus and its members points will be refunded for booked, not travelled bonus trips. Also limitations in retroactive registration may occur in such case.

5.8 These Conditions of Membership replace all previous issues.

6. Procedure for disputes

6.1 In the event of any dispute regarding the rules governing EuroBonus, the laws of Sweden will apply. Any unresolved disputes shall be decided in an appropriate Swedish court. All above information contained in these Conditions of Membership is correct at time of going to press, i.e. October 31, 2004. SAS can accept no responsibility for subsequent changes or printing errors.

Local deviations to the conditions of membership may apply, depending on the members country of residence. For more information, ask your local Memberservice

Restrictions & disclaimer

Notice

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage.

EU Notice requirement (for EU countries only)

If your journey involves a destination or stop in a country other than the one from which you depart, the Warsaw Convention may govern the liability of all airlines involved in you journey, including any portion thereof within a single country. This Convention limits the liability of airlines for death or bodily injury and for baggage loss, delay or damage. Many air carriers, including all European Community air carriers, have waived the Warsaw Convention limits for death or bodily injury and the defence that they have taken all necessary measures to avoid the damage for the first 1000.000 Special Drawing rights of any such claim.

In addition, in cases of death or bodily injury, many air carriers will make advance payments to the person entitled to compensation, if required to meet immediate economic needs, in proportion to the hardship suffered. Community air carriers make such payments in accordance with Community law. Other air carriers may apply alternate provisions.

Notice to passengers

The transportation is subject to the terms and conditions of SAS Conditions of carriage. SAS Conditions of carriage may also be obtained in full upon request from any SAS ticket office.

Scandinavian Airlines baggage allowance and liability

- * Cabin baggage: 1 piece, 8kg (18lb), 115cm (55+40+23), 2 pieces in business class on intercontinental routes
- * Checked baggage: Economy class 20kg, business class 30kg, to/from USA, Canada, 2 pieces, each max 158cm (62in) 32 kg
- * Liability for loss of, delay of, or damage to baggage is limited in most cases to SDR 17 per kilo for checked baggage and SDR 332 for unchecked baggage.
- * Purely domestic Sweden, Norway and Denmark SDR 1000 for all baggage

(checked and unchecked).

* For complete text of all provisions applicable we refer to SAS General Conditions of Carriage for passenger and baggage.

Dangerous goods in passenger baggage

For safety reasons, the following articles or materials may not be carried in passenger baggage:

- Briefcases and security type attaché cases with installed alarm devices, or incorporative lithium batteries and/or pyrotechnic material.
 - Explosives, amunitions, fireworks and flares.
 - Gases (flammable, non-flammable deeply refrigerated and poisonous) such as camping gas and aerosols.
 - Flammable liquids such as lighter fuels, paints and thinner.
 - Flammable solids, such as matches and articles which are easily ignited, substances liable to spontaneous combustion, substances which on contact with water emit flammable gases.
 - Oxidizing substances (such as bleaching powder and peroxides).
 - Poisonous (toxic) and infectious substances.
 - Radioactive materials.
 - Corrosives such as mercury, which may be contained in thermometers, acids, alkalis and wet cell batteries.
 - Magnetized materials and miscellaneous dangerous goods as listed in IATA Dangerous Goods Regulations.
 - The above regulations do not apply to medicines and medical appliances, toiletries, smoking utensils (except gasoline cigarette lighters), alcoholic drinks, provided these are carried in small quantities for personal use.
- Further information is available on request.

Usage of cookies

A cookie, either temporary or persistent, is a small file that is saved in your computer. Typically, web sites such as SAS use cookies to enhance your experience of download times and logging in. If you do not wish to accept the use of cookies, adapt the settings in your web browser (often under Internet Options). Specifically, SAS use persistant cookies to enhance your experience of download times and to detect Javascript ability.

Persistant cookies to enhance your experience of download times

When entering the SAS web site we will ask you to state your Internet connection speed. We check your connection to be able to give you the best experience possible when entering the SAS web site. When we know your connection speed we are able to adapt the site. If your are using a fast connection we will present you with extra information, and if you're using a slow connection we will instead remove some information in order to make the site faster.

Ask me the next time I enter SAS web site

If you activate this tick box your choice between fast or slow connection speed is set only for your current visit to SAS web site. The next time you enter SAS web site you can make a new choice between fast or slow connection speed. If you on

the other hand select not to activate the tick box your settings will be saved in a persistent cookie. This way we will not have to ask you about connection speed again.

Change connection settings by deleting the cookie

If you wish to change your connection settings, at a later time, you must delete the cookie. How to do this depends on the type of browser you use. For users of Microsoft Internet Explorer it can be done from the browser's menu bar. Select Tools/Internet Options. In Internet Explorer 6 and later versions there is a button named "Delete cookies". In older versions of Internet Explorer click Settings, and then click View files. Locate the cookie named XXX@ibp.scandinavian.net and delete it, or simply click CTRL-A and delete all files in the temporary Internet files folder.

Alternatively you can use Windows Explorer to locate the Temporary Internet Files folder and follow the procedure described above.

Cookies to detect Javascript ability

To access all of this site's functionality, your browser settings should be set to allow Javascript. If you have Java script turned off you will be offered a modified version of the SAS web site. The browser settings are often found under Internet Options in your browser.

More information about connection speed and Javascript

More information about connection speed and Javascript is available in FAQ section, Technical req "Why select Internet connection speed?" and "Does SAS web site require Javascript?"