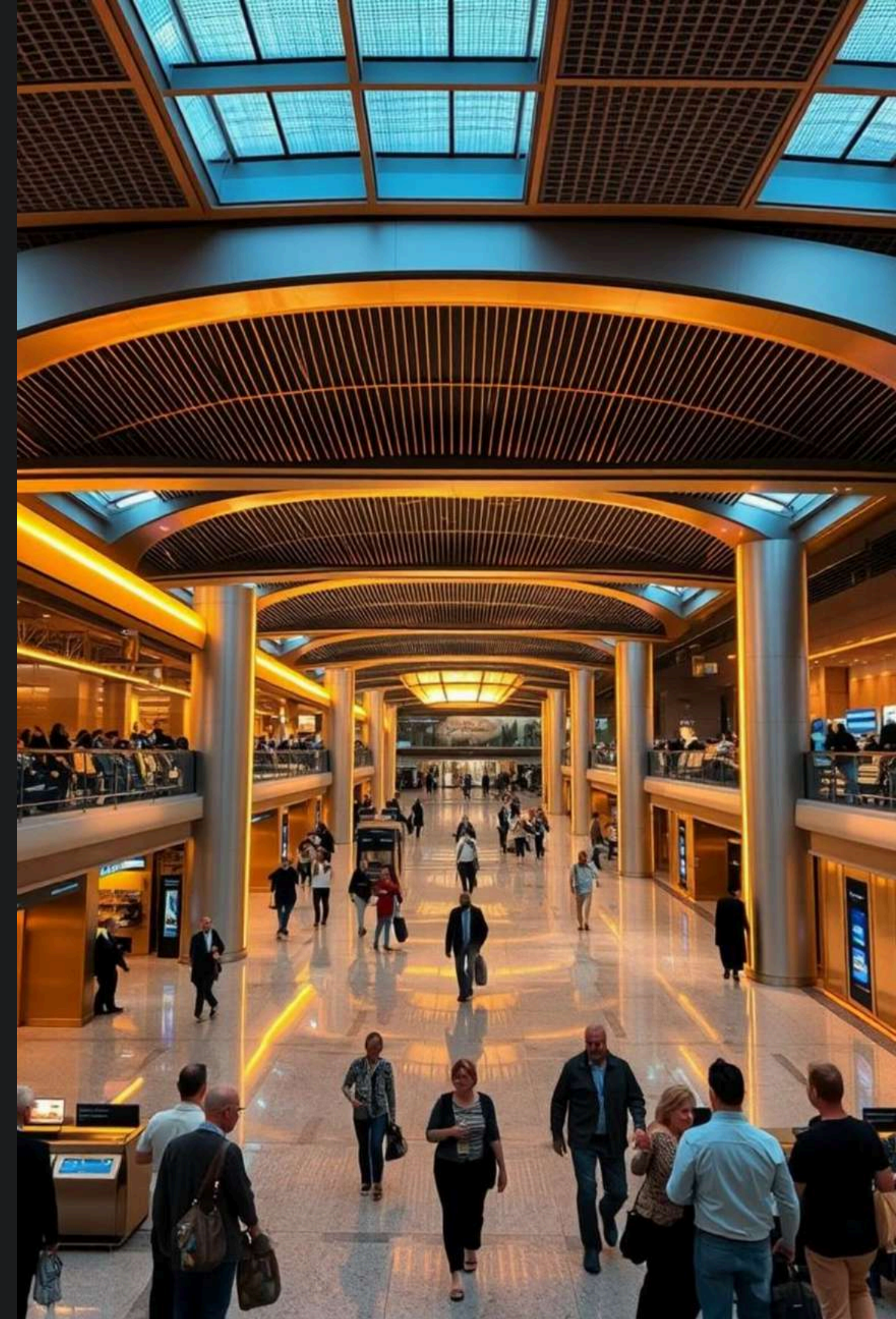


Navigating SAS Cancellation Policies

Understanding your flexibility when booking with Scandinavian Airlines is crucial. **SAS cancellation policy** is essential for travelers seeking flexibility and peace of mind. The policy varies by ticket type and change timing. This presentation aims to provide clarity for global travelers.





SAS Ticket Types: An Overview

SAS Go Light

Most restrictive, hand baggage only, non-refundable.

SAS Go Smart

Standard option, includes checked bag, non-refundable base fare.

SAS Plus Smart

Premium Economy, more benefits, non-refundable base fare.

SAS Flex Fares

Go Flex / Plus Flex / Business Flex: Most flexible, refundable, changes included.

All tickets allow free cancellation within 24 hours of booking.

SAS Go Light / Go Smart Policy

Go Light Restrictions

Non-refundable and non-changeable after the 24-hour grace period.

No-show results in a complete loss of ticket value.

Go Smart / Plus Smart Options

These tickets are non-refundable. Date and time changes are possible with a fee.

Fees typically range from \$70-80 USD per person per segment. A fare difference may also apply.

Name changes are generally not permitted.

SAS Go Flex / Plus Flex / Business Flex Policy

Fully Refundable

These tickets are fully refundable before departure.

Free Changes

Date and time changes are permitted without a change fee.

Only the fare difference, if any, applies.

Prompt Refunds

Refunds are processed to the original payment method.

Expect processing within 1-3 weeks.

Value for Flexibility

The higher initial fare reflects this increased flexibility.



A black-gloved hand, likely from a flight attendant, is shown holding a human hand. The black glove has a gold-colored cuff with a textured pattern and a gold-colored ring. The human hand is light-skinned and has a gold-colored ring on the ring finger. The background is a soft, warm gradient.

Special Circumstances & Exceptions



Medical & Bereavement

Full refund or rebooking with valid documentation.



Flight Disruptions

SAS cancellations or significant delays (e.g., >3 hours) entitle passengers to full refund or free rebooking.



EuroBonus Benefits

Elite members may receive waived change fees on certain ticket types.

Always check specific booking terms, as conditions can vary by route.

How to Cancel or Change Your Booking

Online Access

Manage your booking via "My Bookings" on the SAS website.

Contact Center

Call SAS customer service for personalized assistance.

Phone fees may apply.

Fare Differences

Be prepared for potential fare increases.

These occur if changing to a more expensive flight.

Fee Transparency

Applicable change fees are clearly stated.

They are shown during the modification process.

Refund Processing

Refunds for Flex tickets initiated online.

They can take 1-3 weeks to process fully.

Key Takeaways

- Choose your ticket type carefully based on travel certainty.
- Utilize the important 24-hour free cancellation window.
- Flex tickets offer peace of mind and full refunds.
- Smart tickets provide some flexibility with associated fees.
- Always review specific conditions of your purchased fare.

The SAS logo is displayed in a bold, white, sans-serif font. It is positioned in the upper left quadrant of the slide, which has a dark background with flowing golden light streaks. The logo consists of the letters 'SAS' followed by a small registered trademark symbol (®).

SAS®

Thank you

Thank You for Your Time

We appreciate you joining this presentation on SAS cancellation policies.

For more details, please visit the official SAS website or contact customer service.