

# SAS Refund Policy

- Understanding the **SAS refund policy** is essential for travelers seeking flexibility in their plans. The airline offers refunds depending on the ticket type and fare conditions. Non-refundable tickets may still be eligible for partial refunds, like taxes.
- Passengers are advised to cancel in advance for smoother processing. Always review the terms before booking to avoid surprises.







# 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.





# 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 white, bold, sans-serif capital letters. It is positioned in the upper left quadrant of a dark background. The background features several glowing, wavy golden lines that sweep across the frame from the bottom left towards the top right, creating a sense of motion and elegance.

# 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.