

Terms and conditions for purchase of pre-ordered meals

- Purchase of pre-ordered meals is available on certain Scandinavian Airlines (“SAS”) operated and marketed flights when travelling with SAS Go.
- You can book and purchase a pre-ordered meal at the same time as you reserve your ticket when booking through SAS’ website or a travel agent. You may also add a pre-ordered meal to your booking through the travel agent (provided that such travel agent offers such possibility) or on SAS’ website at anytime up until 18 hours prior to the flight.
- Prices for pre-ordered meals vary depending on which meal you choose.
- SAS’ 24-hour money-back guarantee is not applicable on the pre-ordered meal booking.
- Changes to your pre-ordered meal may not be made.
- You cannot transfer a pre-ordered meal between SAS flights in case you rebook your flight. However, if you can show cabin crew a receipt proving your purchase of a pre-ordered meal purchased in connection with a SAS flight that has been rebooked (and which has thereby not been used), we will try to accommodate your purchase. We can, however, not guarantee that you will receive the pre-ordered meal in such cases.
- In the event that we have to change your pre-ordered meal we will endeavor to offer you a suitable alternative. If you are not completely satisfied with your replacement meal you are eligible to apply for a refund.
- SAS General Conditions of Carriage are an integral part of the conditions.
- SAS reserves the right to change the rates, terms and conditions for pre-ordered meals at any time prior to purchase with or without notice.

Refunds

- Payment for a pre-ordered meal will not be refunded if you cancel your flight, are voluntarily or involuntarily upgraded. You are not entitled to a refund if you decide not to use the pre-ordered meal.
- Pre-ordered meals are refundable if there is an aircraft change or flight disruption and SAS is unable to offer you a travel alternative where we can accommodate your purchase of the pre-ordered meal.

- Provided that you have right to a refund, you are entitled to a refund representing the amount paid for the pre-ordered meal. You have 14 days after the last flight in your itinerary to apply for a refund.
- Refund applications should be submitted to SAS Customer Care (www.flysas.com/feedback).
- Refund applications cannot be processed at the airport or onboard.