



FAQ

SAS UPGRADE

MARCH 2018



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SAS

FAQS

FOR SAS UPGRADE, DYNAMIC PRICING AND BUY NOW BUTTON

FAQ about SAS Upgrade

Q: HOW DOES SAS UPGRADE WORK?

With SAS Upgrade, you can upgrade your trip to SAS Plus or SAS Business by making an offer at flysas.com/upgrade. You can make an offer to upgrade on all flights operated by SAS from the day you book up to 48 hours before departure.

You can pay by credit card or using EuroBonus points. You'll receive notice by email of whether your upgrade offer was accepted or not, 36 hours before departure. If your upgrade is confirmed, your credit card will be charged/points will be deducted from your EuroBonus account 36 hours before departure.

If your booking includes several travelers, your upgrade offer applies to everyone in the booking. The number of seats available for upgrades is limited, and SAS reserves the right to accept or reject an upgrade offer on certain flights in line with criteria determined by SAS and updated from time to time at the sole discretion of SAS such as flight status, offer amount, etc.

Q: WHICH FLIGHTS OFFER THE POSSIBILITY TO UPGRADE?

You can apply for upgrades on all flights operated by SAS. If upgrades are available for your flight(s), you can make an offer at flysas.com/upgrade or under Manage my booking. You can also apply for a standby upgrade at the airport since availability can change on short notice.

Q: WHO CAN MAKE AN OFFER FOR AN UPGRADE?

Anyone with a booking in SAS Go or SAS Plus can make an offer for an upgrade to SAS Plus or SAS Business. However, travelers who are traveling with infants or bringing animals onboard (except for service animals) may only upgrade to SAS Plus.

Q: HOW DO I MAKE AN OFFER?

You can make an offer at flysas.com/upgrade or under Manage my booking from the time of booking up to 48 hours before departure. Just enter your booking reference and use the slider to choose the offer amount. You can pay by credit card or using EuroBonus points. If you'd like to use EuroBonus points log in with the EuroBonus account you wish to pay with. You can log in and out several times but only use 1 account per flight segment that you bid for.

Q: CAN I USE ANY EUROBONUS ACCOUNT TO PLACE BID IN POINTS?

Yes, you can use any EuroBonus account you wish by logging in with the account on the SAS bidding page. If you are already logged in on SAS your own EuroBonus account will be preselected on the bidding page but you can log out from this account and log in with another account if you wish. You can use any EuroBonus account you wish for each flight segment by logging out and in again.

Q: WHY CAN I NOT PLACE BIDS IN EUROBONUS POINTS?

You need to log in with a EuroBonus account in order to place a bid in points. Use any EuroBonus account you wish. You can log in and out several times but only use 1 EuroBonus account as a form of payment for each segment.

Q: CAN I PLACE A BID BOTH FOR PLUS & BUSINESS?

Yes you can, in fact this increases your chances of getting Upgraded as we have more seats in Plus than Business. Just bid for Business first and then place a fall back bid in Plus. We will try to upgrade you to Business and if not successful we will try with Plus.

Q: HOW ARE UPGRADE DECISIONS MADE?

SAS evaluates and weighs upgrade offers submitted through SAS Upgrade based on various criteria and commercial laws as determined by SAS and updated from time to time at the sole discretion of SAS. These include flight status, offer amount, EuroBonus membership level, etc. Decisions to accept or reject upgrade offers are communicated 36 hours before departure at the latest.

Q: HOW DO I INCREASE MY CHANCES OF GETTING AN UPGRADE?

You increase your chances by bidding for both Business & Plus as we have more seats in Plus. Place a bid for Business first and then for Plus as a fall back.

Q: DO I HAVE TO PAY ANYTHING TO MAKE AN OFFER?

There is no charge for submitting an upgrade offer. If your offer is accepted, the offer amount will be charged to your credit card/EuroBonus points will be deducted from your EuroBonus account 36 hours before departure.

Q: WHEN CAN I MAKE AN OFFER?

You can submit an upgrade offer from the time you book your ticket up to 48 hours before departure. For flights outside to US & Asia it is best to check the bidding page when you have less than 30 days to departure to be able to bid for the most accurate price.

Q: CAN I CHANGE OR CANCEL AN UPGRADE OFFER ONCE IT HAS BEEN SUBMITTED?

You can change or cancel an upgrade offer at flysas.com/upgrade up to 48 hours before departure.

Q: IS THERE A MINIMUM OFFER AMOUNT FOR UPGRADES?

Each flight has a range of prices from which you can select the amount you'd like to submit as an upgrade offer.

Q: HOW WILL I KNOW IF MY OFFER FOR AN UPGRADE HAS BEEN ACCEPTED?

You'll receive an email 36 hours before departure at the latest to let you know if your offer has been accepted or not.

Q: IF I HAVE SUBMITTED OFFERS FOR TWO FLIGHTS ON A TRIP, WHEN WILL I FIND OUT IF THEY HAVE BEEN ACCEPTED OR REJECTED?

You'll receive separate email notifications for each flight 36 hours before departure at the latest.

Q: WHEN WILL I BE CHARGED FOR MY UPGRADE?

You need to enter your credit card details when you make an offer for an upgrade so that your card can be authorized by your credit card provider. You'll only be charged if your upgrade offer is accepted 36 hours before departure. If you have chosen to pay using EuroBonus points, the points will be deducted from the EuroBonus account/s that you have placed bids with at the latest 36 hours before departure.

Q: WHAT ARE THE CONDITIONS OF MY TICKET IF I AM UPGRADED TO SAS PLUS OR BUSINESS?

Your ticket conditions will be same as for your original ticket in terms of cancellation, change fees and other conditions.

Q: WHAT BENEFITS DO I ENJOY IF I AM UPGRADED TO SAS PLUS OR BUSINESS?

In SAS Business, you'll be able to:

- Speed through the airport with SAS Fast Track
- Relax in our SAS lounges (only valid in countries with SAS Lounges)
- Enjoy a delicious three-course meal and in-flight buffet
- Relax in our fully flat seats with luxurious bedding and massage functionality in the separate Business cabin
- Freshen up with your complimentary comfort kit
- Charge your devices at your personal power outlet with USB port
- Earn even more EuroBonus points

In SAS Plus on international flights, you'll be able to:

- Speed through the airport with SAS Fast Track
- Relax in our lounges (only valid in countries with SAS Lounges)
- Enjoy wider, more comfortable seats with extra legroom in a separate cabin
- Enjoy food & beverages onboard
- Charge your devices at your personal power outlet with USB port
- Earn more EuroBonus points

In SAS Plus on European flights, you'll be able to:

- Speed through the airport with SAS Fast Track

- Relax in our lounges
- Reserve your seat at the front of the cabin
- Enjoy food & beverages onboard
- Earn more EuroBonus points

Q: WHAT BENEFITS DO I NOT ENJOY IF I AM UPGRADED TO SAS PLUS OR BUSINESS?

Your baggage allowance will be according to your original booking class, not the upgraded one.

Q: WHAT HAPPENS IF I HAVE TO CHANGE OR CANCEL MY TRIP?

If you cancel or rebook your trip after your upgrade has been confirmed, your credit card will be charged/EuroBonus points will be deducted from your account. Please note that the amount you have paid for an upgrade cannot be used towards any other trip.

Q: AS A EUROBONUS MEMBER, WILL I EARN UPGRADED POINTS?

If you are upgraded, you'll earn EuroBonus points according to the new service class. Please note that when you are upgraded, you cannot earn points from any other frequent flyer programs even if another loyalty program membership number is assigned to your original reservation. If you have purchased an award ticket you will not accrue EuroBonus points on your upgrade as award tickets are not eligible for point accrual.

Q: IF I AM UPGRADED, CAN I SELECT MY SEAT IN SAS PLUS OR SAS BUSINESS?

If your upgrade is accepted, you can choose your seat in SAS Plus or SAS Business and check in 22 hours before departure.

Q: I HAVE ORDERED A SPECIAL MEAL. WILL IT STILL BE AVAILABLE IF I AM UPGRADED?

All special requests recorded for your original flight ticket, including special meals, will be transferred to the new service class if you are upgraded.

Q: IF MY UPGRADE IS CANCELED BY SAS, WHAT COMPENSATION AM I ENTITLED TO AND WHEN WILL I GET IT?

If your confirmed upgrade is canceled by SAS, you'll receive a full refund of the amount/EuroBonus points you paid for the upgrade within 7 business days. If you paid by credit card, the amount will be

credited to your account, and if you paid using EuroBonus points, they will be credited to your EuroBonus account. In the case of a downgrade, no extra compensation will be paid.

Your ticket will be returned to its original status in SAS Go or SAS Plus and you'll be reseat in SAS Go or SAS Plus based on seating availability at the time. Please note that your original seat may no longer be available.

Q: WE ARE TRAVELING AS A COUPLE. DOES MY UPGRADE OFFER APPLY TO BOTH OF US?

As long as both travelers are registered in the same booking, an offer for an upgrade applies to everyone in the booking.

Q: I AM TRAVELING WITH CHILDREN. DOES MY UPGRADE OFFER APPLY TO THE CHILDREN AS WELL?

As long as all travelers are registered in the same booking, an offer for an upgrade applies to everyone in the booking.

Q: I AM TRAVELING WITH AN INFANT. CAN I MAKE AN OFFER FOR AN UPGRADE?

Unfortunately, travelers who are traveling with infants cannot apply for upgrades to SAS Plus or SAS Business.

Q: I AM BRINGING AN ANIMAL ONBOARD. CAN I MAKE AN OFFER FOR AN UPGRADE?

Unfortunately, travelers who are bringing animals onboard cannot apply for upgrades to SAS Plus or SAS Business unless the animal is a service animal.

Q: CAN I MAKE AN OFFER FOR AN UPGRADE FOR ONLY ONE FLIGHT ON MY TRIP?

You can choose to make an offer for an upgrade for any flight on your trip. If you'd like to upgrade all of the flights on a trip, you need to make separate offers for each flight. You can also submit different offers for each flight and pay by credit card or using EuroBonus points.

Q: CAN I MAKE AN OFFER FOR AN UPGRADE IF I HAVE BOOKED MY TICKET THROUGH A TRAVEL AGENT OR SAS CUSTOMER SERVICE?

You can make an offer at flysas.com/upgrade or under Manage my booking using your booking reference.

Q: AFTER I HAVE SUBMITTED AN OFFER, IS THERE ANYONE AT SAS THAT I CAN CONTACT FOR HELP?

You're always welcome to contact us at SAS Customer Service.

FAQ about Dynamic Pricing

Q: WHY DO PRICES LOOK DIFFERENT ON DIFFERENT ROUTES?

SAS Upgrade has dynamic pricing. Meaning the prices vary based on need and customer demand. They can be different for different destinations but also for different departure to the same destination. The same way as flight ticket prices vary. Also the price can vary the closer to departure there is, the best thing is to check the final prices 1 month before departure to adjust the bid if needed.

Q: WHAT IS THE FLOOR PRICE?

The floor price is the lowest price that you can start to bid from. The floor price might vary for different flights, destinations and depending on how close to departure your flight is. The best thing is to check the floor price 30 days before departure to adjust your bid if needed.

Q: WHY DO THE PRICES VARY FOR THE SAME DESTINATION?

The prices are dynamic, they will vary depending on demand and availability.

Q: DO PRICES VARY FOR BOTH EUROONUS POINTS & MONEY?

Yes, dynamic pricing applies for both EuroBonus payment and monetary payment. The prices will be dynamic both in points and monetary value based on demand and availability.

Q: HOW WILL I KNOW WHAT PRICE TO BID FOR IN EUROONUS POINTS?

The demand for upgrades is high and the availability varies, meaning an upgrade cannot be exactly priced; the price will vary depending on availability and demand. The closer to the highest price you bid, the more chances you have to be upgraded. Also the

higher tiers have a booster when bidding regardless of bidding in points or cash.

Q: HOW WILL I KNOW WHAT PRICE TO BID FOR IN MONEY?

The demand for upgrades is high and the availability varies, meaning an upgrade cannot be exactly priced; the price will vary depending on availability and demand. The closer to the highest price you bid, the more chances you have to be upgraded. Also the higher tiers have a booster when bidding regardless of bidding in points or cash.

Q: WHAT IS THE BEST STRATEGY TO WIN A BID?

Check the price 30 days before departure and bid the highest you are willing to pay, the higher bid the better chances to win. Also the higher tiers have a booster when bidding regardless of bidding in points or cash.

FAQ about the Buy Now button – upgrades for fixed price with instant confirmation

Q: WHAT DOES THE BUY NOW BUTTON MEAN?

The buy now button means that we have instant upgrades available, meaning if you accept the fixed price next to the "Buy Now" button you will be upgraded and charged immediately and rebooked to the new travel class. You don't have to wait until 36 hours before departure to get a confirmation but will receive the confirmation and upgrade right away.

Q: HOW DOES THE BUY NOW BUTTON WORK?

If availability allows the "Buy Now" button will be visible from 10 days before departure until 48 hours before departure. The "Buy Now" button means that you can buy an upgrade that is instantly confirmed for a fixed price, instead of bidding, if you prefer too. You will be charged and upgraded right away.

Q: WHEN IS MY UPGRADE CONFIRMED IF I CHOOSE BUY NOW?

The upgrade is confirmed instantly after payment is made.

Q: WHEN WILL I BE CHARGED FOR MY UPGRADE IF I CHOOSE BUY NOW?

You are charged right away and confirmed after the payment is done.

Q: HOW MANY PEOPLE CAN CHOOSE BUY NOW IF THE OPTION IS VISIBLE?

First come first serve, as soon as the seats available for “Buy Now” are finished the button won't show any more. So if you are seeing the button you can try and make the request.

Q: WHAT IF WE ARE SEVERAL PEOPLE IN THE BOOKING AND CHOOSE BUY NOW?

If “Buy Now” is visible you can try and see if there are enough seats for all of you in the booking, if not the button should not be visible.

