



**TERMS AND CONDITIONS FOR UPGRADES
TO SAS PLUS AND SAS BUSINESS VIA SAS UPGRADE
AND AT THE AIRPORT**

AUGUST 2018



CONTENT

| | |
|--|---|
| ARTICLE 1: Upgrades on SAS flights via SAS Upgrade | 3 |
| ARTICLE 2: Upgrades on SAS flights at the airport | 5 |

TERMS & CONDITIONS

FOR UPGRADES TO SAS PLUS

AND SAS BUSINESS VIA SAS

UPGRADE AND AT THE AIRPORT

ARTICLE 1: UPGRADES ON SAS FLIGHTS VIA SAS UPGRADE

1.1 GENERAL

- You can make an offer to upgrade to SAS Plus and SAS Business on all flights operated by SAS.
- You can pay by credit card or using EuroBonus points.
- You can make an offer from the day you book your trip up to 48 hours before departure.
- The number of seats available for upgrades is limited.
- You will receive notice by email of whether your upgrade offer was accepted or not 36 hours before departure at the latest.
- If your upgrade is confirmed, your credit card will be charged/points will be deducted from your EuroBonus account 36 hours before departure at the latest.
- If you cancel or rebook your trip before your request for an upgrade has been processed (up to 48 hours before departure), your credit card will not be charged/no points will be deducted from your EuroBonus account.
- All travelers in a booking are automatically included in a request for an upgrade, regardless of payment method.
- You can use any EuroBonus account you wish to place a bid for an upgrade by logging in with the desired EuroBonus account on the SAS Upgrade bidding page. You can log out & in with EuroBonus accounts if you wish to place a bid with several EuroBonus accounts.

However, you can only use 1 account per flight segment. Note that the bid will be for all passengers in the booking for each segment. For the avoidance of doubt, only one EuroBonus membership account is permitted per person.

- If you cancel or rebook your trip after your request for an upgrade has been confirmed, your credit card will be charged/EuroBonus points will be deducted from your account. Please note that the amount paid for an upgrade cannot be used towards any other trip.
- If your EuroBonus points expire before they are deducted from your account, SAS will not be able to process your request.
- The new ticket class of the upgrade applies as the basis for earning points.
- Points earned on an upgrade are EuroBonus points. 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
- Upgrades are not available for group or SAS staff bookings, charter flights or Travel Industry Discount Fares.
- Requests for upgrades can be canceled or changed at flysas.com/upgrade up to 48 hours before departure. Not that a name change is not considered a cancellation, you need to cancel your bid if you have placed a bid and then done a name change to the ticket.
- Upgrades to SAS Plus and SAS Business include Business check-in, SAS Fast Track, SAS Lounge access

and priority boarding, as well as extra comfort and meals onboard.

- Baggage allowance does not change if upgraded to Business or Plus but is according to original booking class.

- Upgrade to Plus will not give access to American lounges, except for New York and Chicago.

- Travelers who are traveling with children can apply for upgrades to SAS Plus and SAS Business.

- Travelers who are traveling with infants can only apply for upgrades to SAS Plus.

- Travelers who are traveling with animals onboard cannot apply for upgrades to SAS Plus or SAS Business, with the exception of service animals.

- Travelers who have requested a special meal can apply for an upgrade to SAS Plus and SAS Business up to 48 hours before departure. Please note that you need to bid for upgrade with special meal before 48 hours. Upgrade at the airport with special meal is not possible.

- Upgrades apply to all travelers in a booking. If not all travelers in a booking are to be upgraded, they must have separate booking numbers. For assistance, please contact SAS Customer Service or your travel agent.

- If your Upgrade is successful it will not be refundable.

- If your confirmed upgrade is canceled by SAS, you will receive a full refund of the amount/EuroBonus points you paid for the upgrade within 7 business days. In the case of a downgrade, no extra compensation will be paid.

- SAS reserves the right to change the type of aircraft used for a flight.

1.2 INSTANT UPGRADES ON SAS FLIGHTS VIA SAS UPGRADE

- If a “buy now” button is visible you can pay the fixed price to upgrade your seat to SAS Plus or SAS Business and will be instantly charged and upgraded.

- You can pay by credit card or using EuroBonus points. Please note that you can only pay using points if you have used your EuroBonus number when booking your trip.

- The buy now button is only available 10 days prior to your departure and only if the seat availability allows.
- The number of seats available for upgrades are limited.

- You will receive a confirmation on your upgrade instantly and no later than 36 hours before departure.

- Your credit card will be charged/points will be deducted from your EuroBonus account instantly.

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

- SAS reserves the right to change the type of aircraft used for a flight.

- If your confirmed upgrade is canceled by SAS, you will receive a full refund of the amount/EuroBonus points you paid for the upgrade within 7 business days. In the case of a downgrade, no extra compensation will be paid.

- All travelers in a booking are automatically included in a request for an upgrade, regardless of payment method.

- The new ticket class of the upgrade applies as the basis for earning points.

- Points earned on an upgrade are EuroBonus points. 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.

- Instant Upgrades are not available for group or SAS staff bookings, or on award trips, charter flights or Travel Industry Discount Fares.

- Requests for instant upgrades cannot be cancelled or changed after they are paid for and confirmed and no refund will be given.

- Instant Upgrades to SAS Plus and SAS Business include Business check-in, SAS Fast Track, SAS Lounge access and priority boarding, as well as extra comfort and meals onboard.

- Upgrade to Plus will not give access to American lounges, except for New York and Chicago.
- Travelers who are traveling with children can apply for upgrades to SAS Plus and SAS Business.
- Travelers who are traveling with infants can only apply for upgrades to SAS Plus.
- Travelers who are traveling with animals onboard cannot apply for upgrades to SAS Plus or SAS Business, with the exception of service animals.
- Instant Upgrades apply to all travelers in a booking. If not all travelers in a booking are to be upgraded, they must have separate booking numbers. For assistance, please contact SAS Customer Service or your travel agent.
- Baggage allowance is according to the original booking class.

ARTICLE 2: UPGRADES ON SAS FLIGHTS AT THE AIRPORT

2.1 GENERAL PROVISIONS

- Standby upgrades at the airport are available on intercontinental flights operated by SAS.
- Upgrades can be requested at check-in, at a service center or at the gate depending on the airport. You can pay for an upgrade by credit card or using EuroBonus points.
- Upgrades are subject to both space and meal availability in the upgraded class.
- Travelers who are traveling with children can apply for standby upgrades to SAS Plus and SAS Business.
- Travelers who are traveling with infants may upgrade to SAS Plus only.
- Travelers who are traveling with pets in cabin (PETC) may upgrade to SAS Plus only. Travelers who are traveling with a service animal (SVAN), may be upgraded to both SAS Plus and SAS Business.
- Standby upgrades include access only to SAS Lounges.
- The original ticket class applies as the basis for earning points.

- Standby upgrades are not available for group or SAS staff bookings or on award trips, charter flights or flights not operated by SAS.

- Please note that if you have ordered a special meal an upgrade at the airport will not be possible.

- Note: Standby upgrade decisions are made at the discretion of SAS station managers at the airport on the day of each flight. For this reason, it is not possible to make a request for a standby upgrade in advance.

ARTICLE 3: PERSONAL DATA

3.1 GENERAL PROVISIONS

- Personal data means any information relating to you as a natural person and through which you can be identified directly or indirectly, such as your name, photo or ID number.
- We are committed to protecting your privacy and only process personal data in accordance with the applicable data protection legislation. How we process your personal data depends on whether you are a member of the EuroBonus program, or are a Profile Account holder or a traveler without any particular membership or account with us.
- We have aimed at describing how we process personal data as transparently and clearly as possible in the below privacy policies. We invite you to read the policy applicable to you thoroughly and to contact our Data Protection Officer at dataprotectionofficer@sas.se if you should have any questions.
- If you are a member of the EuroBonus program, please see our Privacy Policy for EuroBonus members. If you hold a Profile Account, please see our Privacy Policy for Profile Account holders. If you are a traveler without any particular membership or account with us, we will process your personal data as described below and in our General Privacy Policy. Find more information about our Privacy Policy [here](#)

