

FAQs about SAS Upgrade

How does SAS Upgrade work?

Which flights offer the possibility to upgrade?

Who can make an offer for an upgrade?

How do I make an offer?

How are upgrade decisions made?

Do I have to pay anything to make an offer?

When can I make an offer?

Can I change or cancel an upgrade offer once it has been submitted?

Is there a minimum offer amount for upgrades?

How will I know if my offer for an upgrade has been accepted?

If I have submitted offers for two flights on a trip, when will I find out if they have been accepted or rejected?

When will I be charged for my upgrade?

What are the conditions of my ticket if I am upgraded to SAS Plus or Business?

What benefits do I enjoy if I am upgraded to SAS Plus or Business?

What happens if I have to change or cancel my trip?

As a EuroBonus member, will I earn upgraded points?

If I am upgraded, can I select my seat in SAS Plus or SAS Business?

I have ordered a special meal. Will it still be available if I am upgraded?

If my upgrade is canceled by SAS, what compensation am I entitled to and when will I get it?

We are traveling as a couple. Does my upgrade offer apply to both of us?

I am traveling with children. Does my upgrade offer apply to the children as well?

I am traveling with an infant. Can I make an offer for an upgrade?

I am bringing an animal onboard. Can I make an offer for an upgrade?

Can I make an offer for an upgrade for only one flight on my trip?

Can I make an offer for an upgrade if I have booked my ticket through a travel agent or SAS Customer Service?

After I have submitted an offer, is there anyone at SAS that I can contact for help?

FAQ about the BUY NOW button - upgrades for fixed price with instant confirmation:

What does the BUY NOW button mean?

How does the BUY NOW button work?

When is my upgrade confirmed if I choose BUY NOW?

When will I be charged for my upgrade if I choose BUY NOW?

How many people can choose BUY NOW if the option is visible?

What if we are several people in the booking and choose BUY NOW?

Answers

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 if you have used your EuroBonus number when booking your trip. 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.

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.

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 with the exception of travelers who are traveling with infants or bringing animals onboard (except for service animals).

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, then your EuroBonus number must be included in your booking.

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.

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.

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.

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.

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.

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.

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.

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 your EuroBonus account 36 hours before departure.

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.

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 lounges
- Enjoy a delicious three-course meal and inflight 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
- 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

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.

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 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.

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.

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 resealed in SAS Go or SAS Plus based on seating availability at the time. Please note that your original seat may no longer be available.

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.

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.

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.

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.

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.

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.

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.

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.

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.

When is my upgrade confirmed if I choose BUY NOW?

The upgrade is confirmed instantly after payment is made.

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.

How many BUY NOW upgrades are available?

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.

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.