

TRAVEL PASS TERMS AND CONDITIONS

To make life easier for Scandinavia's frequent travelers, SAS offers its customers the opportunity to purchase Travel Passes, both Travel Pass Punch Card and Travel Pass Unlimited. These terms and conditions apply to purchases of such Travel Passes.

1. Definitions

CMP Code means the corporate code, i.e. the corporate prefix provided to a company by SAS, and which must be entered when purchasing a Travel Pass for corporate travel.

Personal Data means any information relating to a natural person that can be used to identify them directly or indirectly, such as name, address, phone number, travel records, or membership information.

SAS means SAS Scandinavian Airlines System Denmark-Norway-Sweden, a consortium established under the laws of Denmark, Norway, and Sweden, with its principal office at Frösundaviks allé 1, SE-195 87 Stockholm, Sweden. Also referred to as "we", "our", or "us".

Travel Pass means the Travel Pass Punch Card and/or the Travel Pass Unlimited. Travel Pass is available for the ticket types listed in Appendix 1.

Travel Pass Number means the individual number assigned to a Travel Pass, recognized as valid proof of carriage and required when making a reservation.

Travel Pass Punch Card means a fully flexible Travel Pass purchased with a certain number of punches (trips) between two or more destinations, valid for one (1) year from the date of activation, which must occur no later than six (6) months from the date of purchase. It is available for use either by a single individual or by multiple users, depending on selected option.

Travel Pass Unlimited means a fully flexible and unlimited Travel Pass that can be used between selected destinations or within a certain zone, valid for three (3), six (6), or twelve (12) months from the date of activation, which must occur no later than six (6) months after the date of purchase (the validity period may differ between zones and/or destinations). It is available for use by a single individual only.

Traveler means the individual designated to travel on the Travel Pass. The Travel Pass is personal and non-transferable. Also referred to as "you" or "your".

2. Purchasing a Travel Pass

2.1 Seller of the Travel Pass as set out below is Scandinavian Airlines System Denmark-Norway-Sweden, a consortium established under the laws of Denmark, Norway and Sweden, and having its principal office at Frösundaviks allé 1, SE-195 87 Stockholm, Sweden ("**SAS**"). The terms "we", "our" or "us" refers to SAS.

2.2 These conditions ("**Travel Pass Terms and Conditions**") apply to the purchase and use of the following Travel Passes:

- (i) "**Travel Pass Punch Card**" is a fully flexible Travel Pass that may be purchased with a certain number of punches (trips) between two or more destinations. It is valid for one (1) year from the date of activation, which must occur no later than six (6) months from the date of purchase. It is available for use either by a single individual or by multiple users, depending on selected option; and
- (ii) "**Travel Pass Unlimited**" is a fully flexible and unlimited travel pass that can be used between selected destinations or within a certain zone and with a validity for either three (3), six (6) or twelve (12) months from the date of activation, which must occur no later than six (6) months after the date of purchase (the validity period may differ between zones and/or destinations). It is available for use by a single individual only.

The Travel Pass Punch Card and the Travel Pass Unlimited will jointly be referred to as "**Travel Pass**" and the person designated to travel on the Travel Pass is referred to as "**Traveler**".

2.3 When a legal entity purchases a Travel Pass, the following conditions apply:

- (i) If the legal entity has been assigned a CMP Code, it must be entered at the time of purchase.
- (ii) For Travel Pass Unlimited, the name of the Traveler must be provided at the time of purchase.
- (iii) For the Travel Pass Punch Card for multiple users, the punches may be used

by multiple Travelers, provided that they are employees or other personnel affiliated with the purchasing legal entity.

- (iv) All travel undertaken using the Travel Pass must be related to the business or operations of the purchasing legal entity.

2.4 When a natural person purchases a Travel Pass to be used for leisure travel, the name of the Traveler must be provided at the time of purchase. This also applies in case of a purchase of a Travel Pass Punch Card for multiple users.

2.5 The Travel Pass Punch Card may not be purchased or used by membership organizations, associations, or similar entities for the purpose of distributing punches among members whether for payment or free of charge. Exceptions apply only where the travel is undertaken to represent the entity in an official capacity.

3. Unless expressly stated in these terms and conditions, Travel Passes (including individual punches) are non-transferable and may not be assigned, transferred, or resold to any third party—whether individuals or organizations—without the prior written consent of SAS.

4. Using a Travel Pass

4.1 A Travel Pass has an individual Travel Pass number recognized as a valid proof of carriage ("**Travel Pass Number**") which must be entered when making a reservation on a flight.

4.2 Reservations with Travel Pass can only be made for travel with SAS (operated by SK, SVS or SL) or wetlease carriers operating on behalf of SAS.

4.3 The Travel Passes are fully flexible, meaning that bookings may be changed within the same booking class free of charge and that only commenced travel is deducted from the Travel Pass account. See further information regarding the Travel Pass [here](#).

4.4 All travel with SAS is subject to [SAS General Conditions of Carriage](#) as amended from time to time.

4.5 Traveler acknowledges and accepts that duplicate segments are not allowed for Travel Pass bookings. Duplicate segments refer to segments with an exact match, and segments that overlap or are non-flyable. If duplicate

segments are detected they will be auto-cancelled by SAS.

4.6 SAS reserves the right to adjust and make cancellations to the traffic program.

5. Obligations of the Traveler

5.1 The Traveler undertakes to:

- (i) comply with these Travel Pass Terms and Conditions;
- (ii) securely store the Travel Pass Number and associated security code (used to link the Travel Pass to the Traveler's EuroBonus membership);
- (iii) ensure that all information provided when making reservations using the Travel Pass is accurate and complete; and
- (iv) promptly notify SAS of any loss, theft, or suspected misuse of the Travel Pass or Travel Pass Number.

5.2 Where a company has purchased a Travel Pass on behalf of a Traveler, the company is responsible for informing the Traveler of these Travel Pass Terms and Conditions.

6. Amendments to Travel Pass products

6.1 The Travel Pass service benefits, rules regarding discounts and available destinations as well as other information displayed on the SAS website apply and may be amended from time to time.

6.2 SAS will, without delay, notify the Traveler of any material changes to the Travel Pass by using mass communication and/or information on the SAS website.

7. Refunds

7.1 A refund of the Travel Pass, either in full or in part, may be requested, subject to the conditions set out below.

7.2 For Travel Pass Punch Card, refunds will be based on the product's purchase price with the deduction of the amount of travel conducted, such travel to be valued at the fully flexible fares. A refund fee of SEK2000/NOK2000/DKK2000/EUR200 (whichever applicable) will apply to all refunds. When the amount for conducted travels including the refund fee is higher or equal to the purchase price, then no refund shall be made.

- 7.3 For Travel Pass Unlimited, refunds will be based on the product's purchase price with the deduction of the number of trips conducted, such travels to be valued at the fully flexible fares. A refund fee of SEK2000/NOK2000/DKK2000/EUR200 (whichever applicable) will apply to all refunds. Where the amount relating to conducted travels including the refund fee is higher or equal to the purchase price, no refund shall be made regardless of non-lapse of the term of the product. A refund request must be submitted to SAS within the following time limits:

Travel Pass Unlimited Validity Period	Deadline to request a refund
Three (3) months	No later than one (1) month before the final valid date
Six (6) months	No later than two (2) months before the final valid date
Twelve (12) months	No later than two (2) months before the final valid date

- 7.4 Any approved refund will be credited to the original method of payment, typically the same credit or debit card used for the purchase of the Travel Pass.
- 7.5 A customer can address request for refund to corporatesupport@sas.se (for Sweden), corporatesupport@sas.dk (for Denmark) or corporatesupport@sas.no (for Norway).

8. Misuse

- 8.1 SAS reserves the right to investigate suspected misuse of the Travel Pass. Misuse may include non-compliance with these Travel Pass Terms and Conditions, illegal conduct, non-payment of the Travel Pass, fraud or actions that are generally regarded as immoral or unethical.
- 8.2 If SAS determines that a situation constitutes misuse, SAS may immediately invalidate the Travel Pass and/or block the associated Travel Pass Number without prior notice and without any entitlement to a refund.

9. Personal Data

- 9.1 SAS is the personal data controller of the Travel Pass according to applicable personal data legislation: Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, the General Data Protection Regulation (hereinafter GDPR). GDPR is the

regulatory framework that regulates privacy and data protection, and which applies as law in Sweden and all EU member states.

- 9.2 To read more about how SAS process personal data, please visit [Privacy Policy | SAS](#). If you are a member of the EuroBonus program, please visit [EuroBonus Privacy Policy](#). If you are a Profile Account holder, please visit [Account Holders Privacy Policy](#). We reserve the right to change the Privacy Policies listed above at any time.

- 9.3 The Travel Pass requires us to process the Traveler's personal data. To fulfil our commitment under these Travel Pass Terms and Conditions, it is thus necessary for us to process and share information that relates to you as a person.

- 9.4 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, address or phone number.

- 9.5 In order for us to deliver under the Travel Pass, be able to enhance the products and carry out statistical and analytical activities, and for you to start enjoying the benefits of the product, personal data such as membership information (for example membership number, enrollment date, points balance, status information) and contact information (for example first and last name, email) will be processed. Additionally, travel records - including travel dates, travel routes, flight numbers, booking numbers and special requirements will be processed. The legal basis for this processing is fulfillment of these terms and conditions and the [SAS General Terms and Conditions](#). We may further share personal data between SAS and EB to be able to support your inquiry.

- 9.6 We will save your personal data as long as it is necessary with regard to the purpose of the processing.

- 9.7 You are welcome to contact us with questions or requests concerning our processing of your personal information by sending an email to SAS' Data Protection Officer dataprotectionofficer@sas.se.

10. General

- 10.1 Except as required by applicable law or as expressly stated in these Travel Pass Terms and Conditions, SAS shall not be liable for any costs, losses, damage, or other obligations,

whether direct or indirect, incurred in connection with the use of the Travel Pass.

- 10.2 To the extent permitted by applicable law, the Traveler and, in case of corporate travel, the company, agrees to indemnify SAS and its officers, directors, employees, agents, and representatives against any loss or damage arising from a breach of these Travel Pass Terms and Conditions, including any misrepresentation or failure to perform obligations by the company, its affiliates, or designated Travelers. For clarity, this clause does not apply to consumers to the extent that such indemnification would be inconsistent with applicable consumer protection laws.
- 10.3 To the extent permitted by applicable law, SAS shall not be liable for any failure or delay in the performance of its obligations under these Travel Pass Terms and Conditions resulting from circumstances beyond its reasonable control. Such circumstances may include, but are not limited to, labor disputes, war, conscription, governmental actions, injunctions, requisitioning, impoundment, insurrection, riots, or other events of force majeure that disrupt the operations of SAS or SAS partners.
- 10.4 The right of use may not be assigned, transferred or advanced or in any way to be

used by another individual than the appointed Traveler.

11. Disputes and Applicable Legislation

- 11.1 To the extent permitted by local law or regulation, these Travel Pass Terms and Conditions shall be governed by and construed in accordance with Swedish law. Both parties submit, to the extent permitted by local law or regulation, to the non-exclusive jurisdiction of the district court of Stockholm to resolve any dispute that may arise out of these Travel Pass Terms and Conditions.
- 11.2 Any provision of these Travel Pass Terms and Conditions declared void or unenforceable by any competent authority or court shall, to the extent of such invalidity or unenforceability, be deemed severable and shall not affect the other provisions remaining which shall continue unaffected.
- 11.3 To the extent permitted by applicable law, the English version of these Travel Pass Terms and Conditions shall prevail in the event of any inconsistency or conflict with versions translated into other languages.
- 11.4 These Travel Pass Terms and Conditions were last updated on 1 October 2025 and replace all previous versions thereof.

Appendix 1: Travel Pass Prepaid Ticket Types

Route Area	Cabin booking class	Ticket Type(s)
Shorthaul domestic	Premium Economy (C)	Premium Flex
	Economy (E)	Economy Flex
Shorthaul Nordic & Europe	Business (C)	Business Flex
	Economy (E)	Economy Flex