

## TRAFFIC DISRUPTIONS DUE TO STRIKE

We're sorry that your journey has been disrupted by the ongoing strike. We're doing everything we can to help you with your trip, a rebooking process starts immediately, and we will get back to you with information as soon as possible. However, during summer season, there are limited available seats on the market. This means that we unfortunately will have limited possibilities to find a new seat within the same time frame as your current booking.

### IF YOUR FLIGHT IS CANCELED, YOU HAVE THE FOLLOWING OPTIONS, REGARDLESS OF TICKET TYPE:

#### 1 CANCEL YOUR TICKET AND GET A REFUND

You can request a refund at [flysas.com](https://flysas.com). If you booked via a travel agent or tour operator, you can contact them directly for a swift refund process.

#### 2 REBOOK TO A FLIGHT ON A LATER DATE

If you instead want to change your trip to a later occasion, you can contact Customer Service after the strike has ended. For all reservations made via SAS, please visit [flysas.com](https://flysas.com) to find contact information.

If you booked your ticket via a travel agent, you can contact them to find out about your rebooking options with SAS. If you fly charter with an SAS flight, flight numbers SK7000 – SK7999, please contact your tour operator. You'll find the contact details in your travel documents.

#### 3 ARRANGE ALTERNATIVE MEANS OF TRAVEL

If you need to travel, for example if you are stranded on your destination, you may arrange alternative travel yourself and seek reimbursement from SAS. If we're not able to rebook you on a new flight departing within the time frame of your original departure, you may book another airline ticket, take a train, bus or rent a car. We will reimburse the difference between your unused SAS ticket and the cost of your new transportation under comparable transport conditions upon presentation of receipts. If you choose to book alternative travel, please remember to cancel your ticket with SAS to get a refund for your unused ticket.

Please note that the cost for the alternative transportation must be in the same price range as your original ticket.

Remember to check with your insurance company to see if they cover any additional costs.

Note! You are also obliged to limit your costs if you seek reimbursements.

# IN ACCORDANCE WITH APPLICABLE REGULATIONS, WE OFFER THE FOLLOWING

## OVERNIGHT ACCOMMODATIONS

If you're delayed and need accommodations, we kindly ask you to make your own reservation and we'll reimburse you upon presentation of receipts.

We will reimburse you for mid-range overnight accommodations of up to 250 EUR/night and room. If the amount exceeds this, we will make an evaluation and cover up to reasonable amount on a case-by-case basis.

## MEALS

If your departure is delayed by more than 2 hours, we'll reimburse reasonable costs for meals and refreshments (excluding alcohol) during the waiting time. Due to the number of affected travelers, it may not be possible to obtain meal vouchers at the airport. If this is the case, we kindly ask you to make your own purchases and we'll reimburse you for up to 50 EUR per full day and person upon presentation of receipts. If the amount exceeds this, we will make an evaluation and cover up to reasonable

### SAVE ALL RECEIPTS & SUBMIT USING OUR ONLINE FORM ON FLYSAS.COM – CONTACT US

Remember to fill in:

- Name of bank
- Account holder
- IBAN
- BIC/SWIFT
- The total amount of your claim

Don't forget to attach  
all relevant receipts.

## TRANSPORT BETWEEN THE AIRPORT & ACCOMMODATIONS

We'll reimburse the cost of transportation between the airport and your accommodations upon presentation of receipts if an overnight stay is necessary due to a cancelation or delay. This includes costs for bus tickets or local metro services to and from the airport. We'll only reimburse taxi costs if no other means of transportation is available. Other means of transportation such as private limousines will not be reimbursed.

## PHONE CALLS

We'll reimburse you for the cost of 2 phone calls or e-mails to rearrange your travel plans.

## COMPENSATION ACCORDING TO EU REGULATION 261/2004

In some circumstances you may also be entitled to a fixed rate compensation. If that applies to your case, you can claim it on [flysas.com](https://flysas.com) – Contact us. More information about EU passenger rights can be found on [flysas.com](https://flysas.com) – Terms & Conditions.

## COSTS OF CONSEQUENTIAL NATURE, SUCH AS LOST WAGES, VACATION DAYS, PREPAID HOTELS, RENTAL CARS, EVENT TICKETS, ETC.

As we have taken all reasonable measures to avoid eventual damages, our interpretation of Montreal Convention Article 19 is that the passenger is not entitled to reimbursement. Always check with your travel insurer to see if they will cover such costs.

**FOR UP-TO-DATE INFORMATION, PLEASE VISIT FLYSAS.COM**

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Scandinavian Airlines System Denmark Norway Sweden

A STAR ALLIANCE MEMBER

