

- **Corona Virus - Procedure from 14FEB20** Updated on 28 February 2020 at 15:19

[Latest updates marked in blue](#)

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SAS flights to and from Shanghai and Beijing - valid from 14FEB20

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The safety of SAS passengers and employees is the highest priority. A new evaluation has been made of the situation in China regarding the Corona virus and SAS has decided to prolong the suspension of all flights to/from SHA and BJS from 31JAN20 up to and including [29MAR20](#). SAS will continue to monitor the situation in constant dialogue with authorities regarding information about the situation.

Adjustment to SAS schedule to/from CPH-PEK, CPH-PVG, 04MAR20-28MAY20, see details [Schedule changes](#)

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For more information regarding Travel Advice, please visit the World Health Organization's web site or your local National Public Health Agency's website.

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Rebooking of cancelled flights

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Passengers holding SK/117-document with cancelled SK flights may be involuntary rebooked to other SK operated flights.

Tickets may be rebooked both outbound and inbound. Rebooking to be made in the same booking class or lowest available booking class in the same service class as originally booked. Rebooking permitted within ticket validity.

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Change of origin/destination

Not permitted.

- [Redacted]

Travel Agents

Above procedure also valid for Travel agents.

- [Redacted]

SAS Offices - Rebooking to other airlines when interruption occur on the same day of the first impacted flight, or the day before

SK operated flights cancelled on the same day of the first impacted flight, or the day before, may be rebooked in the same booking class, or lowest available booking class in the same service class as originally booked, Group and Award tickets included.

- [Redacted]

Tickets must be reissued and marked with:

- [Redacted]

FE INVOL REISSUED DUE CORONAVIRUS GREATER CHINA or FE SKCHG DUE XX CORONAVIRUS FLIGHT NUMBER/DATE

- [Redacted]

[Reprotection agreements](#)

- [Redacted]

Travel Agents

Contact SAS Agent Helpdesk

- [Redacted]

Refund

Permitted for cancelled flights

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Award tickets

Above procedures also valid for award tickets issued on SK/117-document. For SAS offices (updated procedure)

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Groups

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Rebooking: Above procedures also valid for SK groups.

Note: Group passengers must be rebooked as individual passengers.

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Refund: Above procedures also valid for groups issued on SK/117-document or within commitment period.

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SAS flights to/from/via HKG - Valid from 14FEB20

Hong Kong will operate according to schedule until 29FEB20. Adjustment to schedule to/from HKG 04MAR20-28MAY20, see [Schedule changes](#)

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Passengers holding SK/117-document with SK flights to/from/via HKG not yet cancelled, 30JAN20-29FEB20, may rebook the ticket once free of charge. Rebooking to be made on SK operated flights, in the same booking class, or lowest available booking class in the same service class as originally booked. If OAL is included in the itinerary, rebooking must be handled manually.

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New travel date 30JAN20-31MAY20.

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Original ticket must be issued on/before 28JAN20 (extended from 26JAN20).

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For HKG, tickets must be reissued and marked with: FE WAIVESKS037

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Note: When using Dynamic Waiver, the FE line will automatically be updated with the waiver code.

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Rebooking for Travel Agents

Above procedure also valid for travel agents.

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For non-ATC subscribers/ non-Amadeus travel agencies, follow below procedureTickets must be reissued and marked with:

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For HKG, tickets must be reissued and marked with: FE WAIVESKS037

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Reissue ticket without penalty fee. Any fare difference is waived when rebooking is made in same service class.

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SAS will not absorb costs such as, but not limited to, accommodation, food and surface/air transportation for voluntary rebooking.

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Restrictions for transfer via HKG to the Philippines

With immediate effect, the government of the Philippines has issued restrictions for travel between HKG and the Philippines. Passengers

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departing and/or transferring via HKG is not permitted to enter the Philippines.

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Exception: Philippine citizens and holders of permanent resident visa.

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Affected passengers having a reservation up to and including 31MAR20, are offered a full refund as rebooking possibilities are very limited.

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Reject of entry - Involuntary rerouting

Involuntary rerouting is only permitted when the interruption occurs on the same day of the first impacted flight, or the day before. Transfer in Asia is not recommended, please check for alternatives within Europe. Travel agents must contact SAS Agent helpdesk for rebooking.

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Tickets must be reissued and marked with: FE INVOL DUE REJECT ENTRY PH VIA HKG

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Refund rules until 26FEB20

Full or part refund permitted for passengers booked to/from/via HKG with outbound or inbound 26JAN20- 29MAR20. This is also valid when OAL is included in the itinerary.

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Refund rules from 27FEB20

Only permitted for cancelled flights

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Refund for Travel Agents

On/before 05FEB20: For fares with restrictions a refund application shall be sent according to standard procedure.

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On/after 06FEB20: Unused tickets issued by travel agents may be refunded by the travel agent according to above conditions.

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For involuntary refunds of partly used tickets, a refund application still applies. If PNR is still active, insert an RM line: REFUND DUE TO CORONAVIRUS

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Notice for Chinese Travel Agents

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Chinese Travel Agents may process the refund themselves, both for restricted and unrestricted fares, provided the ticket has not been reissued by SAS.

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For partly used tickets: consult local SAS office in China for calculating the refund due.

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Tickets issued by a Chinese Travel Agent that have been reissued by SAS, must be refunded by local SAS office

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Award tickets

Above procedures also valid for award tickets issued on SK/117-document. [For SAS offices](#) (updated procedure)

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Groups

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Rebooking: Above procedures also valid for SK groups.

Note: Group passengers must be rebooked as individual passengers.

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Refund: Above procedures also valid for groups issued on SK/117-document or within commitment period.

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Refund and/or rebooking when separate tickets

Note: From 27FEB20 refund only permitted for cancelled flights.

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Rebooking or full refund on unused tickets are permitted for:

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- Customers traveling on SAS on separate tickets to/from China on SK/117 documents and connecting on a SAS flight on SK/117 document within Scandinavia/Europe /USA.
- Rebooking or full refund are permitted for customers traveling on SAS on a through fare ticket from/to China including the connecting flight within in Scandinavia/Europe/USA.

When tickets include stop over:

Rebooking: The same number of days in connections as in the original booking.

Refund: Permitted provided connection is within 14 days.

- Rebooking or full refund are NOT permitted on unused SAS tickets when:
Customers traveling on All Other Airlines on separate tickets to/from China on Other Airline documents and connecting on separate tickets to a SAS flight with SAS SK/117 document within Scandinavia/Europe/USA.

Health Declaration upon arrival in China

Due to the current situation in China, Chinese authorities now require all inbound travelers to BJS and SHA to fill in a health declaration.

Completed declarations are to be presented at immigration upon arrival. SAS will provide passengers with a copy to fill in before departure at the airport.