

Dear Agent partners,

As an effect of the COVID-19 outbreak and global measures taken to mitigate the spread of the virus, the demand for international air travel has been affected.

In response to the lower demand, SAS will in the next couple of months seek to reduce part of its short haul network capacity. Furthermore, and in addition to the already suspended flights to/from Mainland China, SAS will suspend flights to Hong Kong from 5 March.

**Flight schedule to and from Hong Kong will be suspended from 05 March until 30 April and reduced in May. Affected Passengers will be notified.**

SAS offer special guidelines to rebook and refund under this situation.

**For the latest and detailed procedure and guideline, please visit SAS Agent Website.**

We recommend to review this website for the latest info regarding the rebook and refund procedure:

[www.sasalesinfo.com](http://www.sasalesinfo.com)

**For the full text of SAS Press Release - Update on COVID-19**

<https://www.sasgroup.net/newsroom/press-releases/2020/update-on-covid-19/>

**For the latest traffic information for customer on official SAS website [www.flysas.hk](http://www.flysas.hk)**

<https://www.flysas.com/hk-en/traffic-information/message/>

Thanks for your attention.

Brgds, Kevin

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