Dear All Partner Agents,

Further to the communication yesterday, please note the travel date extended to **30Nov 2020**. No change for other conditions.

Please refer to **SAS Travel Agent website** <u>www.sassalesinfo.com</u> for the full text of procedure.

Latest SAS traffic information at SAS official website for all customers: https://www.flysas.com/hk-en/traffic-information/message/

Thanks for your attention.

Brgds, Kevin

Dear All Partner Agents,

SAS announced special ticketing rule for all tickets issued between 05Mar and 19Mar 2020 (both dates included) for travel until 31Aug 2020, **except** intra Scandinavia and domestic Denmark, Norway, Sweden.

Latest SAS traffic information at SAS official website for all customers: https://www.flysas.com/hk-en/traffic-information/message/

Please refer to **SAS Travel Agent website** <u>www.sassalesinfo.com</u> for the full text of procedure.

The below info are the highlights for easy reference only, please always refer to www.sassalesinfo.com for the latest version.

- No change fees apply to new bookings made during this period.
- Valid for passengers holding SK/117-document, and all flights are SAS operated.
- If the ticket is changed to a higher fare, any fare difference between the existing booking and the new booking must be paid for.
- Rebooking can be made only once.
- Rebooking is only valid to and from the same destination as the one on your original one.

Rebooking for Travel Agents

Above procedure also valid for travel agents.

For non ATC subscribers/ non Amadeus travel agencies, follow below procedure:

Tickets must be reissued and marked with: FE WAIVESK S042

Refund

Permitted for cancelled flights or if the fare rules of your original ticket allows it.

Thanks for your attention.

Brgds, Kevin

Kevin Yeung

Key Account Manager

Global Sales, Commercial

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Agent Support +852 3051 2861 / +86 21 2603 7374 / agent-support-hkg@sas.se

Click here if you have trouble reading this email.

March 10, 2020

t News

REBOOKING WITHOUT A FEE

As we know that flexibility is crucial to our travelers, we are offering rebooking opportunities free of charge when you buy a new ticket from March 05th, 2020 to March 19th, 2020 for travel until August 31st, 2020 (included).

The offer is not valid for flights wholly within Scandinavia or Domestic Denmark, Norway and Sweden.

Read more for the policy and procedure



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email to manwai.yeung@sas.se. If you no longer wish to receive these emails from SAS, you can newsletter.

n sent by Scandinavian Airlines System Denmark-Norway-Sweden SE-195 87 Stockholm-Arlanda, ceive customer feedback. <u>Contact us</u>.