

- **Postpone rebooking of non-cancelled flights – Individual travel -Travel Agent procedure**
- Updated on 1 September 2020 at 15:14

**OFFER VALID FOR FLIGHTS NOT YET CANCELED - INDIVIDUAL TRAVEL  
CANCEL ORIGINAL RESERVATION AND USE THE FULL VALUE OF THE  
ORIGINAL TICKET AS PAYMENT FOR FUTURE TRAVEL WITH SAS**

[Latest updates in blue!](#)

We understand that the current situation makes it difficult to set a new travel date. Instead of rebooking the ticket with SAS to another date, we will offer the possibility to cancel reservation and use the full value of the original ticket as payment for future travel with SAS, if that is the preferred option from your customer. Please note that tickets must be reissued before the ticket validity expires.

[If the outbound flight for the original booking was scheduled to depart before 15JUL20 it is valid for all route areas. For departures between 16JUL20-31AUG20 it is valid to all route areas except Norway Domestic. For departures between 01SEP20-15JAN21 it is valid on all route areas except Domestic \(SE, DK, NO\).](#)

**Note:** [This offer will be available up until 16 days before departure \(dbd\). This rule applies for all departures between 15 September 2020 – 15 January 2021. This means that the deadline to use the Postpone rebooking option for a non-cancelled flight is 16 dbd and after that normal ticket rules apply.](#)

**Note:** Reservations affected by a schedule change with SR element SROTHSZZ NEW OPTION DUE TO RESCHEDULE FLIGHT, new schedule must be accepted within 10 days of notification. If no action is taken within 10 days the general covid rebooking policy rules applies such as rebooking to another date or use possibility to cancel reservation and use the full value of the original ticket as payment for future travel with SAS.

The Travel Agent is liable for any violation of the rules set by SAS and any violation will be subject to an Agent Debit Memo.

If the Travel Agent utilizes this option, the Travel Agent is solely liable for any breach (for any reason) of the rules set by SAS and no exceptions will be made to Agent Debit Memo issuance. For the avoidance of doubt, IATA agents have full responsibility for its non-IATA connected agents and SAS will hold the IATA agent liable for any breach by its connected non-IATA agents.

Effective 22APR20 the restriction of new travel date latest 30NOV20 was removed. This is also valid for Postpone rebooking's made before 22APR20. New travel dates do not have a limitation,

the reissue needs to be done before the ticket expires.

**Note:** Please use procedure further down.

**Conditions for original reservation:**

- [The request must be made at least 16 days before scheduled outbound departure \(restriction applies for all departures after 15SEP20\)](#)
- The reservation must not yet been cancelled by the customer
- The flights must not yet been cancelled by SAS. If flights has been cancelled, please see procedure for cancelled flights
- [For all route areas except NO, DK and SE Domestic: The outbound flight in the original booking must be planned to depart latest 15JAN21 and must not already be departed](#)
- For Norway Domestic bookings: The offer was available until 15JUL20
- [For Sweden Domestic and Denmark Domestic bookings: The offer is valid for departures until 31AUG20](#)
- Tickets must be fully unused (partly used tickets not accepted)
- Valid for tickets issued on SK/117 documents. Valid also if OAL is participating in the routing on an SK fare.  
If the ticket includes a WF flight, the WF flight must be in connection with a SK flight

**Conditions for new reservation:-**

- New reservation and ticket reissue must be made according to standard rules for changes/reroutings of unused tickets  
[Ticket validity computation](#)
- New reservation must be made according to SK ordinary ticket rules, on a SK fare and on a SK/117-document
- The amount is non refundable and can not be exchanged for cash. Unused refundable taxes shall be issued on an EMD for refund
- Change of Origin and Destination permitted  
Note: Wholly domestic tickets must remain domestic and cannot be exchanged to international tickets
- Change to lower booking class and or service class is permitted
- EMD issued for ancillary services may be reused if Origin and Destination is not changed

- Change of passenger type is permitted for Infant/Child/Youth. E.g if a child becomes an adult after the date of original travel  
Fare difference must be collected
- Name change permitted without fee

### **Procedure to cancel original reservation and use the full value of the original ticket as payment for future travel with SAS**

1. A waiver code must be inserted in the PNR as an FE and OS line to allow overriding of any Fare rules: The FE and OS line shall be inserted at time of cancellation (same day) of original itinerary: VALID SK ONLY COVID19 (Make End of transaction before cancelling flight segment(s) concerned)

2. Cancel the original itinerary / flight segments

- If MIS-line is needed (see further down when MIS line is not needed):
- For Amadeus users, a Memo Auxiliary Segment (MIS) must be inserted to postpone the purge date of the PNR.  
ex. RU1AHK1STO01AUG\*KEEP PNR LIVE  
For Sabre users, a Miscellaneous Segment with a carrier code must be inserted ex. 00THSKGK1STO20MAR-KEEP PNR LIVE  
For Galileo users, a Retention Line must be inserted ex. RT.T/DATE\*KEEP PNR LIVE  
For other GDS's, please contact your GDS helpdesk for information of which input to use.
- When the customer wants to make a new reservation, book the new segments in the original PNR and reissue the ticket.  
No rebooking fee or name change fee to be charged.  
Check that the FE line VALID SK ONLY COVID19 is inserted in the new ticket.
- Should the reissue result in a residual value it will be non-refundable. Unused refundable taxes shall be issued  
on an EMD for refund.
- If the value of the new ticket exceed the value of the original ticket, the difference in total value, including any change in taxes (as current taxes shall be used when reissue), must be collected.

#### **Note: For Amadeus users:**

For all ticketed PNRs with at least 1 cancelled segment between 19APR20-31OCT20, the ticket validity has been automatically extended by Amadeus to 12 months. For PNRs matching these criteria's, MIS segment is not needed to keep the PNR alive. This also applies when you cancel a segment upon rebooking, using XE or XI.

- PNR purge date has been extended by 1 year from the last cancelled segment in the itinerary.
- Documents (e-ticket and EMD) are available and open at least 1 year from the latest flight date via extension of the ticket validity.
- The pricing context for PNRs with extended life time is also automatically extended and retained for up to 2 years after the original pricing date.
- See example [here](#).

- **Postpone rebooking of cancelled flights – Individual travel – Travel Agent procedure**
- Updated on 1 September 2020 at 15:17

We understand that the current situation makes it difficult to set a new travel date. To make it easier to rebook the trip, SAS offers the possibility to postpone rebooking of cancelled flights so the customer can decide on new travel dates later on.

This applies to all flights with departure on/after 05MAR20 that has been cancelled by SAS. If the customer doesn't manage to travel with us before the ticket validity expires, the full value will be refunded.

Make sure that the customer is aware and approves the refund policy when choosing to postpone their rebooking to avoid any charge back requests (this will on Flysas.com be secured via a tick box where the customer accepts the terms of the policy).

The Travel Agent is liable for any violation of the rules set by SAS and any violation will be subject to an Agent Debit Memo. If the Travel Agent utilizes this option, the Travel Agent is solely liable for any breach (for any reason) of the rules set by SAS and no exceptions will be made to Agent Debit Memo issuance. For the avoidance of doubt, IATA agents have full responsibility for its non-IATA connected agents and SAS will hold the IATA agent liable for any breach by its connected non-IATA agents.

**Note:** Please use procedure further down.

**Conditions for original booking:**

- 1 segment or more has been cancelled by SAS
- Only on fully unused tickets (partly used tickets not accepted, including no show on outbound)
- The outbound flight for the original booking must have a scheduled departure date on/after 05MAR20.
- Valid for flights to all areas.
- Valid for tickets issued on SK/117. Also, valid if OAL is participating in the routing on a SK fare. If the ticket includes a WF flight, the WF flight must be in connection with a SK flight.

## Conditions for new booking

- New reservation and ticket reissue must be made according to standard rules for changes/reroutings of unused tickets.

Please see [Ticket validity computation](#) for more information.

Note that Amadeus has extended the ticket validity to 1 year from last cancelled segment for certain dates. Read more information further down.

- New reservation must be made according to SK ordinary ticket rules and on a SK fare and on a SK document.

- Any residual value shall be issued on an EMD for refund.

- If the customer doesn't manage to travel with us before the ticket validity expires, the full value will be refunded according to standard procedure.

- Change of O&D permitted

Note: Wholly domestic tickets must remain domestic and cannot be exchanged to international tickets.

- [Change to lower booking class and or service class is permitted](#)

- Name change permitted without fee

- Change of passenger type is permitted for Infant/Child/Youth. E.g if a child becomes an adult after the date of original travel.

Fare difference must be collected.

- No rebooking fee to be collected

- EMD issued for ancillary services may be reused if O&D is not changed.

## Procedure

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2. Cancel the itinerary / flight segments.

- If MIS-line is needed (see further down when MIS line is not needed):

For Amadeus users, a Memo Auxiliary Segment (MIS) must be inserted to postpone the purge date of the PNR. Ex. RU1AHK1STO01AUG\*KEEP PNR LIVE

For Sabre users, a Miscellaneous Segment with a carrier code must be inserted ex.  
0OTHSKGGK1STO20MAR-KEEP PNR LIVE

For Galileo users, a Retention Line must be inserted ex. RT.T/DATE\*KEEP PNR LIVE

For other GDS's, please contact your GDS helpdesk for information of which input to use.

- When the customer wants to make a new reservation, book the new segments in the original PNR and reissue the ticket.  
No rebooking fee or name change fee to be charged.
- Check that the FE line FE VALID SK ONLY COVID19 is inserted in the new ticket.
- Should the reissue result in a residual value it shall be issued on an EMD for refund.
- If the value of the new ticket exceed the value of the original ticket, the difference in total value, including any changes in taxes (as current taxes shall be used when reissue), must be collected.

**Note - For Amadeus users:**

For all ticketed PNRs with at least 1 cancelled segment between 19APR20-31OCT20, the ticket validity has been automatically extended by Amadeus to 12 months. For PNRs matching these criteria's, **MIS segment is not needed** to keep the PNR alive.

- PNR purge date has been extended by 1 year from the last cancelled segment in the itinerary.
- Documents (e-ticket and EMD) are available and open at least 1 year from the latest flight date via extension of the ticket validity.
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