SK schedule change policy 10/11/2021

## INTERRUPTION OCCUR TWO DAYS OR MORE BEFORE THE SCHEDULED DEPARTURE DAY (PLANNED SCHEDULE CHANGE)

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| **CANCELLATIONS AND SCHEDULE CHANGES** | **Interruption occur two days or more before the scheduled departure day** (Planned schedule change) |
| Rebooking | For passengers holding SK/117-documents on SK operating flights**.****Note**: Always check Traffic/Sales News or Schedule change on SSI if special rules apply.1. Check PNR if passenger has been rebooked by SAS.2. Inform the customer about the new itinerary and check if the ticket has been reissued.3. If not, rebook and reissue the ticket according to [standard irregularity procedures](https://www.sassalesinfo.com/content/sassi-blueprint/en/irregularity-procedures/cancellations-delays-and-schedule-changes.html).4. FE line must always be insertedExample: FE SKCHG DUE XX CHANGE OF FLIGHT NUMBER/DATE **Note:** Check if there is an active [Reprotection agreement](https://www.sassalesinfo.com/content/sassi-blueprint/en/irregularity-procedures/reprotection-agreement.html) between SK and WF applies SK/117-documents issued with SK fares booked on SK and OAL may be rebooked according to fare rule and reissued. If no alternative available contact SAS Agent Helpdesk.Other rebookings on passengers own request must be recalculated according to fare rule and any fare difference must be collected from passenger. No penalty fee to be charged.  |
| Refund | [Refund](https://www.sassalesinfo.com/content/sassi-blueprint/en/reservations/refund/refund-procedures-for-travel-agents.html) permitted for cancelled flights. In case of schedule changes if alternative rebooking made by SK is not accepted by passenger, refund permitted for SK/117-ticket with SK-fares.**Note:** Passengers holding separate OW SK/117-tickets issued in same or separate PNR's. If an irregularity is caused by SAS on the outbound/inbound travel, refund of both tickets allowed. Authorization in PNR needed from SAS Agent Helpdesk. |
| Care | Care is applicable according EU 261Care only applies for SK operated and SK wet lease flights.Care includes: Meals and refreshments, hotel accommodation (standard hotel/standard room) for one or more nights if necessary, transport to/from airport and hotel, two phone calls or e-mails. |

SEE also: [Cancellations, delays and Schedule Changes (sassalesinfo.com)](https://www.sassalesinfo.com/content/sassi-blueprint/en/irregularity-procedures/cancellations-delays-and-schedule-changes.html#schedule-changes)

## SCHEDULE CHANGES

### **SCHEDULE CHANGES DUE TO CONSOLIDATION OF FLIGHTS**

We are gradually resuming our traffic program during the pandemic Covid-19. In order to determine demand, optimize fleet in a sustainable way and avoiding unnecessary trouble for our customers, a new process is launched. The new process applies for time table changes connected to resuming traffic program in the period of 31MAY21-26MAR22

**Note:** For groups, please contact Group Sales support for more information or see [Rebooking options for Group Travel.](https://www.sassalesinfo.com/content/sassi-blueprint/en/covid19---latest-travel-updates/travel-agent-covid19/rebooking-options-group-travel.html)

**Process information**
SAS will reschedule the customer to a new flight or a new timetable, we will not cancel the old flight only reschedule the passengers. Changes are made in order to determine demand and to fly in a sustainable way. Schedule change will be made approximately 30-20 days prior to departure in order to give our customer information well in advance.

Affected reservations will be updated with SSR element for identification:

**PNR updated with new schedule**

SROTHSZZ NEW OPTION DUE TO RESCHEDULE FLIGHT

**PNR updated with CNL only**

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**Acceptance or rejection**

The customer has up to 15 days to contact SAS if they do not accept the offer about new schedule, otherwise we assume this as acceptance of the new flight and time table. (in e-mail customers are advised to contact within 5 days).

**If the customer contacts within 15 days from notice**

**Rebooking**

* Rebooking to another flight / date
* Permitted once free of charge within the fifteen days of notification of new schedule
* Rebook in the lowest available booking class in the same Service Class.
* Change of origin/destination not permitted.
* New itinerary must be within ticket validity

**Note:**The Postponed rebooking option can be offered when original booking was made latest 11OCT21. Cannot be offered for bookings made from 12OCT21.

**Refund options**

Full refund permitted if passenger do not accept new option

* Full refund if the customer do not accept rebooking (or postponed rebooking for bookings made up to 11OCT21)

**If the customer contacts later than 15 days from notice**

Since we assume that the customer after 15 days has accepted the new change, ticket rule applies if the customer contact you later than 15 days.

* Rebooking according to ticket rule
* Refund according to ticket rule

**Note:** The Postponed rebooking option can be offered when original booking was made latest 11OCT21

**Flight Reinstated**

If a flight subject for cancelation is not canceled or reinstated, customers are allowed to rebook to their original flight in the same service class as originally booked with no additional charge. Rebooking must be made manually via SAS Customer Service or Travel agent.

### **SCHEDULE CHANGES IN SAS TRAFFIC PROGRAM - NORMAL PROCEDURE**

**Interruption occur two days or more before the scheduled departure day (Planned schedule change)**

Responsible selling office must contact passengers to inform about changes and rebook passengers to final destination.

If passenger once has accepted the schedule change, further changes or refund must be according to fare rules.

**REBOOKING**

* Passengers may be rebooked or rerouted to other SK operated flights in the same booking class or same service class as originally booked.

For Short haul routes (SK operating to SK operating only), if same service class is not available, rebooking to a higher service class is permitted, provided lowest available booking class is used (new flight must not be booked over total capacity).
**Note:** Travel Agents must contact SAS Agent Helpdesk for rebooking.
* Rebooking to other airlines only permitted if allowed in fare rules or reprotection agreement exists. In case of rebooking according to reprotection agreement Travel Agents must contact SAS Agent Helpdesk unless otherwise specified.

**Note:** Tickets must be marked with FE SKCHG DUE XX CHANGE OF FLIGHT NUMBER/DATE
 **REBOOKING – CANCELLED SK CODE SHARE FLIGHT**

Valid for issued SK/117-documents.

When a SK code share flight is cancelled, rebook according to permitted routing or to the operating carrier causing the cancellation.
Use same or lowest available booking class, in the same service class as originally booked.

This is valid for all airlines holding a code share agreement with SK.
For rebooking to airlines not holding a code share agreement with SK, booking class according to fare rule must be used.

Tickets must be marked with FE SKCHG DUE XX CHANGE OF FLIGHT NUMBER/DATE

**Note:** Travel Agents must contact SAS Agent Helpdesk for assistance.

**REBOOKING - SK CODE SHARE FLIGHT REMOVED**

Valid for issued SK/117-documents.

If SK code share is removed, involuntary rebooking to same flight on operating carrier is permitted. If minimum connecting times are exceeded new MCT will be honored.
Rebook to lowest available booking class, in the same service class as originally booked.
This is valid for all airlines holding a code share agreement with SK.

Tickets must be marked with FE SKCHG DUE XX CHANGE OF FLIGHT NUMBER/DATE

**Note:** Travel Agents must contact SAS Agent Helpdesk for assistance.

**REBOOKING – CANCELLED SK OPERATING FLIGHT TO SK CODE SHARE**

Interruption occur two days or more before the scheduled departure day (Planned schedule change)

Always rebook to SK operated flights as first choice, if available. If new routing, also check permitted routings.
Rebooking to SK code share flight permitted in lowest available booking class, in the same service class as originally booked.

Tickets must be marked with FE SKCHG DUE XX CHANGE OF FLIGHT NUMBER/DATE

**Note:** Travel Agents must contact SAS Agent Helpdesk for assistance if same booking class not available

**GROUPS**

[Read here](https://www.sassalesinfo.com/content/sassi-blueprint/en/irregularity-procedures/Other.html#groups) how to handle group reservations at irregularities.

**OTHER AIRLINES IN SK/117-DOCUMENTS**

Rebooking of other airlines in case of schedule change on SK or OAL must be made according to original fare note, this includes change of airline and routing.

Ticket reissue is needed when:

* Change of flight number
* Change of date
* Change in routing

As soon as UN/TK status is changed to HK, reissue is needed for ticket association reasons.

If change of routing or correct class not found on OAL, Travel Agents must contact SAS Agent helpdesk.

Following FE-line must be inserted:

FE SKCHG DUE XX CHANGE OF FLIGHT NUMBER/DATE

**REFUND**

Refund permitted of SK/117-ticket if the flight re-scheduled or cancelled and alternative rebooking made by SK is not accepted by passenger.
If passenger once has accepted the schedule change, additional rebooking and/or refund must be according to fare rules.

[Refund for Travel Agents](https://www.sassalesinfo.com/content/sassi-blueprint/en/reservations/refund/refund-procedures-for-travel-agents.html)

#### **CANCELLATIONS, DELAYS AND SCHEDULE CHANGES**

* [Cancellations](https://www.sassalesinfo.com/content/sassi-blueprint/en/irregularity-procedures/cancellations-delays-and-schedule-changes.html#cancellations-within-24hours)
* [Delays](https://www.sassalesinfo.com/content/sassi-blueprint/en/irregularity-procedures/cancellations-delays-and-schedule-changes.html#delays)
* [Schedule changes](https://www.sassalesinfo.com/content/sassi-blueprint/en/irregularity-procedures/cancellations-delays-and-schedule-changes.html#schedule-changes)