

BAGGAGE CLEARANCE

Denmark Final destination

Sweden Final destination when continuing SK.

Norway First point of entry excluding OSL when continued SK

Bags to be tagged to final destination if interline agreement exists and sufficient MCT (Minimum Connection Time).

Note: Baggage containing items to be declared at customs, such as *animals* and *weapons*, must always be declared by the passenger at the first point of arrival.

TIMATIC

Always refer to Timatic /ETAS in Altea CM.

In Customer Tab-> Regulatory-> Timatic

Visitors must hold documents for next destination. Always check visa requirements for transit in Scandinavia as well as final destination.

CUSTOMER LOYALTY

SkyPriority service for: First class, Business class, and SkyTeam Elite Plus members. SAS Business, SAS Plus, SAS EuroBonus Pandion, Diamond, and Gold.

SkyTeam Elite Plus includes Top Tiers of Loyalty applied SkyTeam wide. EuroBonus Pandion, Diamond, Gold, and passengers traveling in SAS Business and SAS Plus.

SkyTeam Elite includes the tier just below Elite Plus, excluding base members. SkyTeam Elite includes SAS EuroBonus Silver.

LOUNGE ACCESS – not applicable to Spain/Portugal

SAS TRAVELERS

EBP

- EBP traveling on any flight.
- One (1) guest, traveling on any flight.
- Four (4) immediate family members traveling on any flight.

EBD & EBG

- EBD & EBG traveling on SK or Sky Team flight.

- One (1) guest could sit on any SK or Sky Team flight.

Four (4) immediate family members should sit on same flight.

Business/Plus

- SAS Business on Intercont and SAS Plus within Europe
- No guest allowed.

BAGGAGE BENEFITS

Tier level	Number of pcs per passenger	Weight per piece
<i>EuroBonus Pandion</i>	+2 PCS	According to booking class.
<i>EuroBonus Diamond</i>		
<i>EuroBonus Gold</i>		
<i>EuroBonus Silver</i>	+1 PCS	
<i>Sky Team Elite Plus</i>		
<i>Sky Team Elite</i>		

The extra baggage allowance is applicable for EBP, EBD, EBG, EBS, SkyTeam Elite Plus and SkyTeam Elite, when traveling on SAS Go Light fare.

BAGGAGE ALLOWANCE & CHECK-IN PROCEDURES

	Business (Intercont)	SAS Plus		SAS Go	SAS Go Light	Infant
CHECKED BAGGAGE	2 pcs max 32kg	Pro	Smart	1 pc max 23kg	0 pc <i>Exception:</i> EuroBonus, Sky Team Elite/Elite Plus baggage benefits apply .	According to booking class + stroller and car seat.
CARRY-ON BAGGAGE (55x40x23cm)	2 pcs, 8kg + underseat bag	2 pcs + underseat bag on USA and Asia (incl. connecting flights)		1 pc, 8kg + underseat bag	underseat bag <i>Carry-on bag can be purchased (CABB).</i> <i>2 Exceptions:</i> <i>EBP/D/G Intercont.</i> 1 carry-on baggage included when travelling in SAS GO Light	According to booking class + stroller and car seat.
		1 pc, 8kg + underseat bag on short haul flights				

SPORT EQUIPMENT	May be incl. in free bag allowance/SSR must be made. If in excess - charges are the same as for regular excess baggage.
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UMNR (5-12 YO)	Complete UMNR handling advice + place it in UMNR wallet with ticket and passport. Child to wear UM badge. Attach Assistance tag to baggage. UMNR to be taken to the departure gate and introduced to crew.
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PETC/AVIH	Complete a certificate with passenger signature. SSR must be added.
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WEAP	One firearm fee per passenger, irrespective of the number of bags containing firearm parts and/or ammunition/ SSR must be made. Max 5kg ammunition per passenger & box.
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SKTP – Travel Pass/unique SAS ticketless product  proceed as regular ckin

CLOSURE TIMES

Check-in closure: 45 min Domestic, Scandinavia and Europe/ 60 min Intercont

Boarding closure: 20 min on short haul flights/ 35 min Intercont

SkyTeam SAS FQTV Partners: AF, AM, AR, CI, DL, GA, KE, KL, KQ, ME, MF, MU, RO, SV, UX, VN, VS



Benefit	SkyTeam Elite Plus	SkyTeam Elite	FAST TRACK			
			SCANDINAVIA		EUROPE	ASIA, US, CANADA
Priority reservation waitlist	YES	YES				
Preferred seating	YES					
Guaranteed Y class seat	YES					
Priority at ticket offices	YES					
Priority at check-in counters	YES	YES				
Priority at Bag Drop (when available)	YES	YES				
Free carry-on (Go Light)	YES					
Additional Checked Baggage Allowance: • 1 extra piece when flying on SAS (except for SAS Go Light) • Weight according to booking class	YES	YES				
Priority at transfer desks	YES					
Lounge access	YES					
Priority Standby at airport	YES	YES				
Priority Boarding	YES	YES				
Priority Irregularity handling	YES					

CHARGES	DOMESTIC	EUROPE	INTERCONT
RATES IN EUROS (EUR)			
Additional bag (XBAG)	55	75	100
Excess weight 23,1-28kg	35	45	55
Excess weight 28,1-32kg	60	80	110
CABB	25	29	N/A
WEAP	45	69	109
PETC	55	75	99
AVIH	90	169	340
UMNR		50	50

<p>• All passengers travelling in SAS Plus and SAS Business on a SAS operating flight have access.</p> <p>• SAS EuroBonus Pandion have access when travelling on all airlines and can bring 1 guest or up to 4 immediate family members. Guests must be traveling on the same flight as the cardholder. The EuroBonus membership number must be registered in the booking to be able to use Fast Track.</p> <p>• SAS EuroBonus Diamond and Gold members – the same as Pandion, but on SAS operating flights.</p> <p>• SAS EuroBonus Pandion, Diamond and Gold members can bring 1 guest or up to 4 immediate family members when traveling in Economy on a SAS codeshare/marketing flight. Guests must be traveling on the same flight as the cardholder (SK = 117 document).</p> <p>• SkyTeam Elite Plus passengers have access when travelling on a SAS operating flight.</p> <p>• Note: Passengers travelling in SAS Plus on a SAS Charter flight do not have access. The EuroBonus membership number must be registered in the booking to be able to use Fast Track.</p>	<p>• All passengers travelling in SAS Plus, SAS EuroBonus Pandion, Diamond, Gold and SkyTeam Elite Plus members on a SAS operating flight have access.</p> <p>• Note: Passengers travelling in SAS Plus on a SAS Charter flight do not have access. The EuroBonus membership number must be registered in the booking to be able to use Fast Track.</p>	<p>• All passengers travelling in SAS Business on a SAS operating flight have access.</p> <p>• Note: Passengers travelling in SAS Business on a SAS Charter flight do not have access.</p>
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Total cancellation:

PRC

[+46 8 797 09 30](tel:+4687970930)

passengerrecoverycenter@sas.se

DON'T GIVE THIS TO A PASSENGER!

Other Irregularities:

Station Support (24/7)

[+46 22 349 90 89](tel:+46223499089)

GlobalLineStationSupport@sas.dk

DON'T GIVE THIS TO A PASSENGER!

IT/Equipment issues (24/7)

[+442037012372](tel:+442037012372)

IT.support@sas.se

DON'T GIVE THIS TO A PASSENGER!

Customer Contact Center/voluntary changes

[+46 8 797 4000](tel:+4687974000)

THE ABOVE PHONE NUMBER IS FOR PASSENGERS

