

Terms and Conditions for paid Lounge access

- Paid Lounge access is only available when traveling in SAS Go on international flights starting or transferring in Stockholm terminal 5, Gothenburg, Copenhagen, Oslo, Brussels and Helsinki and operated by Scandinavian Airlines System (“SAS”).
- Only SAS international lounges will be available for purchase, i.e. Lounges in Stockholm terminal 5, Gothenburg, Copenhagen, Oslo, Brussels and Helsinki (“SAS Lounges”).
- You can book and purchase Lounge access online and directly at the reception desk in a SAS Lounge (as defined above).
- Paid Lounge access cannot be transferred to a different booking or to other passengers.
- All paid Lounge access is subject to availability at time of request and may need to be cancelled for safety or security reasons.
- You must show your boarding pass and a receipt showing purchase for paid Lounge access before you can be admitted to a SAS Lounge. If you are unable to produce any of these items, this may result in not being invited into the SAS Lounge.
- You must at all times comply with applicable code of conduct for a specific SAS Lounge.
- SAS reserves the right to change the rates, terms and conditions of paid Lounge access at any time prior to purchase with or without notice.

Refunds

- Paid Lounge access will not be refunded if you cancel your flight or if you change your mind and decide to not use the paid Lounge access.
- Paid Lounge access is refundable only if access to a SAS Lounge is not available due to overbooking.
- You have 14 days after the last flight in your itinerary to apply for a refund.
- You are entitled to a complimentary lounge voucher or a refund representing the amount paid for the paid Lounge access.
- Refund applications should be submitted online via www.flysas.com/feedback.
- Refund applications cannot be processed at the airport or onboard.
- Unless otherwise stated, SAS will only make a refund to the credit card used to pay for the paid Lounge access.