

## **Terms and conditions for preferred seating**

- Preferred seating is available on all Scandinavian Airlines (“SAS”) operated and marketed flights when travelling with SAS Go.
- During online booking on SAS’ website, booking through SAS’ telephone service, or booking through travel agents, SAS offers you –depending on availability – the option to reserve a seat for an additional fee (a “preferred seat”). SAS cannot guarantee that all travel agents offer the possibility to purchase a preferred seat.
- Price for preferred seating varies depending on flight routes and which seat you prefer.
- You can book and purchase a preferred seat at the same time as you reserve your ticket when booking through a travel agent or on SAS’ website or through SAS’ telephone service. You may also add preferred seating to your booking through the travel agent (provided that such travel agent offers such possibility) or on SAS’ website or through SAS’ telephone service at anytime up until check-in for the flight opens.
- SAS’ 24-hour money-back guarantee is not applicable on the preferred seating booking.
- SAS EuroBonus Gold, Diamond and Pandion passengers may reserve a preferred seat without additional payment. If EuroBonus tier is not known or verified at the time of booking these EuroBonus members may reserve a preferred seat at the regular rate.
- The assigned preferred seats are non-transferable to another passenger.
- The preferred seat assignment is separate for each flight, and is non-transferable between flights.
- Children (below 15 years) travelling as unaccompanied minors and passengers travelling with special assistance are exempted from paying for their preferred seating.
- SAS General Conditions of Carriage are an integral part of these conditions.
- SAS reserves the right to change the rates, terms and conditions of the paid seating products at any time prior to purchase with or without notice.

## **Seat Changes**

- Changes to your preferred seat may not be made.

- We shall make reasonable efforts to meet your seat allocation request for a preferred seat but cannot guarantee the allocation of a given seat, even if the reservation is confirmed for said preferred seat. We reserve the right to assign or reassign a preferred seat at any time, even after boarding of the aircraft, for operational, planning, safety or security reasons. The final decision resides with the check-in staff and the operating crew on the day of the flight.
- In the event that we have to change your seat we will endeavor to seat you in a suitable alternative seat. We will look to seat your party together in the first instance, and then if possible in your choice of window seat, centre seat or aisle seat. If you have paid for an extra leg space seat we will look to seat you in another extra leg space seat. If you are not completely satisfied with your replacement seat you are eligible to apply for a refund.

### **Exit row seats**

- Exit row seats are situated either next to or immediately behind the exit door. In an evacuation you must be able to provide assistance and open the emergency door. For this reason, to sit in an exit row seat you must be an able bodied person (15 years and over) in full fitness and able to understand printed or verbal instructions given in English. You must be willing, as well as able, to assist in the case of an emergency evacuation. When requesting an exit row seat you will be asked to verify your eligibility.
- SAS has the sole discretion to determine whether a passenger meets the requirements to sit in an exit row seat. If the passenger does not meet the requirements, they will be assigned an alternative seat. The additional amount paid for an exit row seat will be forfeited and will not be refunded.

### **Refunds**

- Payment for preferred seating will not be refunded if you cancel your flight, are voluntarily or involuntarily upgraded or are not suitable to sit in the seat type you have selected.
- Preferred seatings are refundable if there is an aircraft change or flight disruption and SAS is unable to seat you in a suitable alternative seat, and in circumstances where SAS is unable to offer you your preferred seat due to an operational, safety or security reason completely outside of your control.
- Provided that you have right to a refund, you are entitled to a refund representing the amount paid for the preferred seat. You have 14 days after the last flight in your itinerary to apply for a refund.
- Refund applications should be submitted to SAS Customer Care ([www.flysas.com/feedback](http://www.flysas.com/feedback)).
- Refund applications cannot be processed at the airport or onboard.