

Terms and conditions for prepaid extra baggage

- Purchase of prepaid extra baggage is only available on Scandinavian Airlines (“SAS”) operated and marketed SK-flights.
- You can book and purchase prepaid extra baggage online, at airports SAS kiosks, from SAS airport staff or booking through travel agents. Price for prepaid extra baggage varies depending on place of purchase. SAS cannot guarantee that all travel agents offer the possibility to book and purchase prepaid extra baggage.
- SAS’ 24-hour money-back guarantee is not applicable on the prepaid extra baggage booking.
- The prepaid extra baggage is personal and non-transferable.
- SAS General Conditions of Carriage are an integral part of the conditions.
- SAS reserves the right to change the rates, terms and conditions for prepaid extra baggage at any time prior to purchase with or without notice.

Refunds

- Prepaid extra baggage is not refunded if you cancel your flight. You are not entitled to a refund if you decide not to take with you the baggage you are entitled to on the basis of your prepaid extra baggage, or if you decide to take less baggage with you than you are entitled to on the basis of your prepaid extra baggage.
- You are not entitled to a refund if your prepaid extra baggage is delayed (i.e. if your baggage will arrive later via another flight).
- You are entitled to a refund of the specific costs of your prepaid extra baggage, if there is aircraft change, cancellation or flight disruption of a SAS flight and we are unable to carry you and cannot offer a suitable alternative. You have 14 days after the last flight in your itinerary to apply for a refund.
- Provided that you have right to a refund, you are entitled to a refund representing the amount paid for the prepaid extra baggage.
- Refund applications should be submitted to SAS Customer Care (flysas.com/feedback).
- Refund applications cannot be processed at the airport or onboard.