

Q&A

Question	Answer
What benefit is being removed?	The EuroBonus baggage benefit in the Go Light ticket concept, is being removed.
Why is SAS removing the benefit?	We are continuously adjusting offers and benefits to focus on what matters most to our customers. This is in line with the development on the market and also our effort to reduce the amount of luggage on board and thus weight, to reduce the environmental impact. The appreciated Go Light ticket concept will remain, but, in line with the competition, without loyalty program bag benefits.
From when is SAS removing the benefit?	As from May 7 st 2018 the new rule will apply regardless of start of travel.
Who will be affected?	EuroBonus Silver, Gold, Diamond and Star Alliance Gold passenger, traveling in Go Light with checked baggage.
Is Pandion affected?	No
Will Light on long haul be affected?	Yes, the recently launched Go Light fares Scandinavia-US will be affected.
Will the rule for be cabin baggage affected?	No, the same rule for cabin baggage applies as per today; max 8kg.
What will happen to EBS-EBD passengers already booked a ticket, before the communication January 25th, to be flown after the change of rule?	Passengers booked <i>via a SAS channel, with EB number registered</i> , will get their baggage for free, just as the rule applied at the time when they booked. Passenger booked <i>via agent or SAS channel without EB number</i> , need to purchase baggage at airport, but can after contacting Customer Care get a refund
Where can I read about my EuroBonus benefits?	https://www.sas.se/eurobonus/medlemsnivaer
How can I contact Customer Care if I have any further questions?	The easiest way is to use the Customer Care feedback form, available at: www.sas.se/feedback/
What is the fare difference between a Go and a Go Light ticket?	From an additional 120 SEK, depending on route area.
How does this affect the environment?	In different ways we look to reduce the total weight of the aircraft, as that influences the amount of fuel on board, and fuel consumption. The weight is affected by weight or aircraft, interior, passengers, luggage, catering, tax-free etc.
How much will a checked-in bag cost?	Price points are depending on route area. All baggage prices are available at https://www.sas.se/flyg-med-oss/tillaggstjanster/extra-bagage
How has SAS communicated this change of rule?	In several channels; SAS web pages, customer emails, communication to agents etc.
Will all EuroBonus levels be affected?	No, only EuroBonus Silver, Gold and Diamond, and Star Alliance Gold, travelling with checked-in baggage in Go Light, will be affected
Does this rule initiative affect any other EuroBonus benefit?	No
You claim that this is in line with the market. Which other companies are you comparing with?	Competitors such as Lufthansa, Austrian, SWISS, Brussels Airlines, British Airways, and KLM/Air France
This is removing a EuroBonus benefit. Are you adding any new?	Yes, one example is the that EuroBonus Silver members will entitled free SAS lounge access on Saturdays, during the period of January 13th to July 7th. We are continuously adjusting offers and benefits to focus on what matters most to our customers. Introducing high-speed wifi, new lounge concepts, new upgraded cabins, new aircrafts, and investing in digital solutions, are some of the areas we are addressing.
Are many EuroBonus members using this benefit today?	The baggage benefits for EuroBonus Silver, Gold, and Diamond members are popular, but a vast majority of the flights are made in other service classes Go, Plus, and Business.
Do Star Alliance Gold and EuroBonus members (Silver, Gold, and Diamond) still have the benefit of extra baggage in Go, Plus and Business?	Yes.
Why does the booking say "0 free bags", despite I am a Silver/Gold/Diamond member and fly before the implementation of the new rule?	From the communication date, the booking system will for a technical reason show "0" baggage, also for passengers flying out before the implementation date. Hence, SAS is advising the Silver/Gold/Diamond members bringing checked baggage and traveling in Go Light before the implementation, to add the baggage in the airport check-in kiosks and not online in advance.