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○ **FAQ: CORONA EUROBONUS**

The corona outbreak has developed fast and globally, with a severe impact on both SAS and the airline industry.

In the light of these extraordinary circumstances, SAS EuroBonus is doing a number of things to adjust to the challenges the situation entails while still providing flexibility for our highly valued members.

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Due to these extraordinary circumstances, SAS has decided to offer EuroBonus members a 12-month extension of their current membership level.

The extension will be applied automatically to active EuroBonus accounts where the member has achieved current membership level on their own merits, either by earning qualifying points or qualifying flights. It applies to members that have a qualification period with an expiry date between 31 March 2020–30 April 2021.

This means that if you are a Gold member with a qualification period expiry date 30 April 2020, and membership level expiry date 31 July 2020, your Gold membership level will be extended to 31 July 2021.

Did you find this information useful?

YES

NO

▪ **Do I need to apply for the membership level extension?**

No. The extension will be applied automatically to active Silver, Gold and Diamond EuroBonus accounts with a qualification period expiry date between 31 March 2020–30 April 2021 where the member has achieved current member status on their own merits, either by earning qualifying points or qualifying flights.

Members do not have to contact SAS Customer Service to apply.

Did you find this information useful?

YES

NO

▪ **I have points that will expire, can I have them extended?**

This extraordinary situation, unfortunately, forces SAS to undertake some unusual measures regarding our customer offerings, including EuroBonus. This naturally affects many customers.

We are sorry for the inconvenience, but given the situation, SAS is not able to extend the validity of points that has expired or will expire in the

near future.

Did you find this information useful?

YES

NO

▪ **When will my current membership level be renewed?**

The membership level extension means that when you reach your membership level expiry date, it will be renewed at your current tier level. This applies regardless of if you reached the limit for renewal in your previous qualification period.

Did you find this information useful?

YES

NO

▪ **How will my Lifetime Gold status be affected if I am renewed with the membership level extension?**

If your current membership level is Gold or above and you are eligible for the membership level extension benefit, then your previous qualification period will raise your counter for consecutive Life time gold year, even though you have not reached the measurement according to EuroBonus program rules for Life time gold.

Did you find this information useful?

YES

NO

▪ **How will my Give Away membership benefit be affected if I am renewed with the membership level extension?**

If your current membership level is Gold or above, and you are eligible for the membership level extension benefit, you will be given a new quota for the Give away membership benefit at the time of renewal of your

membership level, according to the EuroBonus program terms for Give away membership.

Did you find this information useful?

YES

NO

▪ **Where do I find my qualification period expiry date?**

Log in to your EuroBonus account on SAS' website. You will find your qualification period expiry date under My EuroBonus.

In SAS App you will find your qualification period expiry date under the tab Me.

Did you find this information useful?

YES

NO

▪ **I am close to an upgrade to Diamond, with a qualification period expiry date 30 April 2020. How will the membership extension work for me?**

At your current membership level expiry date, your membership level will be extended with 12 months.

Did you find this information useful?

YES

NO

▪ **Can SAS help me to be upgraded to a higher membership level?**

For travel planned before 31 May 2021: contact SAS Customer Service before 31 May 2021, provide us with the details of your original booking and we will give you the corresponding EuroBonus status points.

Reservation must have been made before recommendations were stated from Foreign offices.

Did you find this information useful?

YES

NO

- **Will compensated status points be eligible for qualification to Lifetime Gold Membership and Give Away Membership?**
-

Yes, they will.

Did you find this information useful?

YES

NO

- **My points are about to expire and I had planned to use them on a Star Alliance bonus trip. What will happen to the points now?**
-

You can book bonus tickets with flexible conditions with SAS and Wideroe.

Did you find this information useful?

YES

NO

- **I have points that will expire – how can I use them in this situation?**
-

Currently, we offer the possibility to book an award trip on SAS. Remember that SAS Bonus tickets are always fully refundable and rebookable up until 24h before departure. Bonus flights with SAS can be booked 330 days in advance. You can also use your points to pay for part of a regular SAS ticket. Hotels stays can be booked with points. Points can also be used in SAS EuroBonus shop – up to 30 000 points/member and months (temporary restriction). Points and credit cards can be combined as payment.

Did you find this information useful?

YES

NO

▪ **Can I rebook my SAS Bonus trip?**

Yes, according to the regular rebooking rules for SAS Bonus tickets.

Did you find this information useful?

YES

NO

▪ **What if the price of my new SAS Bonus ticket is higher?**

You pay the difference in points if the new ticket has a higher point price than your original one.

Did you find this information useful?

YES

NO

▪ **Can I rebook my SAS Bonus trip even if points have expired?**

Yes, due to the situation, we are now offering you to rebook even though your points have expired.

You can rebook flights with original departure date from 20 October 2020 for travel by 31 May 2021.

Rebooking is valid for SAS, Wideroe and Star Alliance airlines.

Did you find this information useful?

YES

NO

▪ **Can I rebook more than once with expired points?**

Yes, due to the situation, we are now offering you to rebook your trip more than once even though your points have expired. You can rebook flights

with original departure date from 20 October 2020 for travel by 31 May 2021.

Did you find this information useful?

YES

NO

▪ **Can I change destination in my reservation?**

No, rebooking is only available to and from the same destination as your original one.

Did you find this information useful?

YES

NO

▪ **What will happen to my Amex 2-4-1 voucher if I rebook a SAS or Star Alliance bonus trip that is not canceled by the airline?**

You can use non-expired Amex vouchers when you make a new booking. If your voucher has expired since you made your original booking you are allowed to rebook without a fee.

Rebooking has to be done before the flight's departure through SAS Customer Service. Rebooking can only be done to and from the same destinations as the original booking.

Did you find this information useful?

YES

NO

▪ **What will happen to my Amex 2-4-1 voucher if I want to cancel my SAS or Star Alliance bonus trip because the Foreign Office in my country does not recommend traveling to this destination?**

Non-expired vouchers will be returned to you and have the same validity as before. Expired vouchers will be returned to you with an extended booking period of 30 days from date of cancellation.

The service fee of 450 SEK will also be refunded.

Did you find this information useful?

YES

NO

- **What will happen to my Amex 2-4-1 voucher if I want to cancel my SAS or Star Alliance bonus trip when the flight is not canceled by the airline and the destination is classified as safe?**

Non-expired vouchers will be returned to you and have the same validity as before. If your Amex voucher has expired you will not get it back.

The service fee of 450 SEK will not be refunded.

Did you find this information useful?

YES

NO

- **What will happen to my Amex 2-4-1 voucher if my SAS or Star Alliance bonus trip is canceled by the airline?**

Non-expired vouchers will be returned to you and have the same validity as before. Expired vouchers will be returned to you with an extended booking period of 30 days from date of cancellation.

The service fee of 450 SEK will also be refunded.

Did you find this information useful?

YES

NO

- **Will I have to pay a rebooking fee when I ask for help from SAS Customer Service?**

No, the rebooking fee has been temporarily removed.

Did you find this information useful?

YES

NO

- **Will my EuroBonus points be refunded if my SAS or Star Alliance flight is canceled?**
-

If your flight is canceled you are offered a refund of your points and taxes.

The points will be refunded to your account even if they have expired since you made your booking.

Please contact SAS Customer Service for refund of expired points.

Did you find this information useful?

YES

NO

- **If my flight is not canceled but I don't want to travel. Do I get a refund of my points?**
-

Yes. According to the terms for rebooking of SAS Bonus tickets, valid EuroBonus points will be automatically refunded to your EuroBonus account. Expired points will not be refunded.

Did you find this information useful?

YES

NO

- **Can I still cancel my Star Alliance bonus trip?**
-

Yes, it is still possible to cancel your trip, either online or via SAS Customer Service.

Did you find this information useful?

YES

NO

▪ **Why can't I make a new award booking on Star Alliance partners online?**

The corona outbreak has spread fast and globally. It has a severe impact on the airline industry. The safety of our travelers and employees will always be our highest priority, and we have monitoring the development closely.

These extraordinary circumstances have led to a large number of last-minute Star Alliance flight cancellations outside of SAS' control and we have therefore temporarily suspended online award bookings on Star Alliance partners.

Through SAS Customer Service it is possible to rebook an existing Star Alliance bonus trip or book a new Star Alliance bonus trip.

Did you find this information useful?

YES

NO

▪ **For how long will Star Alliance award booking be closed?**

We will re-open the Star Alliance booking online as soon as circumstances normalize.

Through SAS Customer Service it is possible to book a new Star Alliance bonus trip.

Did you find this information useful?

YES

NO

▪ **Can I still use my SAS EuroBonus credit card and earn points?**

Yes – SAS EuroBonus credit cards work as normal.

Did you find this information useful?

YES

NO

▪ **Can I use all SAS EuroBonus partner offerings as usual?**

Most partner offers work as usual (e.g. using SAS EuroBonus co-brand cards, earning points on shopping, electricity, insurances etc). However, some services are temporarily closed or restricted due to the current situation.

Did you find this information useful?

YES

NO

▪ **Which partner offerings are currently restricted?**

The option to use points for purchases in EuroBonus Shop. 30 000 points/member and month can be used. A new period starts the first of every month. Purchases can still be made with a combination of points and credit card (i.e. partial points payment).

Deviations in SAS partner operations may also occur due to COVID-19 situation (e.g. hotels, car rentals, local restaurants etc).

Did you find this information useful?

YES

NO

▪ **Why are partner offerings closed or restricted?**

The outbreak of COVID-19 developed fast globally, with a severe impact on both SAS and the rest of the airline industry. The safety of our travelers and employees will always be our highest priority, and we are monitoring the development of the situation closely.

Due to these extraordinary circumstances, SAS has temporarily suspended the majority of our traffic program and SAS workforce. As a consequence, the EuroBonus program and its partner network will have some temporary limitations. This will also have an impact on some of the EuroBonus member services until the circumstances have normalized again.

Did you find this information useful?

YES

NO

- **Will SAS prolong my current Mastercard Fly Premium level due to the Covid-19 situation?**
-

No, given the situation, SAS will not be able to extend the MasterCard Fly Premium Level at the moment.

Did you find this information useful?

YES

NO

- **When will SAS EuroBonus and partner offers be fully functioning again?**
-

When the circumstances are normalized. Due to the general uncertainty of the impact of COVID-19 and governmental actions there is currently no forecast.

Did you find this information useful?

YES

NO

▪ **I paid my hotel reservation with points. Can I cancel or rebook?**

You can cancel your reservation without any penalty fee through Manage My Bookings up until 24 hours before your check-in date.

Did you find this information useful?

YES

NO

▪ **Can I cancel or rebook my Hotels.com booking ?**

During the time of travel restrictions hotels.com may offer specific cancellation rules. Please check your booking confirmation or Manage My booking at hotels.com for the cancellation and refund rules for your specific booking and make your rebooking/cancellation online or by contacting hotels.com.

Did you find this information useful?

YES

NO

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