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Press release

2002-08-15

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A STAR ALLIANCE MEMBER 

SAS passengers provided service commitment

In cooperation with consumer organizations, national authorities and the EU Commission many European airlines, including SAS, have developed an *Airline Passenger Service Commitment*. It contains guidelines that in detail describe the minimum level of service that passengers should expect from the airlines. The document covers service before, during and after the flight.

The initiative was undertaken by the EU Commission and adoption of the guidelines is voluntary for European airlines. SAS is one of the airlines that have chosen to support the initiative. With the new EU levels, all SAS passengers are, for example, guaranteed:

- to be offered the lowest available price
- 24-hour "full refund" after ticket purchase
- Increased service level at the airport in the event of delays longer than two hours
- Increased service to the disabled and others with impaired mobility

Most of the service requirements are already included in the service provide to SAS customers today, but the EU initiative makes it easier for passengers to compare price and quality – and thereafter make an informed choice of airline.

"We are very much in favor of realizing the *Airline Passenger Service Commitment*, which defines the level of good service," says Jens Wittrup Willumsen, Senior Vice President, Scandinavian Airlines. "We view it as a service promise to our customers."

SAS signed the *Airline Passenger Service Commitment* in February 2002. In accordance with the EU Commission's schedule for implementation, SAS has been working during the past six months with ensuring that all departments can meet the new service commitment. The SAS Passenger Service Commitment becomes effective as of August 15, 2002 and applies to the entire SAS route network, including outside Europe.

All the points in the SAS Passenger Service Commitment are provided at www.scandinavian.net.

All airlines in the SAS Group have signed the *Airline Passenger Service Commitment*. A list of the airlines that have adopted the EU Commission's initiative is shown at <http://www.ecac-ceac.org/uk/activities/activities-economic.html>

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