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## Press release

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A STAR ALLIANCE MEMBER 

# SAS and the Scandinavian Consumer Ombudsman agree on better conditions for travelers

Scandinavian Airlines and the Scandinavian Consumer Ombudsmen have improved the basic "Conditions of Carriage" for travelers and have adapted them more closely to consumer interests.

The modernized conditions strengthen customers' rights and possibilities in connection with ticket purchases and travel with SAS.

The major changes are as follows:

- A reservation may be transferred between private travelers, between two young persons, for example.
- The airline's responsibility when delays occur is being made clearer.
- Exemption from liability has been minimized.

The Scandinavian Consumer Ombudsmen will require similar changes by the other airlines with traffic in Scandinavia.

"This represents a breakthrough in the program to improve customers' rights as airline passengers" says Consumer Ombudsman Karin Lindell. "We are pleased with the results of negotiations, especially that SAS's customers are now being given an opportunity to transfer their tickets to other persons when they are unable to travel themselves."

"The cooperation with the Scandinavian Consumer Ombudsmen has been positive and fully in line with our work to make Scandinavian Airlines more customer-friendly," says Olle Näslund, Head of Customer Relations at Scandinavian Airlines. "This work is being realized in a concrete manner in SAS's service promise, for example, and in the conditions of carriage that have now been modernized."

The new conditions become effective November 1.

For additional information, please call:

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