

## 1. Membership and membership cards

1.1 Membership of EuroBonus is open to all actual persons.

For combined EuroBonus cards (Diners Club/MasterCard) the rules also apply that have been set by the respective card companies. Only one membership account is permitted per person.

1.2 Membership cards are the property of the issuing card company (SAS or Diners Club/MasterCard SEB card).

1.3 The EuroBonus card is personal, i.e. only one person per membership number, and only the member whose name appears on the card is entitled to use it.

The membership card is valid only if the member's or legal guardian's signature is written on the back of the card to confirm acceptance of the membership conditions. The card may be used only until the expiration date.

Membership is registered in the member's name at the address stated. "Address c/o" is not permitted.

EuroBonus is entitled to communicate via the member's email address. Members can decline this form of communication.

Email addresses for members under 18 years of age will be used by SAS only to confirm the services/offers used. Any other direct communication with members under 18 years of age will take place only by post and will be addressed directly to the legal guardian.

1.4 If the card is lost, stolen or destroyed, contact EuroBonus Membership Service. If the card is a combined EuroBonus card with Diners Club/MasterCard, then Diners Club/SEB card must be informed immediately. A replacement card will be issued with the same membership number and expiration date as the original card. Free of charge if ordered via the web site.

1.5 EuroBonus Membership Service is to be notified in writing of changes and/or additions to names, addresses or dates of birth. When changing your name and/or birth data, documentation must be

attached that confirms the information, e.g. birth certificate.

1.6 Normal booking rules apply to all EuroBonus members regardless of membership level.

Service benefits associated with the membership level apply only to the member personally.

1.7 SAS reserves the right to terminate membership in cases it deems constitute misuse. This means that previously earned but unused points and issued bonus tickets/vouchers become null and void.

Misuse can consist of unsuitable or disrespectful behaviour towards SAS or its partners, their employees or passengers, violation of section 3.9, illegal conduct, or actions that are generally regarded as immoral or unethical.

1.8 Signing the EuroBonus membership card confirms that the member/legal guardian accepts the EuroBonus membership conditions.

1.9 The pin code is the personal responsibility of the member. Legal guardians are responsible for minor members' pin codes and how/when it is used. Personal statements regarding the account are available only to those who submit the correct pin code.

## **2. Business Travel**

2.1 Members intending to collect bonus points for flight travel, hotel stays, car rental or other activities paid for by their employer must notify their employer of this in advance.

2.2 Points earned through business travel are not allocated to private individuals without the employer's permission.

2.3 According to Swedish law, state employees cannot make private use of points for flight travel, hotel stays, car rental or other point-based activities that are paid for by an employer. In principle, the same rules apply to public-sector employees.

### 3. Earning points

3.1 Points are registered only if the member's EuroBonus number is quoted when booking and checking in.

3.2 Retroactive registration can take place only when accompanied by valid documentation. Valid documentation means:

- An original boarding card and [copy of the flight ticket]. Note that boarding cards alone do not constitute valid grounds.
- Copy of the travel itinerary if travelling by e-ticket.
- Hotel or car rental invoice.

Travel and activities that took place more than six months previously cannot be retroactively registered. New members can register points retroactively for travel or activities that took place up to one month before the membership commenced.

3.3 EuroBonus members earn points in accordance with the class they have paid for, which is displayed on the ticket/booking confirmation.

The class booked applies as the basis for points regardless of upgrades or downgrades to other classes.

The number of points earned is determined by the airline responsible for the flight. Some prices and flights offered by a company that is not part of the EuroBonus program may constitute an exception. This applies even if the flight is carried out for a company that is a member of the EuroBonus program, for example through code share, charter, etc.

SAS is not responsible for delays or flights cancelled due to reasons beyond SAS' control, e.g. partner companies, weather, etc.

Special rules apply to points earned through extraordinary circumstances provided the trip/activity has ended/been taken.

Tickets and vouchers bought but not used do not give any points.

3.4 Points are given only to members regardless of who paid.

3.5 Points are given from registration date or when the membership number is first registered in connection with an activity.

3.6 Points are personal and can under no circumstances be sold, transferred, inherited, refunded in cash or used for other purposes than EuroBonus. Under such circumstances, points, benefits and documents can be confiscated.

Passengers can be refused access to the plane or hotel.

If a trip has been commenced, the passenger can be charged full price for the remainder of the trip.

Two or more members cannot combine their points in order to, for example, obtain the number of points required for a bonus offer.

3.7 Members can use their points and take advantage of special offers as soon as they have sufficient points in their EuroBonus account. Points are valid for four years after the qualification period during which they were earned. After this deadline, the points become null and void.

3.8 Discount tickets of the type Industry Discount, standby tickets, charter tickets and bonus tickets do not entitle members to bonus points. SAS reserves the right to exclude ticket types, destinations and booking classes from the EuroBonus point scheme.

3.9 Members who belong to several different bonus programs can collect points only with one programme for each leg of a flight, hotel stay or car rental. When the points are registered, they cannot be transferred to another program.

3.10 If a member does not earn any points for 24 months, SAS has the right to terminate membership provided the member has no valid, usable points in his/her account.

3.11 During a hotel stay, points can be earned only for one room by one person at one time.

#### 4. Using points

4.1 Benefits can be used only by the member personally. Members/legal guardians must ensure that the pin code is not used illegally. SAS bears no responsibility for any consequences of illegal use of the pin code.

Unless otherwise stated, benefits can also apply to people with whom the member has a close relation, e.g. family, relatives and friends.

Members/legal guardians bear full responsibility for taking advantage of the benefits whether the member or another person is using them. Misuse is defined in section 1.7.

Tickets and other documents are issued in the name requested by the member. Tickets and documents are sent, as described in section 1.3, only to the member's registered address.

4.2 Points can be used only as payment for bonus tickets/vouchers issued by SAS or in some circumstances SAS EuroBonus partners. Travel agencies are not entitled to issue tickets or vouchers in exchange for EuroBonus points.

4.3 The number of bonus offers is limited and can be used provided seats, rooms or cars are available. During certain periods and in connection with certain destinations, seats on the plane/hotel beds/rental cars may not be available for EuroBonus points. Some service benefits do not apply to Bonus trips.

4.4 Points cannot be used in combination with cash, discount offers, coupons or other special offers, unless otherwise stated.

4.5 Unless otherwise stated:

- Rebooking is, provided the points are still valid, allowed up to one (1) working day before the offer in question must be

used (expired points cannot be reused). A service charge is incurred by rebooking.

- Points cannot be transferred back after a bonus trip has commenced, and the return trip cannot be rebooked or refunded.

- In exchange for a service charge, offers can be cancelled up to one (1) working day before they should have been used. Only valid points are transferred back to the member's account (expired points cannot be reused).

- Cancellations through EuroBonus Membership Service fewer than seven days before the offer is to be used must be made via telephone, not via email or fax. Only bookings made online may be cancelled online.

- Valid tickets/documents for cancelled offers must be returned to SAS to obtain a refund.

When booking or making changes to offers, the member/legal guardian must take into account the opening times of EuroBonus Membership Service and/or allow time for the postal service to deliver the document.

Documents that are stolen or lost before the bonus trip or before the offer should be used, are replaced if possible by a new document in return for a service charge.

#### **4. Using points cont.**

4.6 If there is less than one (1) working day before a bonus trip or arrival at the hotel, the points are not transferred back to the member's EuroBonus account.

If changes or new documents are required, the SAS ticket office must be contacted.

If a member, or other person using the member's points falls ill before a bonus trip, a doctor's certificate is required for rebooking or for a new ticket/voucher to be issued. This applies provided the points are valid. Expired points cannot be reused.

In the case of the death of a close relative during a bonus trip, SAS will book a return trip if this is possible. SAS reserves the right to, for example choose the airline and itinerary for the return journey.

4.7 Bonus trips are always booked as return journeys. Single journeys require the same number of points as return journeys.

If the departure and return destination are not the same, the number of points is calculated on the destination in the benefit table that requires most points.

4.8 Special rules apply for the taxation of benefits within the framework of the airline's bonus program. These rules are defined by the parliament and apply to bonus programs in general in all airlines, hotel chains, etc.

The rules state that a benefit for private use is taxable if used points earned through travel are paid for by the employer.

Information on the type and scope of the benefits must be submitted by the employee to the employer no later than one month after use. The information is the grounds for the employer's obligation to pay social taxes and submit relevant information. Questions on this issue should be addressed to the tax authorities.

Points earned through travel paid for by the person concerned are not taxable. SAS accepts no responsibility for the individual member's tax obligations in connection with these rules.

## 5. Personal information

5.1 Signing the EuroBonus card represents the member's/legal guardian's consent that EuroBonus registers and processes personal information on members and members' activities within the framework of membership of EuroBonus, relevant laws and membership conditions.

The personal information registered is used to administer membership and the EuroBonus points earned, manage and carry out bookings and compile offers and activities with SAS business partners.

For this purpose, information is registered concerning which bonus-related purchases of flight tickets (with details of destinations and ticket categories), hotel stays, car rental and other bonus-related goods or services are made by the member during a qualification period.

In order to administer EuroBonus points, details of what is purchased with the bonus points are also registered (e.g. flights or hotel stays) as well as the value of the points of such goods or services.

5.2 Information on bonus-related purchases and on purchases made with earned points is stored by EuroBonus for one year after the points from the qualification period in question expire. Other information such as name, address, telephone number, etc. is stored by EuroBonus for one year after the last of the member's earned points expire.

5.3 Personal information can be passed to SAS business partners in order to coordinate special offers and activities. Information on bonus-related purchases can be analysed by SAS and used for general or customer-oriented marketing of SAS products and services.

For such purposes, and due to legislation, personal information can be transferred to countries that do not belong to the European Union or the European Economic Community.

5.4 Scandinavian Airlines System Denmark-Norway-Sweden is the legal person responsible for personal information for EuroBonus in accordance with legislation on personal information.

Members are entitled to receive information on their personal information stored by EuroBonus. This is made personally in writing to the local EuroBonus Membership Service or via a legal guardian's signed request accompanied by the pin code.

The member/the legal guardian is also entitled to request that EuroBonus corrects or deletes information that is incorrect or incomplete. The member/legal guardian can also decline to receive direct mails by contacting Membership Service in writing.

## **6. General**

6.1 SAS is not responsible for direct damage that affects other than the member within the framework of EuroBonus activities.

All the services used in conjunction with EuroBonus points comply with applicable conditions on e.g. liability. Therefore, legislation and SAS general transport conditions apply to SAS.

6.2 SAS is responsible for only the part that involves the bonus ticket itself. All arrangements in addition to the bonus trip are beyond the responsibility of SAS.

6.3 Applicable taxes and duties such as airport taxes and other charges/taxes, are paid by the member/legal guardian. If the member/legal guardian does not pay or questions the requirement to pay such duties/ taxes or other compensation that accrue to SAS, points cannot be used until the payment in question has been made.

6.4 Occasionally, EuroBonus members receive special offers. These can be of limited duration, for certain markets and for specific groups of members. Registration can also be necessary to be able to exploit these offers.

6.5 Legal guardians of members under 18 years of age are responsible for ensuring that the minor follows the applicable membership conditions. Legal guardians are also responsible for minors' use of bonus offers and benefits.

Program content, membership conditions, service benefits, rules regarding points and totals as well as other information displayed on the EuroBonus web site apply until further notice.

EuroBonus communicates changes to applicable rules as soon as possible, including rules on earning and using points and also the consequences for points already earned.

Information will take place through at least one EuroBonus communication channel, mainly via the EuroBonus web site.

Members/legal guardians must keep themselves informed of applicable rules. SAS will provide information on changes at the member's request. SAS is entitled to terminate the EuroBonus program with one month's notice.

6.6 If a EuroBonus partner declares bankruptcy, or is otherwise unable to fulfil its undertakings towards EuroBonus and its members, valid points for booked but unused bonus trips are transferred back.

## **7. Disputes and applicable legislation**

7.1 Swedish law is to be applied in the interpretation and application of these membership conditions. Disputes are settled in the general court in Stockholm or where the member is domiciled.

7.2 These membership conditions replace all previous versions.