

# Air France & KLM COVID-19 trade rebook procedure

Due to travel restrictions imposed by the authorities during this period of health crisis, we adapt our commercial guidelines by providing more flexibility and simplicity for exchanges and limiting refunds.

CHOOSE OUT OF OPTIONS BELOW WHAT THE BEST ACTION IS FOR YOUR CUSTOMER AT THIS TIME

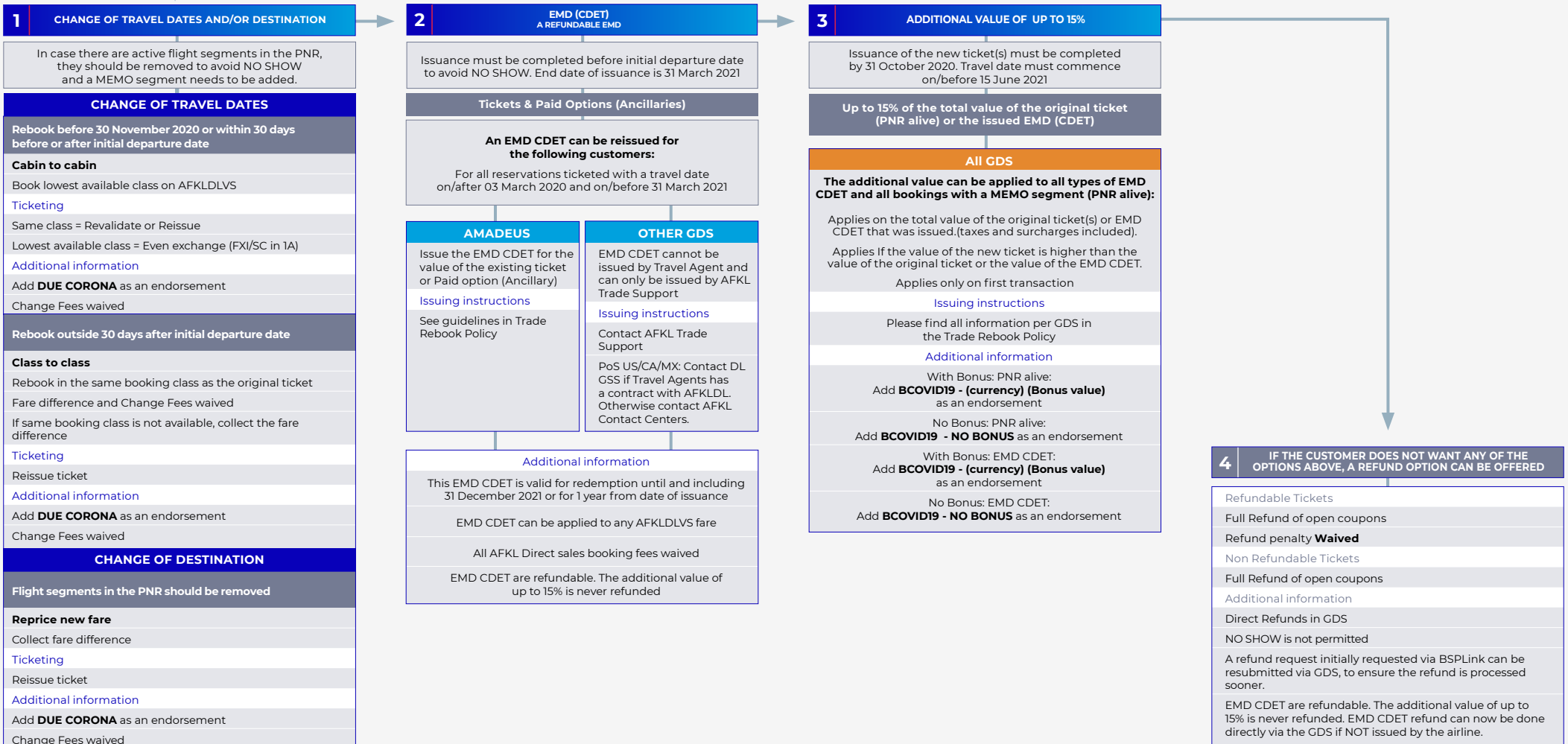
KEEP PNR ALIVE UNTIL AND INCLUDING 30 JUNE 2021 (SEE GUIDELINES IN TRADE REBOOK POLICY)

VOLUNTARY (NOT CANCELLED BY THE AIRLINE BUT THE CUSTOMER IS NO LONGER ABLE TO TRAVEL)

Continues on next page

## INVOLUNTARY (FLIGHTS CANCELLED BY THE AIRLINE)

For all reservations ticketed with a travel date on/after 03 March 2020



**VOLUNTARY (NOT CANCELLED BY THE AIRLINE BUT THE CUSTOMER IS NO LONGER ABLE TO TRAVEL)**

For all reservations ticketed with a travel date on/after 03 March 2020

**1 CHANGE OF TRAVEL DATES AND/OR DESTINATION**

**CHANGE OF TRAVEL DATES**

Flight segments in the PNR should be removed before initial departure date to avoid NO SHOW

**Reprice new fare**

Collect fare difference

[Ticketing](#)

Reissue ticket

[Additional information](#)

Add **DUE CORONA** as an endorsement

Change Fees waived

**CHANGE OF DESTINATION**

Flight segments in the PNR should be removed before initial departure date to avoid NO SHOW

**Reprice new fare**

Collect fare difference

[Ticketing](#)

Reissue ticket

[Additional information](#)

Add **DUE CORONA** as an endorsement

Change Fees waived

**2 EMD (CDET)  
A REFUNDABLE EMD**

Issuance must be completed before initial departure date to avoid NO SHOW. End date of issuance is 31 March 2021

**Tickets & Paid Options (Ancillaries)**

**An EMD CDET can be reissued for the following customers:**

For all reservations ticketed with a travel date on/after 03 March 2020 and on/before 31 March 2021

AMADEUS	OTHER GDS
Issue the EMD CDET for the value of the existing ticket or Paid option (Ancillary)	EMD CDET cannot be issued by Travel Agent and can only be issued by AFKL Trade Support
<a href="#">Issuing instructions</a>	<a href="#">Issuing instructions</a>
See guidelines in Trade Rebook Policy	Contact AFKL Trade Support
	PoS US/CA/MX: Contact DL GSS if Travel Agents has a contract with AFKLDL. Otherwise contact AFKL Contact Centers.

**Additional information**

This EMD CDET is valid for redemption until and including 31 December 2021 or for 1 year from date of issuance

EMD CDET can be applied to any AFKLDLVS fare

All AFKL Direct sales booking fees waived

EMD CDET are refundable. The additional value of up to 15% is never refunded

**3 ADDITIONAL VALUE OF UP TO 15%**

Issuance of the new ticket(s) must be completed by 31 October 2020. Travel date must commence on/before 15 June 2021

**Up to 15% of the total value of the original ticket (PNR alive) or the issued EMD (CDET)**

**All GDS**

**The additional value can be applied to all types of EMD CDET and all bookings with a MEMO segment (PNR alive):**

Applies on the total value of the original ticket(s) or EMD CDET that was issued, (taxes and surcharges included).

Applies if the value of the new ticket is higher than the value of the original ticket or the value of the EMD CDET.

Applies only on first transaction

[Issuing instructions](#)

Please find all information per GDS in the Trade Rebook Policy

[Additional information](#)

With Bonus: PNR alive:  
Add **BCOVID19 - (currency) (Bonus value)** as an endorsement

No Bonus: PNR alive:  
Add **BCOVID19 - NO BONUS** as an endorsement

With Bonus: EMD CDET:  
Add **BCOVID19 - (currency) (Bonus value)** as an endorsement

No Bonus: EMD CDET:  
Add **BCOVID19 - NO BONUS** as an endorsement

**4 IF THE CUSTOMER DOES NOT WANT ANY OF THE OPTIONS ABOVE, A REFUND OPTION CAN BE OFFERED**

Refundable Tickets

Refund according to Fare Rules

Refund penalty **Not Waived**

Non Refundable Tickets

Not refundable

Taxes can be refunded

[Additional information](#)

Direct Refunds in GDS

NO SHOW is not permitted

A refund request initially requested via BSPLink can be resubmitted via GDS, to ensure the refund is processed sooner.

EMD CDET are refundable. The additional value of up to 15% is never refunded. EMD CDET refund can now be done directly via the GDS if NOT issued by the airline.

Please refer to the Global Trade COVID19 policy for the waiver option