

To the Travel Agency

Air France and KLM COVID-19 FLEXIBILITY POLICY:

Air France and KLM are continuously monitoring the global COVID-19 situation and are adjusting their commercial policy to make sure you can assist your customers accordingly.

Air France and KLM now give you the following options to offer your customers
 You can secure that your PNRs stay active until and including 30 June 2021 (procedure below). This gives you and your customer time and peace of mind to decide what the best option is for them.

These measures which have been put in place give you all the time you need, to keep an overview and help our customers in the best way possible given the current situation.

AFKL Global Trade Rebook Policy

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PNR alive

For Rebooking/Reissue/EMD CDET issuance until and including 30 June 2021:

To limit the immediate workload, we strongly suggest to keep PNRs active until 30 June 2021.

To keep a PNR active, a MEMO segment needs to be added:

- **Amadeus users:**
No action is required, Amadeus will automatically keep the PNR alive until 30 June 2021 and have already added a MEMO segment for all ticketed PNRs that were/are affected by COVID19 with a date until and including 30 June 2021. The remark "MIS 1A HK" should appear in your PNR.
- **Other GDS users:**
Please add a MEMO segment with a date until and including 30 June 2021. This can only be done 1 year before, example: as from 10 July 2020 a MEMO segment until 30 June 2021 can be added.
- To apply for the additional value of up to 15%, please see the conditions below, under section "3. Additional value up to 15% of the total value of the original ticket (PNR alive) or the issued EMD (CDET)"

How to insert a MEMO segment per GDS:

GDS	Entry
Apollo (1V)	0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS(= issuing office)30SEP(= valid until)-**FREE TEXT** Example: 0TURKLBK1AMS30SEP-**RETENTION LINE DUE CORONA**
Galileo (1G)	0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS (= issuing office)30SEP (= valid until)-FREE TEXT Example: 0TURKLBK1AMS30SEP-RETENTION LINE DUE CORONA
Worldspan (1P)	TNZZ (= airline) MK1 (=number of pax)MIS30SEP (= valid until)/AN-RETENTION LINE DUE CORONA Example: TNKLMK1MIS30SEP/AN-RETENTION LINE DUE CORONA
Sabre (1S)	0OTH (=carrier code) GK1(=city code)30SEP (=valid until)- Free text related to Coronavirus Example: 00THKLGK1AMS30SEP- DUE CORONA *The free text is not transmitted to the carrier, it is only for the agency to know why they have a retention segment
Amadeus (1A)	RU 1A (=Vendor code - always Amadeus) HK1(=number of pax) AMS (=city code) 30SEP (= valid until)/FREE TEXT Example: RU 1A HK1 AMS 30SEP/DUE CORONA

Change of Travel Dates and/or Destination

In case there are active flight segments in the PNR, they should be removed to avoid **NO SHOW** and a MEMO segment needs to be added.

Involuntary (flights cancelled by the airline)

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

Change of Travel Dates:

Rebook before 30 November 2020 or within 30 days before or after initial departure date:

- Rebook in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).
Ticketed Class = Revalidate
Lowest Available = Even exchange with Schedule Change indicator (FXI/SC in Amadeus)

Rebook outside 30 days before or after initial departure date:

- Rebook in the same booking class as the original ticket
Fare difference and Change Fees waived
- If same booking class is not available, reprice (ATC in Amadeus) to calculate and collect the fare difference.

Change of Destination

- Reprice (ATC in Amadeus) to calculate and collect the fare difference.

General Information:

- Change Fees waived
- When ticket reissued Add **DUE CORONA** as an endorsement

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

Change of Travel Dates:

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

- Reprice (ATC in Amadeus) to calculate and collect the fare difference

Note: For flights ticketed on/before 21 April 2020, with a scheduled departure on/before 31 August 2020, the old policy applies:

If the new trip commences on/before 30 November 2020, tickets should be reissued on/before 31 October 2020:

- Rebook in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).
Lowest Available = Even exchange with Schedule Change indicator (FXI/SC in Amadeus)

If the new trip commences on/after 01 December 2020, Flight segments in the PNR should be removed before initial departure date to avoid NO SHOW

- Reprice (ATC in Amadeus) to calculate and collect the fare difference.

Change of Destination

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

- Reprice (ATC in Amadeus) to calculate and collect the fare difference.

General Information

- **NO SHOW is not permitted**, flight segments should be cancelled before original departure date. (Unless fare Rules allow NO SHOW), No shows will result in losing the ticket value, inability to use ticket for future travel.
- Change Fees waived
- When ticket reissued add DUE CORONA as an endorsement

PCR – Test (Rebooking conditions)

Some Destinations require a negative PCR-test, Air France and KLM offer the following rebook option to customers who need a few more days to proceed with the test:

For all reservations ticketed with a travel date on/before 31 December 2020, the following options apply:

- Reissuance should be completed between 2 days prior to the initial travel date and the day of departure with a new travel commencing within 4 days following the initial travel date or on the next available flight
- Rebook in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).
- In all cases, enter an RM element in the PNR specifying CORONA and the date of the disruption

Travel Voucher EMD CDET options

For all passenger who do not yet know of the new dates of travel, can opt for an EMD CDET

- Involuntary (flights cancelled by the airline)
- Voluntary (NOT cancelled by the airline but the customer is no longer able or willing to travel)

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

- In case there are active flight segments in the PNR, they should be removed to avoid NO SHOW and a MEMO segment needs to be added.

EMD CDET issuance:

- Should be completed before initial departure date.
- End date of issuance is 31 March 2021
- The EMD CDET can be used to book a flight that takes place after the expiration date of the EMD
- A maximum of two EMD CDETS can be used per person
- EMD Paid options: Amadeus users can issue an EMD CDET for the paid options. Other GDS's can contact AFKL Trade Support for the issuance of an EMD CDET for the paid options.

EMD CDET Refunds:

- The EMD CDETS are fully refundable for both involuntary and voluntary requests

General Information:

- PNRs that are re-used when an EMD CDET has been issued cannot be displayed on KLM.com or airfrance.com. To allow your customer to view their booking on 'My Booking' on airfrance.com or 'My Trip' on klm.com, the following elements in the PNR should be removed:

For AF:

- SVC CDET
- RM DUE TO REFUND REQUEST - FLIGHTS SEGMENTS AUTOMATIC CANCELLATION - ROBOSCAR

For KL:

- SVC CDET
- SK CDET
- SK CORF

- All AFKL Direct sales booking fees are waived when redeeming an EMD CDET.
- All EMD CDETS are valid until and including 31 December 2021 OR valid for 1 year from date of issuance (example: EMD CDETS requested on/after January 2021, will be valid for 1 year) for the purchase of an AF or KL ticket using AF/KL/DL/VS fare.
 - The endorsement box should state: YOUR VOUCHER VALID ON AF/KL/DL/VS UNTIL 31DEC21 OR REFUNDABLE IF UNUSED
OR
 - The endorsement box should state: YOUR VOUCHER VALID ON AF/KL/DL/VS FOR 12 MONTHS OR REFUNDABLE IF UNUSED
- An additional value of up to 15% of the open coupons of the original ticket can be applied (see section 3. For details)

Process for issuance:

For Amadeus users only:

Issue the EMD for the value of the existing ticket.

*** Quick Reference Guide on how to issue an EMD-CDET for Amadeus Users:**

1. IU AF NN1 CDET CDG (Service Element/Transportation Credit Voucher) CDG-departure city
2. TMC/VAF = Entry for validating Carrier (AF or KL)
3. TMI/CV-412.01/REUR412.01/WEURO.00 = Ticket value including Taxes
4. TMI/FO-057-1234567895FRA16SEP14/23200000/057-1234567895E1
5. TMI/FE - VALID 12 MONTHS FOR AF/KL/DL/VS FARES*COVID-19
6. TMI/FP-O/NONREF = Form of payment
7. TMI/YI = Indicator International
8. TTM/M1/RT

Note:

- Validating carrier = AF or KL
- Departure city = CDG for AF and AMS for KL
- Ticket stock = 057 for AF and 074 for KL

For other GDS users:

The issuance of an EMD for the value of the existing ticket is not possible. If you would like to offer an EMD, please contact AFKL Trade Support.

For PoS Canada and Mexico please contact:

- **Contracted ARC member agencies (U.S.)** may contact Global Sales Support for EMD issuance support.
- **Contracted BSP-member agencies (Mexico, Canada)** may contact the Delta Global Sales Support for EMD issuance support.
- **Non-contracted/unmanaged agencies who are members of ARC and/or BSP (Mexico, Canada)** may contact our Air France –KLM U.S., Canada and Mexico customer service centers for support with issuing EMDs.
 - **Non-ARC member or Non-BSP member (Mexico, Canada) agencies** may contact your issuing agent
For Point of Sale U.S.A, please contact:
 - **Contracted ARC member agencies (U.S.)** may contact Global Sales Support for EMD issuance support.
 - **Non-contracted/unmanaged agencies who are members of ARC (U.S.)** may contact our Air France –KLM U.S. customer service centers for support with issuing EMDs.
 - **Non-ARC member (U.S.) agencies** may contact your issuing agent

Additional value of up to 15% of the total value of the original ticket PNR alive or EMD CDET

The Additional value may be applied to the following:

- Involuntary (flights cancelled by the airline)
- Voluntary (NOT cancelled by the airline but the customer is no longer able or willing to travel)

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

Terms and Conditions when applying the additional value to the new ticket or paid option:

- Issuance of the new ticket(s) should be completed by 31 October 2020
- Travel date should commence on/before 15 June 2021
- The additional value can be applied only to EMD CDET and to all PNRs 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). If a ticket is partially used, the total value that the additional value can be applied to will be the value of the unused coupons.
- The additional value will apply only on the first transaction and will only apply once.

How to apply the additional value:

- If the value of the new ticket is higher than the value of the original ticket or the value of the EMD CDET.
- In case the new ticket value is lower than the EMD CDET or original ticket in the PNR containing the MEMO segment “PNR alive”, a residual value EMD RSVR will be issued
 - The additional value of up to 15% is not applicable for EMD RSVR
 - The EMD RSVR is refundable.
- The EMD CDET can be used towards the purchase of a new ticket or a paid option (ancillary), keeping in mind that the new value is higher than the original value.
- When the new ticket is issued add an endorsement and SSR in the PNR as follows:
 - Endorsement box:
 - When additional value applied: **BCOVID19 - (currency) (bonus value)**
 - **OR** When no additional value applied: **BCOVID19 – NO BONUS**
 - Add the SR OTHS element with applicable code(s)
 - When additional value applied: >SROTHSY-BCOVID19 – Currency + Bonus Value
 - **OR** When no additional value applied: >SROTHSY-BCOVID19 – NO BONUS

Refunds:

- The full value, excluding the additional value will be refunded

Note: If the additional value is used towards the purchase of a new ticket, the cabin to cabin rebooking option is not applicable.

Calculation examples of when the additional value of up to 15% is applied:

Scenarios	New ticket Value	Original ticket Value (PNR alive)/ EMD CDET value	Additional Value	Total	ADC	Residual EMD (RSVR)	% of Additional Value
New ticket value is higher , with additional cost to be collected	1000,00€	800,00€	120,00€	920,00€	80,00€	-€	15%
New ticket value is higher , with NO additional cost to be collected	920,00€	800,00€	120,00€	920,00€	-€	-€	15%
New ticket value is higher but does not exceed value for full bonus	880,00€	800,00€	80,00€	880,00€	-€	-€	10%
New ticket value is equal to original ticket/EMD CDET value	440,00€	440,00€	-€	440,00€	-€	-€	0%
New ticket value is lower than original ticket/EMD CDET value	400,00€	500,00€	-€	500,00€	-€	100,00€	0%

Examples on how to proceed with applying the additional value on both PNR alive and EMD CDET, can be found:

For Amadeus Agents:

agentconnect.biz → News & Promotions → Schedule Changes → AFKL Trade COVID 19 Rebook Policies & Instructions → AMA Trade Process - Additional Value PNR Live EMD CDET

For Galileo Agents:

agentconnect.biz → News & Promotions → Schedule Changes → AFKL Trade COVID 19 Rebook Policies & Instructions → Galileo Trade Process - How to reissue AF KLM tickets with the bonus policy
For EMD CDETs that have been issues by AFKL and need to be redeemed, please contact AFKL Trade Support.

For Sabre Agents:

agentconnect.biz → News & Promotions → Schedule Changes → AFKL Trade COVID 19 Rebook Policies & Instructions → <https://your.sabre.com/inthistogether> or contact Sabre GDS helpdesk.

For all other GDS Agents:

PNR alive: Please contact your GDS Help Desk for assistance.

EMD CDET redemptions: Please contact AFKL Trade Support. For Point of sale CA/MX, please refer to contact information referred under EMD CDET section.

Refunds

Air France and KLM have reopened the possibility to request a refund directly through your GDS. The general refund process should now be followed.

- Refunds will continue to be processed based on fare conditions and current guidelines applicable to cancelled flights, for tickets:
 - For flights cancelled by the airline, a full refund will be granted
 - For flights **NOT** cancelled by the airline but the customer is no longer able/willing to travel, fare conditions will apply. **NO SHOW is not permitted.** Please see waiver option below.
- If you have submitted a request via the BSPLink and it has not yet been processed by the airline, it is now possible to resubmit a refund request directly via your GDS, which will be processed much sooner. Once processed via GDS, the airline will then reject the initial refund application received in BSPLink.
- It is now possible to request a direct refund via GDS for EMD CDETs and these too can be re-submitted in GDS if initially done via BSPLink.

Note: All documents issued or reissued (EMD/ETKT) by the airline on your behalf, that then need to be refunded on request of the customer will have to be requested via BSPLink, as unfortunately it is not technically possible for these documents to be refunded by the travel agent directly via GDS.

Instructions can be found in agentconnect.biz → Sales & Support → Refunds → Refund Process → Indirect Refunds → How to submit BSP refunds. This applies for both AF & KL tickets.

Waiver

Air France and KLM now offer you the opportunity to request a cash refund for those customers who insist they no longer want to travel (voluntary), please note NO SHOW is not permitted. This is applicable for all reservations that are ticketed with a travel on or after 03 March 2020 and up to and including 31 March 2021

A full cash refund can be granted by using the waiver code “IRG COVID19” which can be added to the direct GDS refund in the waiver remark field as follows:

Amadeus:

TRFU/WA IRG COVID19

Sabre:

Begin Direct refund by using the entry WFRxxxxx. Then mention the waiver code IRG COVID19 in the waiver box

Galileo/Travelport:

Begin Direct refund by using the entry TRNExxxxx or you can make use of the Mask. Then mention the waiver code IRG COVID19 in the waiver box

If the refund cannot be processed via the GDS, then it must go through the BSPLink where the waiver “IRG COVID19” can be inserted in the comment box in BSPLink.

NB: This waiver remark can be withdrawn by the airline at any time with a two week notice period. This waiver remark will waive the refund penalty conditions of the fare ticketed (eg: non-refundable ticket/refundable with a penalty) but not the refund fare calculation (eg: partial refund, taxes, surcharges, etc.) If the waiver remark is not inserted or incorrectly inserted, an ADM will be sent.

Offline Rebook options

In addition to the provisions of the Air France and KLM Standard Schedule Change policy, offline rebooking is permitted on the following carriers:

For re-booked travel departing in the next 48 hours:

- Apply the standard AF/KL Rebook Matrix (use lowest available class in the same cabin on any carrier). Please ensure that rebooking on EK is only permitted in O (Business) & VXTL (Economy), and for flights from DXB-CDG I (Business) is also permitted.

Re-issue with FXI.

Travel Agents to add endorsement DUE CORONA.

For re-booked travel departing outside 48 hours:

- Rebook in the lowest available class on the following carriers only:
- JV & Strategic Partner = DL G3 KQ VS
- SkyTeam = AM AR AZ CI GA ME OK RO SU SV VN UX
- Tactical Partners = CM EY JU PS TN QF (JU not permitted for travel to the U.S.)
- Others = AI AV EK HY J2 JL LY NH NZ PR SA SQ Reissue with FXI/SC

Travel Agents to add endorsement DUE CORONA.

NOTE: Rebooking on EK is only permitted in O (Business) & VXTL (Economy) Rebooking and on DXB-CDG flights I (Business) is also permitted. On J2 Z (Business) & HV (Economy) is only permitted.

General Notes

- ❖ No show should be avoided, cancel the flight itinerary and add a memo segment to the PNR (to keep it alive). The reissue should be done before the date mentioned in the policy.
- ❖ All tickets/EMD CDETs plated on 057 (AF) should be exchanged or redeemed for a 057 (AF) document
- ❖ All tickets/EMD CDETs plated on 074 (KL) should be exchanged or redeemed for a 074 (KL) document
- ❖ An exception Trade Rebook policy is in place for Point of Sale U.S.A.