

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)

a. For all reservations ticketed with any travel date

1 CHANGE OF TRAVEL DATES AND/OR DESTINATION

Reissuance must be completed on/before 30 June 2021 (exceptions mentioned below)

CHANGE OF TRAVEL DATES

New trip commences on/before 30 November 2020
Tickets must be reissued on/before 31 October 2020

Cabin to cabin

Book lowest available class on AFKLDLVS

Ticketing

Same class = Revalidate or Reissue

Lowest available class = Even exchange (FXI/SC in 1A)

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

New trip commences on/after 01 December 2020

Tickets must be reissued on/before 30 June 2021

Class to class

Rebook in the same booking class as the original ticket

Fare difference and Change Fees waived

If same booking class is not available, collect the fare difference

Ticketing

Reissue ticket

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

CHANGE OF DESTINATION

Irrespective of Departure Date

Tickets must be reissued on/before 30 June 2021

Reprice new fare

Collect fare difference

Ticketing

Reissue ticket

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

2 EMD (CDET)

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 schedule departure date on/before 31 March 2021

AMADEUS

Issue the EMD CDET for the value of the existing ticket or Paid option (Ancillary)

Issuing instructions

See guidelines in Trade Rebook Policy

OTHER GDS

EMD CDET cannot be issued by Travel Agent and can only be issued by AFKL Trade Support

Issuing instructions

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

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 PASSENGER DOES NOT WANT ANY OF THE OPTIONS ABOVE, A REFUND OPTION CAN BE OFFERED

Refundable Tickets

Full Refund of open coupons

Refund penalty **Waived**

Non Refundable Tickets

Full Refund of open coupons

Additional information

Direct Refunds in GDS

Refunds will continue to be processed based on fare conditions and current guidelines: 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.

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

b. For reservations ticketed on/before 21 April 2020, with a scheduled departure on/after 01 September 2020
c. For reservations ticketed on/after 22 April 2020 with any travel date

1 CHANGE OF TRAVEL DATES AND/OR DESTINATION

Reissuance must be completed on/before 30 June 2021

CHANGE OF TRAVEL DATES

b. For reservations ticketed on/before 21 April 2020, with a scheduled departure on/after 01 September 2020

Irrespective of Departure Date
 Tickets must be reissued on/before 30 June 2021

Class to class

Rebook in the same booking class as the original ticket
 Fare difference and Change Fees waived
 If same booking class is not available, collect the fare difference

Ticketing

Reissue ticket

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

c. For reservations ticketed on/after 22 April 2020 with any travel date

Irrespective of Departure Date
 Tickets must be reissued on/before 30 June 2021

Reprice new fare

Collect fare difference

Ticketing

Reissue ticket

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

CHANGE OF DESTINATION

b./c. For all flights ticketed with any travel date

Irrespective of Departure Date
 Tickets must be reissued on/before 30 June 2021

Reprice new fare

Collect fare difference

Ticketing

Reissue ticket

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

2 EMD (CDET)

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 schedule departure date on/before 31 March 2021

AMADEUS

Issue the EMD CDET for the value of the existing ticket or Paid option (Ancillary)

Issuing instructions

See guidelines in Trade Rebook Policy

OTHER GDS

EMD CDET cannot be issued by Travel Agent and can only be issued by AFKL Trade Support

Issuing instructions

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

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 PASSENGER 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

Refunds will continue to be processed based on fare conditions and current guidelines: NO SHOW is not permitted

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