

HEALTH SITUATION IN CHINA (CORONAVIRUS)

Update on 06 February 2020, 04:00 PM Paris local

Air France's top priority is the health and safety of its customers and employees in France and around the world. Air France has been working in close collaboration with the national and international health authorities since the outbreak of the coronavirus.

1. Flight schedule to and from China

On 30 January this year, we announced the suspension of all our flights to Shanghai and Beijing until 9 February 2020. Following a reassessment of all the information at our disposal, we have decided to extend the suspension of services to these destinations up to and including 15 March 2020.

As from 16 March 2020, we plan together with KLM, to gradually resume operations to and from Shanghai and Beijing, alternating one daily flight to each destination. In this way, Shanghai and Beijing will be served daily from Europe, via Paris or Amsterdam, depending on the day of operation.

A normal flight schedule should be resumed as from 29 March 2020.

from 29 March 2020. The resumption of Air France flights to and from Wuhan is also scheduled for 29 March 2020.

If you are concerned by these cancellations, you will in you are contemporare by these vernali. Please make sure your personall, by SMS or e-mail. Please make sure your personal contact details (mobile telephone, e-mail address) are up-to-date in the "My booking" section of our website or in the mobile app. The status of your flight is updated in real time on our website or mobile app, in the section "Flight & Airport Info".

Your flight is cancelled:

- If you have already started your journey, we are doing our utmost to offer you a rerouting solution.
- If you have not started your journey yet, we invite you to request a refund. You can find all details in the section below "**How do I apply for a refund**

the section below "How do I apply for a refund form my journey?".

If you wish to travel, you can change your booking directly online, in the "My bookings" section of the website or in the mobile app. If you booked your tricket via a travel agency, you should contact your travel agent. You can find details of our commercial measures in 'Can I modify my trip?'

2. Severe restrictions in some countries:

Local authorities have informed us that some people will no longer be allowed to enter on several countries (transfer included). These measures apply

- countries (transfer included). These measures apply to passengers who:
 have visited China (Hubei province or Mainland China) in the last 14 days, or are in the possession of a Chinese passport (issued by the Hubei province or Mainland China).

We strongly recommend reviewing the latest entry requirements of these destinations if you're planning to stay or catch a connecting flight there. The immigration authorities of each country can provide you with more information. They will also be able to tell you whether the measure applies to your situation when you're in doubt.

If you are concerned, you can contact your point of sale.

Check my flight's status

