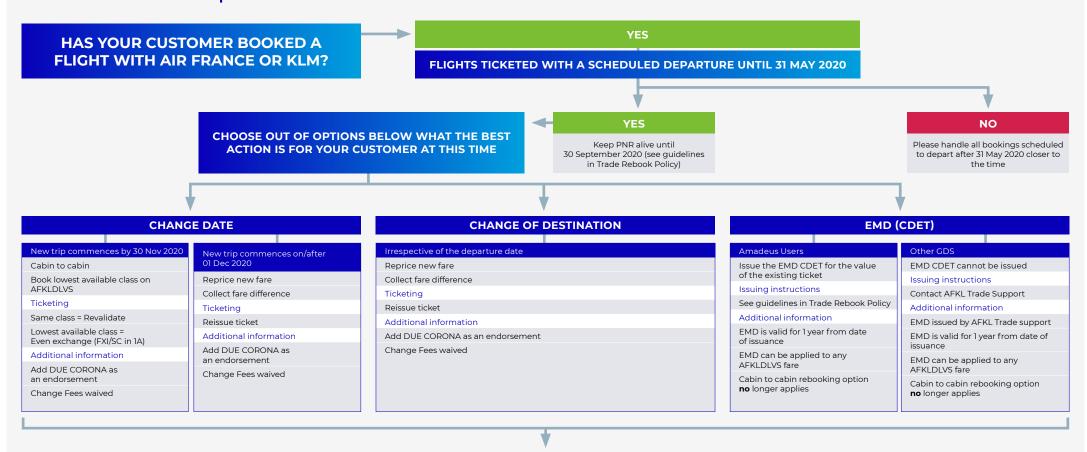
Air France & KLM Covid-19 trade rebook procedure

Due to our 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.



IF YOUR CUSTOMER DOES NOT WANT ANY OF THE OPTIONS ABOVE, A REFUND OPTION CAN BE OFFERED Refundable Tickets: Refundable Tickets: Refund according to Fare Rules Refund according to Fare Rules Refund penalty Not Waived Refund penalty Waived Non Refundable Tickets (fully or partially used) Non refundable fares + at least one flight CANCELLED Fair not refundable 1A users issue EMD for full value of ticket Other GDS - Contact AFKL Trade Support Taxes can be refunded Additional information Additional information Direct Refunds in GDS not possible Direct Refunds in GDS not possible Refund application needs to be submitted via BSP Link Refund application needs to be submitted via BSP Link EMD will be eligible for a refund after 1 year from date of issuance



