



## More time, more simplicity for your customer

Air France and KLM understand that it is important for you to set your own priorities in assisting your customers the best way possible during these hectic times. Therefore, we have updated our temporary rebook policy to support you in your daily work and giving you more time, simplicity and flexibility.

1. **More Time:** First, Air France and KLM want to give you what you need most right now; extra time. You can now secure that your reservations stay active until 30 June 2021.
2. **Simplicity:** You can change travel dates and/or destination until 30 June 2021:
  1. For all flights ticketed before or on 21 April 2020 and with a scheduled departure before or on **31 August 2020**.
  2. For all flights booked on or after 22 April 2020.
3. **Flexibility:** Of course, we encourage you to rebook, but we also understand if your customers cannot yet reschedule their trip. In this case, you can either keep the reservation alive or offer a voucher (EMD CDET) that your customers can use for a future trip. Air France and KLM have extended the validity of the voucher for redemption until 31 December 2021.

This [flow chart](#) will give you a good overview of the options you can offer your client. For more information about the rebook policy, please check [AgentConnect.biz](#), [Air France](#) or [KLM](#) website.

## European network starting up gradually

Air France and KLM are gradually restarting their network by flying to specific destinations that have been suspended due to travel restrictions in the light of COVID-19.

**Air France** is preparing to start up its domestic network and will then slowly expand its network with flights to European destinations.

**KLM** slowly restarted its European network on May 4, adding a daily flight to eight destinations: Barcelona, Madrid, Rome, Milan, Budapest, Prague, Warsaw and Helsinki each day of the week.

Our partner **Delta Air Lines** is resuming its operation, starting with servicing global key cities such as Paris, Amsterdam, Tokyo, Seoul and Mexico along with service throughout the United States.

Routes will gradually reopen but may change weekly and are highly dependent on the measures taken by the authorities of the destination. For the most actual information on network and current flights check [Airfrance.com](https://www.airfrance.com), [KLM.com](https://www.klm.com) and [Delta.com](https://www.delta.com).

## Face masks required on board

To protect the health and safety of our customers and staff, Air France and KLM have taken many health and safety measures at the airport and on board. As an extra layer of protection and in line with national and international guidelines, as of 11 May 2020, it will be mandatory to wear a face mask for both our customers as our crew. Passengers have to bring their own face mask when traveling and will be notified accordingly by Air France or KLM, depending on their reservation. Our partner Delta Air Lines already introduced mandatory face masks on May 4. For more information please have a look at the [Air France](https://www.airfrance.com), [KLM](https://www.klm.com) and [Delta](https://www.delta.com) websites.