



## 15% Extra value on voucher for new bookings

Air France and KLM understand the difficult situation you and your customers are facing as a result of the COVID-19 crisis. In these unprecedented times, we offer you with our temporary rebook policy more time, simplicity and flexibility to come to a solution with your customers. Of course, we encourage you to rebook, but if your customer cannot yet reschedule their trip, we understand. As a solution, we have been issuing refundable vouchers, which can be reimbursed if they have not been (fully) used after 12 months.

To make the voucher more attractive to use, Air France and KLM will add a bonus of 15% of the total value of the initial ticket. Your customer can use this bonus for a new booking. If your customer decides not to make a new reservation and instead request a refund, the bonus will not be included in the cash payout.

Our teams are currently working on the technical implementation of the enhancement of the vouchers. As soon as more details are available about the process, we will share these with you.

## All COVID-19 info in one AgentConnect.biz overview

To make it easier for you to find the right information, Air France and KLM have created a dedicated COVID-19 page on [AgentConnect.biz](#) where latest updates and instructions for the COVID-19 Rebook Policies are published. You can find this page on AgentConnect.biz under News & promotions, schedule changes.

For more information about our sanitary measures or network per airline, you can visit the [Air France](#) or [KLM](#) websites.

## Temperature check on Air France flights

To safeguard the health and safety of passengers and crew, Air France is doing customer temperature checks on all of its departing flights, since 11 May 2020. The body temperature is measured with a contactless infrared thermometer. All customers with a body temperature below 38°C can proceed their journey and board the aircraft. In case the temperature is 38°C or higher the customer will have to reschedule their reservation, this can be done at no extra costs.

## Partner updates Delta Air Lines & Virgin Atlantic

Our partners Delta and Virgin are also doing everything they can to reassure your customers can travel safely in these difficult COVID-19 times:

- Read more about the [Delta](#) and [Virgin](#) rebook policy.
- Discover which flights [Delta](#) and [Virgin](#) are operating.
- Find more information about the sanitary and social distancing measures [Delta](#) and [Virgin](#) took.

## More partner updates

For all relevant partner news, please have a look at the following pages: [Aeroflot](#), [Aeromexico](#), [Air Calédonie International](#), [Air Corsica](#), [Air Europa](#), [Air Mauritius](#), [Alitalia](#), [China Eastern](#), [China Southern Airlines](#), [Delta Air Lines](#), [GOL](#), [Kenya Airways](#), [Korean Air](#), [Middle East Airlines](#), [Transavia](#), [Vietnam Airlines](#), [Virgin Atlantic](#), [Westjet](#) and [Xiamen Air](#)

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