

11JUN2020 – Global travel involuntary rebook Policy

Update on 11 June 2020, at 02:00 pm Paris local time

***** update of refund conditions for flights cancelled before and after 15 May, 2020

Global travel involuntary rebook policy

Following the constantly evolving situation related to the coronavirus (covid-19) and the progressive lifting of the travel restrictions, the following **rebooking** options may be offered to **all customers** with **Air France (057) tickets** in case of cancelled flight.

Customers will be able to choose between a rebooking, a voucher or a refund whatever the cancellation date of their flight. Customers who already received a voucher and wish to opt for a refund, can do so.

NB: These instructions cancel and replace the previous **Involuntary rebook Policy** and apply on all flights cancelled before and after May 15, 2020.

Reissue / Refund must be completed on or before: **30 June, 2021**

1. PNR active until 30 June, 2021

For travel agencies:

Possibility is given to keep the PNR active until 30 June, 2021 in order to let the customer decide on his/her future trip at a later stage. This flexibility given even when the flight is cancelled should be proposed to the customer in order to lower the volumes of EMDs and Refund requests.

A Memo segment is automatically added in Amadeus PNR (the remark 'MIS 1A JK?' should appear, example: RU 1A HK1 CDG 30JUN/DUE CORONA). For other GDS users, the Memo segment must be added manually by the travel agent.

2. Rebooking:

2.1. Rebook for travel until 30 November, 2020 is possible without fee in the same cabin of transport on AF/KL/DL/VS.

Please note:

- When disruption happens on the outbound flight, the inbound date may be changed to preserve the original duration of the stay.
- All penalties/change fees may be waived, even if required by the fare basis, as well as any re-issuance fees.

- **Reward tickets:** same services as revenue passengers.

- Tickets with a non-commercial discount with a reservation: detailed measures on GPNet in the Flash Update – Health situation (coronavirus).

- Paid options are transferable if customer postpones its journey/or makes a reservation for another date.

2.2 Rebook for travel starting from 1 December, 2020, providing same fare availability or:

- Apply ATC or manually calculate the fare difference
- or
- Use the total value of the unused flight coupons towards the purchase of a new ticket.

In both cases:

- All penalties/change fees may be waived, even if required by the ticketed fare basis.
- Fare difference must be refunded with a non-refundable EMD or collected

2.3. Change point of origin / destination

- Apply ATC or manually calculate the fare difference.
- or
- Use the total value of the unused flight coupons towards the purchase of a new ticket to any AF/KL/DL/VS/KQ origin/destination.

In both cases:

- All penalties/change fees may be waived, even if required by the ticketed fare basis.
- Fare difference must be refunded with a non-refundable EMD or collected.

1. Refund

Recommendation is to promote the options of flexibility mentioned above before proceeding to the refund.

Please note: when EMD is issued, the flexibility to book in the same cabin of transport **does not apply anymore**.

For all cancelled flights before and after 15 May 2020, for refundable fares (with or without penalties), as for non-refundable fares, **choice should be proposed** to customer between:

3.1. A voucher / EMD

Issue an EMD (CDET type) of the full value of unused flight coupons, valid until 31 December 2021 on AF/KL/DL/VS/KQ. This EMD is refundable, if unused and issued for a cancelled flight.

The EMD value may be increased by up to 15% **at the time of purchase** if the client use it before 31 October 2020 for a new journey starting before 15 June 2021.

No bonus added if the total fare of the booked ticket is lower than the voucher value. The residual value in the latter case will of course still remain available in voucher form and be refundable on customer request if not used.

In case of cancelled flight, paid options remain refundable or transferable to an EMD (CDET type) valid until 31 December 2021 on AF/KL/DL/VS/KQ.

3.2. A refund

Refund the full value of unused flight ticket using the following guidelines:

- Eventual penalties are waived
- Ticketing fees are not refundable
- Paid options are refundable

- Reward tickets: in the case of journey cancellation, total recredit of the Miles (or half reward at point of turnaround) in after sales. Refund unused taxes (AFKL agents only).

For Travel agents, refund requests can only be done via BSPlink.

In all cases, enter an RM element in the PNR specifying CORONA and the date of the disruption.

You can also find some information linked to the health situation linked to Coronavirus on our intranet website mycomcco.airfrance.fr available only for AF/KL agents. [Return to top of page](#)