

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.

CHOOSE OUT OF OPTIONS BELOW WHAT THE BEST ACTION IS FOR YOUR CUSTOMER AT THIS TIME

KEEP PNR ALIVE UNTIL AND INCLUDING 30 JUNE 2021 (SEE GUIDELINES IN TRADE REBOOK POLICY)

CHANGE OF TRAVEL DATES AND/OR DESTINATION: REISSUANCE MUST BE COMPLETED ON/BEFORE 30 JUNE 2021 (WITH EXCEPTIONS MENTIONED BELOW)

INVOLUNTARY (FLIGHTS CANCELLED BY THE AIRLINE)

a. For all flights ticketed with any travel date

VOLUNTARY (NOT CANCELLED BY THE AIRLINE BUT THE CUSTOMER IS NO LONGER ABLE TO TRAVEL)

b. For flights ticketed on/before 21 April 2020, with a scheduled departure on/before 31 August 2020

c. For flights ticketed on/before 21 April 2020, with a scheduled departure on/after 01 September 2020

d. For flights ticketed on/after 22 April 2020 with any travel date

b./c./d. For all flights ticketed with any travel date

CHANGE OF TRAVEL DATES

CHANGE OF DESTINATION

CHANGE OF TRAVEL DATES

CHANGE OF DESTINATION

New trip commences on/before 30 November 2020

Tickets must be reissued on/before 31 October 2020

Cabin to cabin

Book lowest available class on AFKLDLVS

Ticketing

Same class = Revalidate or Reissue

Lowest available class = Even exchange (FXI/SC in 1A)

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

New trip commences on/after 01 December 2020

Tickets must be reissued on/before 30 June 2021

Class to class

Rebook in the same booking class as the original ticket
Fare difference and Change Fees waived

If same booking class is not available, collect the fare difference

Ticketing

Reissue ticket

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

Irrespective of Departure Date

Tickets must be reissued on/before 30 June 2021

Reprice new fare

Collect fare difference

Ticketing

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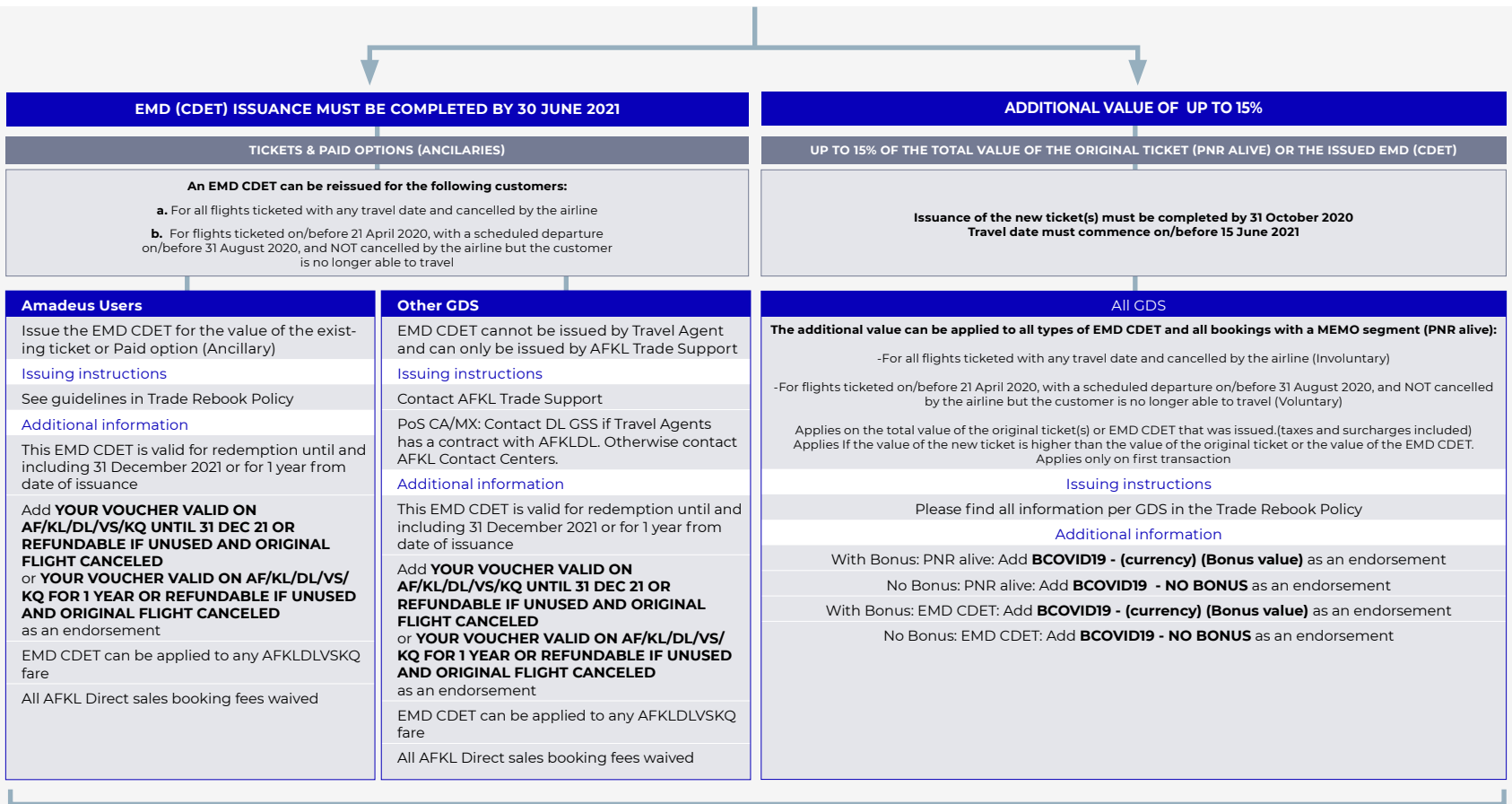
Reissue ticket

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IF THE PASSENGER DOES NOT WANT ANY OF THE OPTIONS ABOVE, A REFUND OPTION CAN BE OFFERED	
Involuntary (AFKL have cancelled the flight)	Voluntary (Flight is still operating)
Refundable Tickets	Refundable Tickets
Full Refund of open coupons	Refund according to Fare Rules
Refund penalty Waived	Refund penalty Not Waived
Non Refundable Tickets	Non Refundable Tickets
Full Refund of open coupons	Not refundable
	Taxes can be refunded
Additional information	
Direct Refunds in GDS not possible	
Refund application needs to be submitted via BSP Link	
All refund requests will be processed as soon as possible, keeping in mind that it can take up to several weeks due to the large number of refund requests.	
EMD CDET are all refundable (if NOT cancelled by the airline, fare conditions apply). The additional value of up to 15% is never refunded	

Note: For Point of Sale Argentina, Brazil, Chile and Colombia a specific refund procedure is applicable and can divert from above refund policy. For more information, please contact AFKL Trade Support.