

Date: 31 August 2022

Ticket Refund on OA (Other Airline) due to Flight Cancellation

In case of a flight irregularity or an involuntary schedule change on OA# flight and cause passenger not to arrive on time for the departure of the connecting flight, passenger need to cancel journey and refund the ticket issued under AF (057) & KL (074) plating, please find the following procedure :

→ *For wholly unused ticket:*

Contact AFKL Trade helpdesk for apply ticket refund pre-waiver registration.

→ *For partially used ticket:*

Submit R/A (Refund Application) via BSP Link with all necessary supporting document.

Any airline including AF, KL & Transavia flight cancellation without an **UN** status visible in the Amadeus (1A) PNR.

If failed to apply the above procedure and making the automated refund on these ticket, Air France and KLM reserve the right to issue an ADM .

Please click [here](#) or visit our website www.agentconnect.biz & access to AgentConnect > Sales & Support > Refund for details.

For more information, please contact Air France-KLM Agency Help Desk at Tel 2808 2178.

We appreciate if you could disseminate the above information to all concerned. If you do not wish to receive notice from us, please click [here](#) unsubscribe.

Air France -KLM

Hong Kong & Macao