

Involuntary Refund due to OA (Other Airline) Flight Irregularity

关于涉及第三方承运航班非自愿退票的通知

Dear Trade Partner:

1st September, 2022

尊敬的法航荷航代理人:

For AF (057) or KL (074) ticket stock that include **OA# flight**, if the passenger requests an involuntary refund due to OA flight irregularity (e.g. flight cancellation, schedule change) and cause passenger unable to catch the connecting flight, please strictly follow the procedure below:

对于包含**第三方*承运航班**的法航(AF)或荷航(KL)票证, 如果乘客因第三方承运航班发生取消或延误导致后续航班无法衔接等航变而提出非自愿退票时, 请务必遵循以下操作程序:

- **For wholly unused ticket** → Contact AFKL Trade helpdesk to apply ticket refund pre-waiver with all necessary supporting documents.

机票尚未使用 → 请代理人联系AFKL代理人服务热线**申请非自愿退票的预授权**, 提交所有必要的信息并获得授权后方可操作退票。

- **For partially used ticket** → Submit R/A (Refund Application) via ASD with all necessary supporting documents.

机票部分使用 → 请代理人通过ASD系统申请, 提交所有必要的信息。

Any airlines (including AF, KL) without a **UN** status is visible in the Amadeus (1A) PNR, please refer to the procedure above.

任何航班(包括法航荷航的航班)取消, 1A系统未能显示**UN**, 请按照上述流程处理。

If the agent proceeds an involuntary refund through BSP without respecting the procedure above, Air France and KLM reserve the right to send an ADM.

任何未按照上述退票流程所导致的**ADM**罚单, 均由代理人自行负责!

More refund details, please visit our website www.agentconnect.biz (Sales & Support > Refund), or contact AFKL Trade helpdesk at Tel 4008 808 606, Email: mail.agent.helpdesk@airfrance.fr.

更多退票流程, 请查阅代理人网站www.agentconnect.biz (销售与支持>退票须知), 或咨询AFKL代理人服务热线, 联系方式 4008 808 606, mail.agent.helpdesk@airfrance.fr。

Thank you for your usual support!

感谢您对法航荷航的支持!

Air France KLM- Greater China
法航荷航中国区