

To the Travel Agency

The current days are extremely hectic for all of us, with surely not enough hours to get all the work done. In times like this, it is important that you can set your own priorities, not having to worry about PNRs that disappear.

Therefore, Air France and KLM implement temporary measures to support you in your daily work and give you the time to help your customers.

1. First, Air France and KLM want to give you what you need most right now; extra time. You can now secure that your PNRs stay active until **30 June 2021**. <procedure below>
2. Change of Travel Dates and/or Destination need to be completed by **30 June 2021**:
 - a. For all flights ticketed on/before 21 April 2020 and with a scheduled departure on/before 31 August 2020. <details below>.
 - b. For all flights booked on/after 22 April 2020<details below>.
3. Of course, we encourage you to rebook, but we also understand if your customers cannot yet reschedule their trip. In this case, you can either keep the PNR alive or offer an EMD CDET valid for redemption until 31 December 2021 (extension from 1 year from date of issuance), that your customers can use for a future trip.

These new measures in place give you all the time you need, to keep an overview and help our customers in the best way possible given the current situation

Air France and KLM COVID-19 FLEXIBILITY POLICY:

Given the exceptional and unprecedented situation our industry is facing, everyone's travel options are limited or even prohibited. As a consequence the Air France and KLM flight schedule will be significantly reduced over the next few weeks.

Due to these travel restrictions imposed by the authorities during this period of health crisis, we adapt our commercial guidelines by providing more flexibility and simplicity for reissues and limiting refunds.

Keep PNR alive for Rebooking/Reissue/EMD CDET issuance until 30 June 2021:

To limit the immediate workload, we strongly suggest to keep PNRs active until 30 June 2021.

To keep a PNR active, a MEMO segment needs to be added:

- Amadeus users - No action is required, AF & KL have already added a MEMO segment with the date of 30 September 2020 or 31 October 2020 for PNR's ticketed on/before 21 April 2020 with a departure flight segment until the 31 August 2020. The remark "MIS 1A HK" should appear in your PNR
For PNR's ticketed on/after 22 April 2020, Amadeus will automatically keep the PNR alive until 30 June 2021
 - Other GDS users – Please add a MEMO segment with a date until 30 June 2021. This can only be done 1 year before, ie: as from 10 July 2020 a MEMO segment until 30 June 2021 can be added.
*Below you can find the entries to add a MEMO segment per GDS.
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1. Change of Travel Dates and/or Destination needs to be completed by 30 June 2021:

a. For flights ticketed on/before 21 April 2020, with a scheduled departure on/before 31 August 2020, the following options apply:

Change of Travel Dates:

- a. If the new trip commences by 30 November 2020 and there is availability in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).
 Ticketed Class = Revalidate
 Lowest Available = Even exchange with Schedule Change indicator (FXI/SC in Amadeus)
- b. If the new trip commences on/after 01 December 2020: Reprice (ATC in Amadeus) to calculate and collect the fare difference.
- c. When ticket reissued Add **DUE CORONA** as an endorsement.
- d. Change Fees waived

Change of Destination

Irrespective of the departure date:

- Reprice (ATC in Amadeus) to calculate and collect the fare difference.
- When ticket reissued Add **DUE CORONA** as an endorsement.
- Change Fees waived

b. For flights ticketed on/after 22 April 2020 and cancelled by the airline, the following options apply:

Change of Travel Dates:

- e. If the new trip commences by 30 November 2020 and there is availability in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).
 Ticketed Class = Revalidate
 Lowest Available = Even exchange with Schedule Change indicator (FXI/SC in Amadeus)
- f. If the new trip commences on/after 01 December 2020: Reprice (ATC in Amadeus) to calculate and collect the fare difference.
- g. When ticket reissued Add **DUE CORONA** as an endorsement.
- h. Change Fees waived

Change of Destination

Irrespective of the departure date:

- Reprice (ATC in Amadeus) to calculate and collect the fare difference.
- When ticket reissued Add **DUE CORONA** as an endorsement.
- Change Fees waived

- c. For flights ticketed on/after 22 April 2020 and NOT cancelled by the airline but the customer is no longer able to travel, the following options apply:

Note: Any change must be reissued prior to the scheduled flight/s, NO SHOW is not permitted

Change of Travel Dates:

- Reprice (ATC in Amadeus) to calculate and collect the fare difference
- Change Fees waived

Change your destination

- Reprice (ATC in Amadeus) to calculate and collect the fare difference
- Change Fees waived

2. EMD (CDET) issuance must be completed by 30 June 2021:

- For Amadeus users only, issue the EMD CDET for the value of the existing ticket.
*See quick reference guideline for Amadeus users below.
- For other GDS users, the issuance of an EMD CDET for the value of the existing ticket is not possible. If you would like to offer an EMD CDET, please contact AFKL Trade Support.
- For PoS Canada and Mexico please contact:
 - **Contracted ARC member agencies (U.S.)** may contact Global Sales Support for EMD issuance support.
 - **Contracted BSP-member agencies (Mexico, Canada)** may contact the Delta Global Sales Support for EMD issuance support.
 - **Non-contracted/unmanaged agencies who are members of ARC and/or BSP (U.S., Mexico, Canada)** may contact our Air France –KLM U.S., Canada and Mexico customer service centers for support with issuing EMDs.
 - **Non-ARC member or Non-BSP member (U.S., Mexico, Canada) agencies** may contact your issuing agent
- This EMD CDET is valid for redemption for 1 year from date of issuance or at least until 31 December 2021 and may be used towards the purchase of any AF/KL/DL/VS/KQ fare.
- The EMD CDET can be used to book a flight that takes place after the expiration date of the EMD CDET
- The EMD CDET will remain refund eligible as of 1 year from the date of issuance.
 - If the airline has cancelled a flight, the EMD CDET is refundable after 1 year from the date of issuance.
 - If flights were not cancelled by the airline and an EMD CDET was requested, it is not refundable and original ticket conditions apply:
Refundable tickets, penalty fee (if applicable) will apply
Non-Refundable ticket, tax refund only.
 - EMD CDET are refundable at all times in accordance with the fare rules (both non-refundable and refundable tickets)
- All AFKL Direct sales booking fees waived when redeeming an EMD CDET.
- When EMD CDET issued add ***THIS IS YOUR TRAVEL VOUCHER/VALID 12 MONTHS FOR AF/KL/DL/VS/KQ FARES/REBOOK POLICY DUE COVID-19*** as an endorsement

3. Refunds:

- Direct refunds in the GDS are no longer possible, all refund requests need to be submitted via BSP Link.
- Refunds will continue to be processed based on fare conditions and current guidelines applicable to cancelled flights

Note: If refunds for non-refundable tickets with at least 1 flight cancelled are requested via BSPlink, the refund request will be processed, with a delay of 12 months from the date of application. Please note that the tickets will remain open for reissue/EMD issuance during this interim period.

Offline Rebook options:

In addition to the provisions of the Air France and KLM Standard Schedule Change policy, offline rebooking is permitted on the following carriers:

For re-booked travel departing in the next 48 hours:

- Apply the standard AF/KL Rebook Matrix (use lowest available class in the same cabin on any carrier). Please ensure that rebooking on EK is only permitted in O (Business) & VXTL (Economy), and for flights from DXB-CDG I (Business) is also permitted.

Re-issue with FXI.

Travel Agents to add endorsement DUE CORONA.

For re-booked travel departing outside 48 hours:

- Rebook in the lowest available class on the following carriers only:
- JV & Strategic Partner = DL G3 KQ VS
- SkyTeam = AM AR AZ CI GA ME OK RO SU SV UX
- Tactical Partners = CM EY JU PS TN QF (JU not permitted for travel to the U.S.)
- Others = AI AV EK HY J2 JL LY NH NZ PR SA SQ Reissue with FXI/SC

Travel Agents to add endorsement DUE CORONA.

NOTE: Rebooking on EK is only permitted in O (Business) & VXTL (Economy) Rebooking and on DXB-CDG flights I (Business) is also permitted. On J2 Z (Business) & HV (Economy) is only permitted.

General Notes:

- ❖ No show should be avoided, cancel the flight itinerary and add a memo segment to the PNR (to keep it alive). The reissue must be done before the date mentioned in the policy.
- ❖ Please note that there are specific Rebook Policies in place for the following:
 - To/From/Via Mainland China
 - To/From/Via South Korea
 - Point of Sale Israel
 - Point of Sale U.S.A
- ❖ Handling procedure on EMD paid options will be communicated soon.

*** Quick Reference Guide on how to issue an EMD-CDET for Amadeus Users:**

1. IU AF NN1 CDET CDG (Service Element/Transportation Credit Voucher) CDG-departure city
2. TMC/VAF = Entry for validating Carrier (AF or KL)
3. TMI/CV-412.01/REUR412.01/WEURO.00 = Ticket value including Taxes
4. TMI/FO-057-1234567895FRA16SEP14/23200000/057-1234567895E1
5. TMI/FE - VALID 12 MONTHS FOR AF/KL/DL/VS/KQ FARES*COVID-19
6. TMI/FP-O/NONREF = Form of payment
7. TMI/YI = Indicator International
8. TTM/M1/RT

Note:

- Validating carrier = AF or KL
- Departure city = CDG for AF and AMS for KL
- Ticket stock = 057 for AF and 074 for KL

*** How to insert a MEMO segment per GDS:**

GDS	Entry
Apollo (1V)	<p>0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS(= issuing office)30SEP(= valid until)-**FREE TEXT**</p> <p>Example: OTURKLBK1AMS30SEP-**RETENTION LINE DUE CORONA**</p>
Galileo (1G)	<p>0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS (= issuing office)30SEP (= valid until)-FREE TEXT</p> <p>Example: OTURKLBK1AMS30SEP-RETENTION LINE DUE CORONA</p>
Worldspan (1P)	<p>TNZZ (= airline) MK1 (=number of pax)MIS30SEP (= valid until)/AN-RETENTION LINE DUE CORONA</p> <p>Example: TNKLMK1MIS30SEP/AN-RETENTION LINE DUE CORONA</p>
Sabre (1S)	<p>OOTH (=carrier code) GK1(=city code)30SEP (=valid until)- Free text related to Coronavirus</p> <p>Example: OOTHKLGK1AMS30SEP- DUE CORONA</p> <p>*The free text is not transmitted to the carrier, it is only for the agency to know why they have a retention segment</p>
Amadeus (1A)	<p>RU 1A (=Vendor code - always Amadeus) HK1(=number of pax) AMS (=city code) 30SEP (= valid until)/FREE TEXT</p> <p>Example: RU 1A HK1 AMS 30SEP/DUE CORONA</p>