

To the Travel Agency

### **Air France and KLM COVID-19 FLEXIBILITY POLICY:**

Air France and KLM have decided to adjust their commercial policy for flight cancellations. Due to the latest developments on the global Covid-19 situation and the progressive lifting of the travel restrictions, Air France and KLM are gradually and carefully restoring their networks.

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 have implemented temporary measures to support you in your daily work and give you the time to help your customers.

Air France and KLM want to give you what you need most right now; extra time. You can secure that your PNRs stay active until and including **30 June 2021** (procedure below), in order for your customer to decide what the best option is for them:

1. Change of Travel Dates and/or Destination which needs 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 ticketed on/after 22 April 2020 (details below).
2. Of course, we encourage you to rebook, however, we 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 and including 31 December 2021 or from 1 year from the date of issuance (eg: EMD CDET issued as from January 2021 will be valid for 1 year). This can be used for a future trip.
3. Air France and KLM also enhances the attractiveness of the EMD CDET and PNR alive, by adding an additional value of up to 15% on top of the value of your initial EMD CDET or ticket in PNR alive. The additional value will only be applicable at the time the new ticket is issued, and will not be included in the EMD CDET. If a refund is requested for the EMD CDET, only the total of the original value, will be refunded. (see terms and conditions below)
4. If the customer does not want any of the options mentioned above, a refund choice can be offered.

These new measures which have been put 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.

**Keep PNR alive for Rebooking/Reissue/EMD CDET issuance until and including 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 and including 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 and including 30 June 2021. This can only be done 1 year before, example: as from 10 July 2020 a MEMO segment until 30 June 2021 can be added.
- If you would like to apply the additional value of up to 15%, please see the conditions below, under section "3. **Additional value up to 15% of the total value of the original ticket (PNR alive) or the issued EMD (CDET)**"

\*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: reissuance must 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:**

- If the new trip commences on/before **30 November 2020** and there is availability in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).  
Ticket(s) need to be reissued on/before **31 October 2020**.  
Ticketed Class = Revalidate  
Lowest Available = Even exchange with Schedule Change indicator (FXI/SC in Amadeus)
- If the new trip commences on/after **01 December 2020**: Reprice (ATC in Amadeus) to calculate and collect the fare difference.
- When ticket reissued Add **DUE CORONA** as an endorsement.
- 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:**

- If the new trip commences on/before **30 November 2020** and there is availability in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).  
Ticket(s) need to be reissued on/before **31 October 2020**.  
Ticketed Class = Revalidate  
Lowest Available = Even exchange with Schedule Change indicator (FXI/SC in Amadeus)
- If the new trip commences on/after **01 December 2020**: Reprice (ATC in Amadeus) to calculate and collect the fare difference.
- When ticket reissued Add **DUE CORONA** as an endorsement.
- 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
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## 2. EMD (CDET) issuance must be completed by 30 June 2021:

An EMD CDET can be reissued for the following customers:

- a. For flights ticketed on/before 21 April 2020, with a scheduled departure on/before 31 August 2020. For both tickets cancelled by the airline and for tickets cancelled by the customer (involuntary & voluntary)

- b. For flights ticketed on/after 22 April 2020 and cancelled by the airline. (Involuntary)

- 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.
- 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:
  - Flights cancelled by the airlines: EMD CDET are fully refundable at all times
  - Flights **NOT** cancelled by the airline: EMD CDET are refundable at all times in accordance with the fare rules.
- All AFKL Direct sales booking fees are waived when redeeming an EMD CDET.
- A maximum of two EMD CDETs can be used per person.
- All EMD CDETs are valid until and including 31 December 2021 OR valid for 1 year from date of issuance (example: EMD CDETs requested on/after January 2021, will be valid for 1 year) for the purchase of an AF or KL ticket using AF/KL/DL/KQ/VS fare.
  - The endorsement box must state: YOUR VOUCHER VALID ON AF/KL/DL/VS/KQ UNTIL 31DEC21 OR REFUNDABLE IF UNUSED AND ORIGINAL FLIGHT CANCELED  
OR
  - The endorsement box must state: YOUR VOUCHER VALID ON AF/KL/DL/VS/KQ FOR 12 MONTHS OR REFUNDABLE IF UNUSED AND ORIGINAL FLIGHT CANCELED
- EMD Paid options: Amadeus users can issue an EMD CDET for the paid options. Other GDS's can contact AFKL Trade Support for the issuance of an EMD CDET for the paid options.
- 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

### 3. Additional value of up to 15% of the total value of the original ticket (PNR alive) or the issued EMD CDET:

#### Terms and Conditions when applying the additional value to the new ticket or paid option:

- Issuance of the new ticket(s) must be completed by **31 October 2020**
- Travel date must commence on/before **15 June 2021**
- The additional value can be applied only to EMD CDET and to all PNRs with a MEMO segment "PNR alive":
  - For flights ticketed on/before 21 April 2020, with a scheduled departure on/before 31 August 2020 and for flights ticketed on/after 22 April 2020 and cancelled by the airline.
  - For flights ticketed on/before 21 April 2020, with a scheduled departure on/before 31 August 2020, and flights were **not** cancelled by the airline, but the customer is no longer able to travel.
  - For any paid option (ancillaries).
- Applies on the total value of the original ticket(s) or EMD CDET that was issued.(taxes and surcharges included). If a ticket is partially used, the total value that the additional value can be applied to will be the value of the unused coupons.
- The additional value will apply only on the first transaction made and will only apply once.
- The additional value will apply as follows:
  - If the value of the new ticket is higher than the value of the original ticket or the value of the EMD CDET.
- In case the new ticket value is lower than the EMD CDET or original ticket in the PNR containing the MEMO segment "PNR alive", a residual value EMD RSVR will be issued
  - The additional value of up to 15% is not applicable for EMD RSVR
  - The EMD RSVR is refundable.
- The EMD CDET can be used towards the purchase of a new ticket or a paid option (ancillary), keeping in mind that the new value is higher than the original value.
- When the new ticket is issued add an endorsement and SSR in the PNR as follows:  
Endorsement box:
  - When additional value applied: **BCOVID19 - (currency) (bonus value)**
  - **OR** When no additional value applied: **BCOVID19 – NO BONUS**
 Add the SR OTHS element with applicable code(s)
  - When additional value applied: >SROTHSY-BCOVID19 – Currency + Bonus Value
  - **OR** When no additional value applied: >SROTHSY-BCOVID19 – NO BONUS
- The full value, excluding the additional value will be refunded:
  - Flights ticketed on/before 21 April 2020, with a scheduled departure on/before 31 August 2020 and for flights ticketed on/after 22 April 2020 that were cancelled by the airline.
  - For flights ticketed on/before 21 April 2020, with a scheduled departure on/before 31 August 2020 and **NOT** cancelled by the airline but the customer is no longer able to travel, the refund will be according to ticket conditions.

Calculation examples of when the additional value of up to 15% is applied:

Scenarios	New ticket Value	Original ticket Value (PNR alive)/ EMD CDET value	Additional Value	Total	ADC	Residual EMD (RSVR)	% of Additional Value
New ticket value is <b>higher</b> , with additional cost to be collected	1000,00€	800,00€	120,00€	920,00€	80,00€	-€	15%
New ticket value is <b>higher</b> , with <b>NO</b> additional cost to be collected	920,00€	800,00€	120,00€	920,00€	-€	-€	15%
New ticket value is <b>higher</b> but does not exceed value for full bonus	880,00€	800,00€	80,00€	880,00€	-€	-€	10%
New ticket value is <b>equal</b> to original ticket/EMD CDET value	440,00€	440,00€	-€	440,00€	-€	-€	0%
New ticket value is <b>lower</b> than original ticket/EMD CDET value	400,00€	500,00€	-€	500,00€	-€	100,00€	0%

**Note: If the additional value is used towards the purchase of a new ticket, the cabin to cabin rebooking option is not applicable.**

**For Amadeus Agents:**

Examples on how to proceed with applying the additional value on both PNR alive and EMD CDET, can be found in [agentconnect.biz](#) → News & Promotions → Schedule Changes → AFKL Trade COVID 19 Rebook Policies & Instructions → AMA Trade Process on how to apply the bonus.

**For other GDS's:**

**PNR alive:** Please contact your GDS Help Desk for assistance.

**EMD CDET redemptions:** Please contact AFKL Trade Support. For Point of sale CA/MX, please refer to contact information referred under EMD CDET section.

#### 4. 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, for tickets and all EMD's:
  - For flights cancelled by the airline, a full refund will be granted
  - For flights **NOT** cancelled by the airline but the customer is no longer able/willing to travel, fare conditions will apply.

\*Note: the cash refund policy does not apply for Point of Sale Colombia. Cash refunds for this market are not permitted.

#### 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 VN 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.
- ❖ All tickets/EMD CDETs plated on 057 (AF) should be exchanged or redeemed for a 057 (AF) document  
All tickets/EMD CDETs plated on 074 (KL) should be exchanged or redeemed for a 074 (KL) document
- ❖ Please note that there are specific Rebook Policies in place for the following:
  - To/From/Via Mainland China (OCC/CCO bulletin)

- To/From/Via South Korea (OCC/CCO bulletin)
- Point of Sale Israel (OCC/CCO bulletin)
- Point of Sale U.S.A (available in agentconnect.biz)

**\* 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><b>Example:</b> 0TURKLBK1AMS30SEP-**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><b>Example:</b> 0TURKLBK1AMS30SEP-RETENTION LINE DUE CORONA</p>
Worldspan (1P)	<p>TNZZ (= airline) MK1 (=number of pax)MIS30SEP (= valid until)/AN-RETENTION LINE DUE CORONA</p> <p><b>Example:</b> 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><b>Example:</b> 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><b>Example:</b> RU 1A HK1 AMS 30SEP/DUE CORONA</p>