

Air France and KLM fully flexible sales policy

Over the past months, COVID-19 has become part of daily life; both in your customers life as in the day-to-day operations of the travel industry. We all understand the uncertainties that COVID-19 has brought, especially when it comes to traveling. Air France and KLM understand that it can be difficult for customers to plan and book their travel plans and give therefore the most flexibility possible with the updated Air France and KLM rebook and refund policy.

As of today, if customers would like to cancel their trip, they can now change their ticket, at no extra cost and without proof, on the date and to the destination* of their choice. If they prefer not to rebook immediately, they can request a refundable voucher (EMD CDET). Customers then have the choice of buying a new ticket with the voucher or requesting a refund. These measures provide optimal flexibility and apply to all trips until 31 March 2021.

This flexible measure is also valid for all customers who already have an Air France or KLM ticket or travel voucher.

If the customer's flight is canceled by the airline, customers can choose to postpone their trip to the date and destination* of their choice, request a full ticket refund or receive a voucher, which is also refundable if not used.

Flying Blue

On top of above, for all trips until the end of the year, customers who are members of the Flying Blue loyalty program will have their Miles and Experience Points (XP) doubled.

What has changed?

EMD CDET voucher options

Customers can now make use of the vouchers in case of involuntary cancelations but also for voluntary cases, when the customer requests the cancelation. Please note that the EMD CDET:

- Needs to be issued before the original scheduled departure date, to avoid NO SHOW.
- Is available for customers with a planned travel date before or on 31 March 2021.
- Is fully refundable for both involuntary and voluntary requests (the refund possibility of the voucher is not connected to the ticket conditions).

Up to 15% additional voucher value

To encourage to rebook, all customers will receive up to 15% more voucher value if the voucher is used for a future trip, no matter if the voucher was given for an involuntary or voluntary cancelation. This is applicable on all new reservations ticketed by 31 October 2020 and applies for all travel commenced before 15 June 2021. The additional value also applies for 'PNR alive' reservations.

**if the change of destination results in a change in price, only the fare difference will be applied.*