

Air France & KLM COVID-19 trade rebook procedure

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

CHOOSE OUT OF OPTIONS BELOW WHAT THE BEST ACTION IS FOR YOUR CUSTOMER AT THIS TIME

KEEP PNR ALIVE UNTIL AND INCLUDING 30 JUNE 2021 (SEE GUIDELINES IN TRADE REBOOK POLICY)

VOLUNTARY (NOT CANCELLED BY THE AIRLINE BUT THE CUSTOMER IS NO LONGER ABLE TO TRAVEL)

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INVOLUNTARY (FLIGHTS CANCELLED BY THE AIRLINE)

For all reservations ticketed with a travel date on/after 03 March 2020

1 CHANGE OF TRAVEL DATES AND/OR DESTINATION

In case there are active flight segments in the PNR, they should be removed to avoid NO SHOW and a MEMO segment needs to be added.

CHANGE OF TRAVEL DATES

Rebook to a new travel date within 30 days before or after initial departure date

Cabin to cabin

Book lowest available class on AFKLDLVS

Ticketing

Same class = Revalidate or Reissue

Lowest available class = Even exchange (FXI/SC in 1A)

Additional Information

Add **DUE CORONA** as an endorsement

Change Fees waived

Rebook to a new travel date starting outside 30 days before or after initial departure date

Class to class

Rebook in the same booking class as the original ticket

Fare difference and Change Fees waived

If same booking class is not available, collect the fare difference

Ticketing

Reissue ticket

Additional Information

Add **DUE CORONA** as an endorsement

Change Fees waived

CHANGE OF ORIGIN / DESTINATION

Flight segments in the PNR should be removed

Please refer to the Global Trade COVID19 policy

2 EMD (CDET) A REFUNDABLE EMD

In case there are active flight segments in the PNR, they should be removed to avoid NO SHOW and a MEMO segment needs to be added.

Tickets & Paid Options (Ancillaries)

An EMD CDET can be issued for the following customers:

For all reservations ticketed with a travel date on/after 03 March 2020

AMADEUS

Issue the EMD CDET for the value of the existing ticket or Paid option (Ancillary)

Issuing instructions

See guidelines in Trade Rebook Policy

OTHER GDS

EMD CDET cannot be issued by Travel Agent and can only be issued by AFKL Trade Support

Issuing instructions

Sabre agents can now issue an EMD CDET from an ETKT

Contact AFKL Trade Support

PoS US/CA/MX: Contact DL GSS if Travel Agents has a contract with AFKLDL.

Otherwise contact AFKL Contact Centers.

Additional information

This EMD CDET is valid for redemption until and including 31 December 2021 or for 1 year from date of issuance

EMD CDET can be applied to any AFKLDLVS fare

All AFKL Direct sales booking fees waived

4 IF THE CUSTOMER DOES NOT WANT ANY OF THE OPTIONS ABOVE, A REFUND OPTION CAN BE OFFERED

Refundable Tickets

Full Refund of open coupons

Refund penalty **Waived**

Non Refundable Tickets

Full Refund of open coupons

Additional information

Direct Refunds in CDS

NO SHOW is not permitted

A refund request initially requested via BSPLink can be resubmitted via CDS, to ensure the refund is processed sooner.

EMD CDET are refundable. EMD CDET refund can now be done directly via the GDS if NOT issued by the airline.

The 15% additional value (Issuance of the new ticket(s) had to be completed by 31 October 2020) that applied towards a new ticket is not refundable

VOLUNTARY (NOT CANCELLED BY THE AIRLINE BUT THE CUSTOMER IS NO LONGER ABLE TO TRAVEL)

For all reservations ticketed with a travel date on/after 03 March 2020.

1 CHANGE OF TRAVEL DATES AND/OR DESTINATION

In case there are active flight segments in the PNR, they should be removed to avoid NO SHOW and a MEMO segment needs to be added.

CHANGE OF TRAVEL DATES

Flight segments in the PNR should be removed before initial departure date to avoid NO SHOW

Reprice new fare

Collect fare difference

Ticketing

Reissue ticket

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

CHANGE OF DESTINATION

Flight segments in the PNR should be removed before initial departure date to avoid NO SHOW

Reprice new fare

Collect fare difference

Ticketing

Reissue ticket

Additional information

Add **DUE CORONA** as an endorsement

Change Fees waived

2 EMD (CDET) A REFUNDABLE EMD

In case there are active flight segments in the PNR, they should be removed to avoid NO SHOW and a MEMO segment needs to be added.

Tickets & Paid Options (Ancillaries)

An EMD CDET can be issued for the following customers:

For all reservations ticketed With a travel date on/after 03 March 2020 and on/before 31 December 2021

AMADEUS	OTHER GDS
Issue the EMD CDET for the value of the existing ticket or Paid option (Ancillary)	EMD CDET cannot be issued by Travel Agent and can only be issued by AFKL Trade Support
Issuing instructions	Issuing instructions
See guidelines in Trade Rebook Policy	Sabre agents can now issue an EMD CDET from an ETKT
	Contact AFKL Trade Support
	Pos US/CA/MX Contact DL GSS if Travel Agents has a contract with AFKLDL. Otherwise contact AFKL Contact Centers.

Additional information

This EMD CDET is valid for redemption until and including 31 December 2021 or for 1 year from date of issuance

EMD CDET can be applied to any AFKLDLV5 fare

All AFKL Direct sales booking fees waived

4 IF THE CUSTOMER DOES NOT WANT ANY OF THE OPTIONS ABOVE, A REFUND OPTION CAN BE OFFERED

Refundable Tickets

Refund according to Fare Rules

Refund penalty **Not Waived**

Non Refundable Tickets

Not refundable

Taxes can be refunded

Additional information

Direct Refunds in GDS

NO SHOW is not permitted

A refund request initially requested via BSPLink can be resubmitted via GDS, to ensure the refund is processed sooner.

EMD CDET are refundable. EMD CDET refund can now be done directly via the GDS if NOT issued by the airline.

The 15% additional value (Issuance of the new ticket(s) had to be completed by 31 October 2020) that applied towards a new ticket is not refundable

Please refer to the Global Trade COVID19 policy for the waiver option