

Air France and KLM COVID-19 FLEXIBILITY POLICY:

Change of Travel Dates and/or Origin / Destination - Involuntary (flights cancelled by the airline)

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

In case there are active flight segments in the PNR, they should be removed to avoid **NO SHOW**.

Change of Travel Dates:

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

- Rebook in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).
Ticketed Class = Revalidate
Lowest Available = Even exchange with Amadeus FXI entry (equivalent entry for other GDSs)

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

- Rebook in the same booking class as the original ticket
Fare difference and Change Fees waived
- If same booking class is not available, reprice (ATC in Amadeus and equivalent in other GDS) to calculate and collect the fare difference.

Change of Origin / Destination within authorized limits

Change of the Origin or Destination to another airport in case of operational irregularities, is permitted provided the following limitations are respected:

- 300 miles for long haul, medium haul and short haul flights (482km)
- Cross boarders, as long as it remains logical and within the above limits

Note: When AF or KL changes travel to/from an alternate airport due to an involuntary schedule change and no suitable alternative, flight is available from the original departure/arrival airport AF or KL will reimburse the ground transportation expenses.

In case of an involuntary schedule change to/from the original airport and the customer decides to change to/from an alternative airport, the ground transportation costs will be at the customers' own expense.

Change of Destination/Origin beyond the authorized limits

- Reprice (ATC in Amadeus) to calculate and collect the fare difference
Or
- Use the total value of the unused flight coupons towards the purchase of a new ticket on any AF/KL/DL/VS fare

General Information for both involuntary and voluntary:

- Change Fees waived
- When ticket reissued add **DUE CORONA** as an endorsement
- If the fare difference is lower than the original fare, issue a voucher according to original ticket conditions EMD RSVT/RSVR

Refunds

For flights cancelled by the airline, a full refund will be granted

In case there are active flight segments in the PNR, they should be removed to avoid **NO SHOW**.

Other Airline 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 below standard AF/KL Rebook Matrix, use the lowest available class in the same cabin on any carrier, using the below priority list:

- JV & Strategic Partner: AF KL DL VS MU G3 CZ MF
- SkyTeam: AM AR AZ CI GA KE KQ ME OK RO SU SV UX VN
- Tactical Partners: CM EY JU PS TN QF EK

The new journey must commence no later than D -2 of the scheduled departure of the first flight of the impacted origin and destination.

Re-issue with FXI in Amadeus (equivalent entry in other GDS)

For re-booked travel departing outside 48 hours:

It is permitted to use other airline prime options which are included in the fare rules (FQR) in the applicable booking class as mentioned in the FQS.

FQD (Fare Quote Display) /FQR (Fare Routing Display) /FQS (Fare Class Display) is for Amadeus users only and the equivalent entries should be used by the other GDSs.

If any of these options are not possible, rebooking is possible in the ticketed or lowest class of any of the following airlines:

- **Joint venture & Strategic Partners:** DL VS MU FM CZ MF MK XK
- **Other carriers:** EK & LA

Reissue with FXI in Amadeus (equivalent entry in other GDS)

Note: ***Travel Agents to add endorsement DUE CORONA.***