

Update: Air France and KLM Voluntary Rebook Policy

At Air France and KLM, we understand that your customer may still experience uncertainty when planning future trips. Therefore, we are continuing to offer flexibility in case your customer needs to change their travel plans.

For tickets purchased **from March 1, 2022, with any travel date in the future**, your customer will have the possibility to:

- Change their booking with no change fees applied for a new date or different destination.
- Request a non-refundable voucher (EMD TCVT), when the new travel plans are still unknown. This voucher is valid for 1 year from the date of issuance.
- Request a refund according to the fare conditions of the ticket.

This offer will also apply to all tickets **purchased before February 28, 2022 with a travel date after July 1, 2022.**

For tickets purchased before February 28, 2022 with a travel date before June 30, 2022, our Rebook and Refund policy allows you to change flight plans with no change fees applied or to apply for a refundable voucher.

In case of involuntary cancellations, Air France and KLM have a specific involuntary policy in place, which continues to offer customers a rebooking or a full refund.

For more details, please see the updated [flowchart](#) or refer to the Air France and KLM Voluntary Rebook Policy published on [AgentConnect.biz](#).