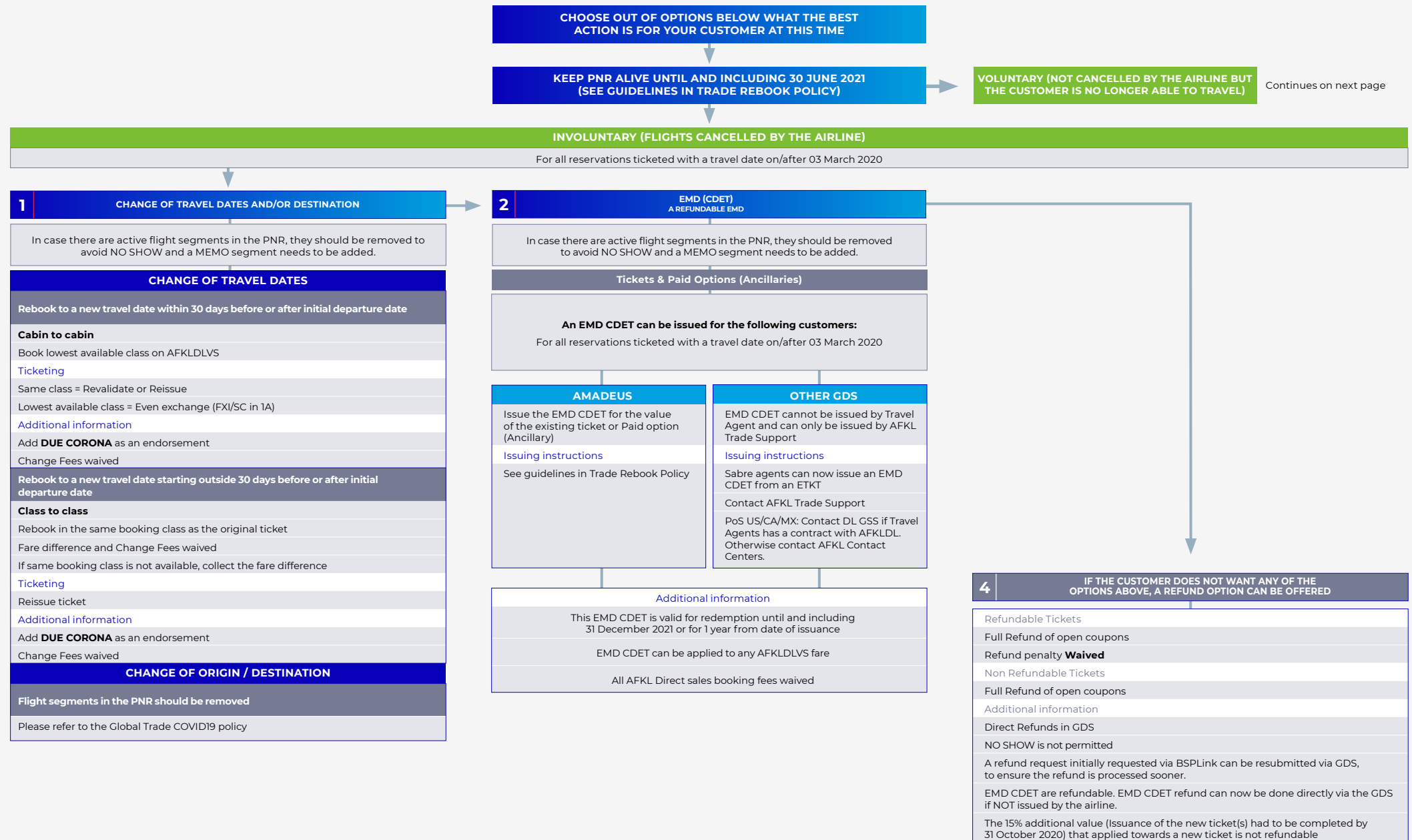


# Air France & KLM COVID-19 trade rebook procedure

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.



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

For all reservations ticketed on/before 31 March 2021 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 on/before 31 March 2021  
With a travel date on/after 03 March 2020 and on/before 30 September 2021

#### 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

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