To the Travel Agency

Air France and KLM COVID-19 FLEXIBILITY POLICY:

Air France and KLM are continuously monitoring the global COVID-19 situation and are adjusting their commercial policy to make sure you can assist your customers accordingly.

Air France and KLM now give you the following options to offer your customers:
You can secure that your PNRs stay active up to 1 year, respecting the ticket validity which has now also been extended (procedure below). This gives you and your customer time and peace of mind to decide what the best option is for them.

These measures which have been put in place give you all the time you need, to keep an overview and help our customers in the best way possible given the current situation.

This policy only applies to voluntary situations, when the customer is no longer able or willing to travel and when the flight is NOT cancelled by the airline and still operating.

For involuntary cancellation (flights cancelled by the airline) please refer to the Air France and KLM Standard Schedule Change Guidelines on AgentConnect.biz → News & Promotions → Schedule Changes → AFKL Standard Schedule Change Handling Guidelines

1. Table of Contents

1. General Information

❖ No show should be avoided, cancel the flight itinerary and add a memo segment to the PNR (to keep it alive). The reissuance should be done before the date mentioned in the policy.

❖ All tickets/EMD CDETs plated on 057 (AF) should be exchanged or redeemed for a 057 (AF) document

❖ All tickets/EMD CDETs plated on 074 (KL) should be exchanged or redeemed for a 074 (KL) document

Contact information:

For all point of sales (excluding Canada, Mexico & U.S.A) please contact:

• AFKL Trade Support.

(*) For point of sale Canada & Mexico please contact:

• **Contracted BSP-member agencies (Mexico, Canada)** may contact the Delta Global Sales Support.

• **Non-contracted/unmanaged agencies who are members BSP (Mexico, Canada)** may contact our Air France –KLM U.S., Canada and Mexico customer service centers for support

• **Non-BSP member (Mexico, Canada)** agencies may contact your issuing agent

(*)For Point of Sale U.S.A, please contact:

• **Contracted ARC member agencies (U.S.)** may contact Delta Global Sales Support

• **Non-contracted/unmanaged agencies who are members of ARC (U.S.)** may contact our Air France – KLM U.S. customer service centers for support

• **Non-ARC member (U.S.)** agencies may contact your issuing agent

2. PNR alive

PNRs can be kept live up to 1 year by adding a MEMO segment manually in the GDS, respecting the ticket validity which has now also been extended. This is applicable for all GDS's and this applies to the following cases:

- All PNR's that have a MEMO segment expiring on 30 June 2021, can be further extended by removing the expired MEMO segment and inserting a new MEMO segment in the GDS.
- All new ticketed PNRs. The flight segments must be removed or cancelled before the original departure date and a MEMO segment must be inserted manually.

A MEMO segment cannot be added with a year indication.
NB: NO SHOW is not permitted, so flight segments must be cancelled before the departure date.

How to insert a MEMO segment per GDS:

GDS	Entry
Apollo (1V)	0 *(= nul)*TURZZ **(= airline)** BK1*(=number of pax)*AMS*(= issuing office)*30SEP*(= valid until)*-**FREE TEXT** **Example: 0TURKL**BK1**AMS**30SEP-**RETENTION LINE DUE CORONA**
Galileo (1G)	0 *(= nul)*TURZZ **(= airline)** BK1*(=number of pax)*AMS *(= issuing office)*30SEP *(= valid until)*-FREE TEXT **Example: 0TURKL**BK1**AMS**30SEP-RETENTION LINE DUE CORONA
Worldspan (1P)	TNZZ **(= airline)** MK1 *(=number of pax)*MIS30SEP *(= valid until)*/AN-RETENTION LINE DUE CORONA **Example: TNKL**MK1MIS30SEP/AN-RETENTION LINE DUE CORONA
Sabre (1S)	0OTH *(=carrier code)* GK1*(=city code)*30SEP *(=valid until)*- Free text related to Coronavirus **Example: 0OTHKL**GK1**AMS**30SEP- DUE CORONA *The free text is not transmitted to the carrier, it is only for the agency to know why they have a retention segment
Amadeus (1A)	RU 1A *(=Vendor code - always Amadeus)* HK1*(=number of pax)* AMS *(=city code)* 30SEP *(= valid until)*/FREE TEXT **Example: RU 1A** HK1 **AMS 30SEP**/DUE CORONA

3. Extended ticket validity for travel from 03 March 2020 and until further notice:

AF and KL have extended the ticket validity to up to 560 days from the last flight segment date mentioned in the ticket.

No action is required from you for this extension. The extension allows you to rebook, to request a voucher (EMD CDET), or to request a refund, at any time before 560 days from the last flight segment date in the ticket.

- For rebooking: exchange and reprice to calculate and collect the fare difference.
- For a refund: a direct refund via GDS should be done if the GDS allows it.

Note: In most cases the exchange and refund can be done via your GDS.
- In case of an exchange request, please contact AFKL Trade Support **(*)**
- In case of a refund, the refund must be processed via BSPLink or via webform for POS U.S.A.

All actions must be done within 560 days from the last flight segment date in the ticket. If the 560 days have been exceeded, the ticket will be invalid for any type of request. An extension is not possible in case of a **NO SHOW**.

You can receive an ADM when:

- Rebooking is done after the 560 days ticket validity, even if the GDS allows it.
- A refund is requested directly through the GDS and the 560 days validity was not respected, even if the GDS allows it.

Below you can find 2 examples for all Point of Sale and 2 examples for Point of Sale U.S.A only on how to proceed with a refund request or exchange via the GDS or via BSPlink or via the webform for Pont of Sale U.S.A

Formats on how to calculate the validity date per GDS:
Amadeus :   DD20DEC20/560
Galileo :   *TAA/20DEC20/+560
Sabre :   T¤12JUL¥560

Example 1:
- GDS Refund setting: maximum exchange/refund date set for 730 days (24 months) from Date of issuance
- KL airline ticket validity: maximum exchange/refund date set for 560 days (18 months) from Last flight date
- AF airline ticket validity: maximum exchange/refund date set for 560 days (18 months) from Last flight date

Original ticket issued: 20 JAN 2020
Last flight segment (inbound travel):   20 DEC 2020

Calculation: (20 JAN 2020 to 20 DEC 2020 = 335 days) + (560 days from 20 DEC 2020 = 03 JUL 2022) = Total validity **895 days (+/- 30 months) from date of issuance**.

Meaning: If a exchange or refund is requested, it can only be requested
a) via GDS before 19 JAN 2022 (20 JAN 2020 + 730 days) and
b) For exchanges on/after 20 JAN 2022 and on/before 03 JUL 2022 please contact AFKL Trade Support **(*)** – as it exceeds the GDS settings.
c) only via BSPLink on/after 20 JAN 2022 and on/before 03 JUL 2022 - as it exceeds the GDS setting

Example 2:
- GDS Refund setting: maximum exchange/refund date set for 730 days (24 months) from Date of Issuance
- KL airline ticket validity: maximum exchange/refund date set for 560 days (18 months) from Last flight date
- AF airline ticket validity: maximum exchange/refund date set for 560 days (18 months) from Last flight date

Original ticket issued: 01 JAN 2021
Last flight segment (inbound travel):   30 JAN 2021

Calculation: (01 JAN 2021 to 30 JAN 2021 = 29 days) + (560 days from 30 JAN 2021 = 13 AUG 2022) = Total validity **589 days (+/-19 months) from date of issuance**.

Meaning: If a refund is requested, it can only be requested:
a) On/before 13 AUG 2022 via Direct GDS refunds – however, although the setting in the GDS is 730 days, if the refund is requested via GDS after the ticket validity date, **an ADM will be raised**

2 examples below for Point of Sale U.S.A only:

Example 1:
- GDS Refund setting: maximum refund/exchange date set for 730 days (24 months) from Date of Issuance
- ARC setting: maximum refund/exchange date set for 912 days (30 months) from Date of issuance
- KL airline ticket validity: maximum refund/exchange date set for 560 days (18 months) from Last flight date
- AF airline ticket validity: maximum refund/exchange date set for 560 days (18 months) from Last flight date

Original ticket issued: 20 JAN 2020
Last flight segment (inbound travel):   20 DEC 2020

Calculation: (20 JAN 2020 to 20 DEC 2020 = 335 days) + (560 days from 20 DEC 2020 = 03 JUL 2022) = Total validity **895 days (+/- 30 months) from date of issuance**.

Meaning: If a refund is requested, it can only be requested
d) via GDS Direct refund before 19 JAN 2022 (20 JAN 2020 + 730 days) and
e) For exchanges on/after 20 JAN 2022 and on/before 03 JUL 2022 please contact AFKL Trade Support(*) – as it exceeds the GDS settings
f) only via webform on/after 20 JAN 2022 and on/before 03 JUL 2022 - as it exceeds the GDS refund setting

Example 2:
- GDS Refund setting: maximum refund/exchange date set for 730 days (24 months) from Date of Issuance
- ARC setting: maximum refund/exchange date set for 912 days (30 months) from Date of issuance
- KL airline ticket validity: maximum refund/exchange date set for 560 days (18 months) from Last flight date
- AF airline ticket validity: maximum refund/exchange date set for 560 days (18 months) from Last flight date

Original ticket issued: 01 JAN 2021
Last flight segment (inbound travel):   30 JAN 2021

Calculation: (01 JAN 2021 to 30 JAN 2021 = 29 days) + (560 days from 30 JAN 2021 = 13 AUG 2022) = Total validity **589 days (+/-19 months) from date of issuance**.

Meaning: If a refund is requested, it can only be requested:
b) On/before 13 AUG 2022 via Direct GDS refunds – however, although the setting in the GDS is 730 days, if the refund is requested via GDS after the ticket validity date, **an ADM will be raised**.

4. Change of Travel Dates and/or Origin / Destination

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

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

- Reprice (ATC in Amadeus and equivalent in other GDSs) to calculate and collect the fare difference

General Information:

- **NO SHOW is not permitted**, flight segments should be cancelled before original departure date. (Unless the fare Rules allow NO SHOW on the entire route), No show will result in losing the ticket value, inability to use ticket for future travel.
- Change Fees are waived
- When ticket reissued add **DUE CORONA** as an endorsement

5. PCR test not available before the customers travel date – PCR Policy

The AFKL COVID-19 flexibility policy for trade offers rebook options to customers who need a few days to obtain a PCR test. For all information regarding the PCR test policy please refer to: Agentconnect.biz → Sales & Support → Trip preparation – Formalities → Health → COVID-19 tests for customers

6. Travel Voucher EMD CDET options

For all passenger who do not yet know of their new travel dates, can opt for an EMD CDET
This applies to all reservations ticketed with a travel date on/after 03 March 2020 and on/before 31 December 2021.

EMD CDET issuance:

- NO SHOW is not permitted, active flight segments in the PNR, should be removed before the initial departure date, if this is not done it will not be possible to issue an EMD CDET.
- EMD paid options: Amadeus users can issue an EMD CDET for the paid options. Other GDS users can contact AFKL Trade Support (*) for the issuance of an EMD CDET for the paid options.
- A maximum of two EMD CDETs can be used per person

Validity of EMD CDETs:

All EMD CDETs that were issued on or before 31 December 2020 are valid until and including 31 December 2021, EMD CDET Issued on or after 01 January 2021 are valid for 1 year from date of issuance. The EMD CDET issued is for the purchase of an AF or KL ticket using AF/KL/DL/VS fare.

- The endorsement box should state: *YOUR VOUCHER VALID ON AF/KL/DL/VS UNTIL 31DEC21 OR REFUNDABLE IF UNUSED*
  OR
- The endorsement box should state: *YOUR VOUCHER VALID ON AF/KL/DL/VS FOR 12 MONTHS OR REFUNDABLE IF UNUSED*

EMD CDET Refunds:

The EMD CDETs are fully refundable.

General Information:

PNRs that are re-used when an EMD CDET has been issued cannot be displayed on klm.com or airfrance.com. To allow your customer to view their booking on 'My Bookings' on airfrance.com or 'My Trip' on klm.com, the following elements in the PNR should be removed:

For AF:
- SVC CDET
- RM DUE TO REFUND REQUEST – FLIGHT SEGMENTS AUTOMATIC CANCELLATION - ROBOSCAR

For KL:
- SVC CDET
- SK CDET
- SK CORF

Process for EMD CDET issuance for Amadeus users:
Issue the EMD CDET for the value of the existing ticket.

1. Creation oft he EMD in an existing PNR:
   IUAF NN1 CDET CDG
   NN1 :   launch of the request
   CDET :   Service Element/Transportation Credit Voucher
   SXB :   Departure city

2. Entry for validating Carrier (AF or KL)
   TMC/VAF

3. Introduce the ticket value including taxes:

   TMI / REUR425.10/ WEUR0.00/YM/CV-425.10/FP-O/CH
   R EUR425.10: R for Reissue followed by the amount of the ticket including tax to be transferred to the credit voucher
   WEUR0.00 :   W is to add the total amount (always 0)
   Y :   Y is for indicator followed by indicator code
   CV :   coupon value (amount of the note to be transferred to the credit voucher)
   FP-O :   old form of payment

   TMI/FE – free flow text
   FE in case of endorsement

   TMI/ IC-TKT057230060170E1
   IC : in connection with: introduction of the ticket number to be transferred to the credit voucher
   N.B if an additional ticket:
   TMI/IC-TKT0572300601779E1-6-TKT0572300601780

4. Enter the ticket number in the FO
   TMI/FO-057-23006017E1PAR12JAN12/20254654
   FO : FO for original issue followed by the ticket number to be taken in exchange
   N.B if an additional ticket :
   TMI/FO-057-2300601779E1-80MRS10DEC13/20345624

5. Free flow entry (121 characters) and personalization of the EMD passenger receipt:
   To provide a reason
   TMI/CR-DUE CORONAVIRUS
    important free text should not contain specific characters: / ; *.....

6. Issuance of the EMD :
   TTM

For Sabre users only:

Issue the EMD CDET for the value of the existing ticket. For information on how to issue and EMD CDET can be found in Sabre Finder (help/format pages).

For Galileo users only:

Issue the EMD CDET for the value of the existing ticket. For information on how to issue and EMD CDET can be found in Travelport help pages.

Note: For Amadeus, Sabre and Galileo users it is now possible to redeem EMD CDETs towards a new ticket.

For all other GDS users:
The issuance of an EMD CDET for the value of the existing ticket is not possible. If you would like to offer an EMD CDET, please contact AFKL Trade Support (*)

7. Refunds

- For all refundable documents, it is possible to request a refund directly in your GDS, this applies to both tickets and EMD CDETs.

- If you have submitted a request via the BSPLink or via the webform for POS U.S.A. and it has not yet been processed by the airline, it is now possible to resubmit a refund request directly via your GDS, which will be processed much sooner. Once processed via GDS, the airline will then reject the initial refund application received in BSPLink or via webform for POS U.S.A. It is also now possible to request a direct refund via GDS for EMD CDETs and these too can be re-submitted in GDS if initially done via BSPLink or via webform for POS U.S.A.

  Note: Refund requests that are not possible via your GDS, example all documents issued or reissued (EMD/ETKT) by the (AFKL) airline on your behalf, that then need to be refunded on request of the customer will have to be requested via BSPLink or via webform for POS U.S.A.

- 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.

- Refunds will continue to be processed based on fare conditions. However, Air France and KLM now offer you the opportunity to request a refund for those customers who insist they no longer want to travel by using the waiver code. This is applicable for all reservations that are ticketed with a travel date on or after 03 March 2020 and up to and including 31 December 2021. Please note NO SHOW is not permitted.

8. Waiver
This is applicable for all reservations that are ticketed, including EMDs with a travel date on or after 03 March 2020 and up to and including 31 December 2021.

A full refund can be granted by using the waiver code "IRG COVID19" which can be added to the direct GDS refund in the waiver remark field as follows:

Amadeus:	TRFU/WA IRG COVID19
Sabre:	Begin Direct refund by using the entry WFRxxxxx. Then mention the waiver code IRG COVID19 in the waiver box
Galileo/Travelport:	Begin Direct refund by using the entry TRNExxxxx or you can make use of the Mask. Then mention the waiver code IRG COVID19 in the waiver box

If the refund cannot be processed via the GDS, then it must go through the BSPLink or via webform for POS U.S.A. where the waiver "IRG COVID19" can be inserted in the comment box in BSPLink or in the webform for POS U.S.A.

NB: This waiver remark can be withdrawn by the airline at any time with a two week notice period.
If the waiver remark is not inserted or incorrectly inserted, an ADM will be sent.

Note: Concerning the EMD paid options the functionality of the refund via the GDS is not activated, so the refund request of these documents will need to be done via BSPLink or webform for POS U.S.A.