

To the Travel Agency community -

The current days are extremely hectic for all of us, with surely not enough hours to get all the work done. In times like this, it is important that you can set your own priorities, not having to worry about PNRs that disappear.

Therefore, Air France and KLM implement temporary measures to support you in your daily work and give you the time to help your customers.

1. First, Air France and KLM want to give you what you need most right now; extra time. You can now secure that your PNRs stay active until 30 September 2020. <procedure below>
2. For all flights booked with scheduled departure until 31 May 2020, our rebook policy applies. You can change the travel date and /or destination <details below>.
3. Of course we encourage you to rebook, but we also understand if your customers cannot yet reschedule their trip. In this case, you can offer an EMD that your customers can use for a future trip.

These three new measures 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

Air France and KLM COVID-19 FLEXIBILITY POLICY for Point of Sale U.S.:

Valid on AF 057 and KL 074 ticket stocks

Given the exceptional and unprecedented situation our industry is facing, everyone's travel options are limited or even prohibited. As a consequence the Air France and KLM flight schedule will be significantly reduced over the next few weeks.

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

Keep PNR alive for Rebooking/Reissue/EMD CDET issuance until 30 September 2020:

To limit the immediate workload, we strongly suggest to keep PNRs active until 30 September 2020.

To keep a PNR active, a MEMO segment needs to be added:

- Amadeus users - No action is required, AF & KL have already added a MEMO segment. The remark "MIS 1A HK" should appear in your PNR.
- Other GDS users – Please add a MEMO segment with a date until 30 September 2020.

*Below you can find the entries to add a MEMO segment per GDS.

For flights ticketed with a scheduled departure until 31 May 2020, the following options apply:

1. Change of Travel Dates:

- a. If the new trip commences by 30 November 2020 and there is availability in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).
 - Ticketed Class = Revalidate (074 only) or Reissue (074 or 057)
 - Lowest Available = Even exchange with Schedule Change indicator.
 - When 074 or 057 ticket reissued **Add DUE CORONA as an endorsement.**
 - Change Fees waived

- b. If the new trip commences on/after 01 December 2020: Reprice (ATC in Amadeus) to calculate and collect the fare difference.
 - When 074 OR 057 ticket reissued **Add DUE CORONA as an endorsement.**
 - Change Fees waived.

2. Change of Destination

Irrespective of the departure date:

- a. Reprice (ATC in Amadeus) to calculate and collect the fare difference.
 - When 074 or 057 ticket reissued **Add DUE CORONA as an endorsement.**
 - Change Fees waived.

3. EMD (CDET) Amadeus agents only:

- a. For Amadeus users only, issue the EMD CDET for the value of the existing ticket, this EMD (valid for 1 year from the date of issue) may subsequently be used towards the purchase of any AF/KL/DL/VS fare.
*See quick reference guideline for Amadeus users below.
- b. For other GDS users, the issuance of an EMD for the value of the existing ticket, is not possible. If you would like to offer an EMD, please contact:
 - **Contracted ARC member agencies (U.S.)** may contact Global Sales Support for EMD issuance 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 with issuing EMDs.
 - **Non-ARC member (U.S.) agencies** may contact your issuing agent

NOTE: When an EMD CDET is issued, the cabin to cabin rebooking option no longer applies. A new ticket needs to be priced and the EMD used as Form of Payment.

4. Refunds:

- a. Refunds requests can be submitted directly in the GDS.
- b. Refunds will continue to be processed based on fare conditions and current guidelines applicable to cancelled flights (See Schedule change guidelines for AF and KL for details).

Note: For POS U.S. Air France and KLM will comply with the DOT regulations:

- If an EMD CDET was issued for a cancelled or more than 3 hour delayed flight, a refund request can be submitted directly in the GDS, and the refund will be processed.

Offline 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 standard AF/KL Rebook Matrix (use lowest available class in the same cabin on any carrier). Please ensure that rebooking on EK is only permitted in O (Business) & VXTL (Economy), and for flights from DXB-CDG I (Business) is also permitted.
Re-issue with FXI.

Travel Agents to add endorsement DUE CORONA.

For re-booked travel departing outside 48 hours:

- Rebook in the lowest available class on the following carriers only:
- JV & Strategic Partner = DL G3 KQ VS
- SkyTeam = AM ARAZ CI GA ME OK RO SU SV UX
- Tactical Partners = CM EY JU PS TN QF (JU not permitted for travel to the U.S.)
- Others = AI AV EK HY J2 JL LY NH NZ PRSA SQ Reissue with FXI/SC

Travel Agents to add endorsement DUE CORONA.

NOTE: Rebooking on EK is only permitted in O (Business) & VXTL (Economy) Rebooking and on DXB-CDG flights I (Business) is also permitted. On J2Z (Business) & HV (Economy) is only permitted.

General Notes:

- ❖ No show should be avoided, cancel the flight itinerary and add a memo segment to the PNR (to keep it alive). The reissue must be done before the date mentioned in the policy.
- ❖ Handling procedure on EMD paid options will be communicated soon.

* Quick Reference Guide on how to issue an EMD-CDET for Amadeus Users:

1. IU KL NN1 CDET AMS (Service Element/Transportation Credit Voucher) AMS-departure city
2. TMC/VAF = Entry for Validating Carrier
3. TMI/F412.01 = Ticket value including Taxes
4. TMI/CV-412.01 = Coupon Value is the same as Ticket including Taxes
5. TMI/EXCH/M1/L5 = M1-TQM number /L5 –ETKT Line number
6. TMI/FO-074-1234567895E1FRA16SEP14/23200000/057-1234567895E1
7. TMI/FE-VALID ON AF/KL/DL/VS VALID 1 YEAR AFTER DOI (Endorsement box ***DUE CORONA***)
8. TMI/FP-O/NONREF = Form of payment
9. TMI/YI = Indicator International
10. TTM/M1/RT

*** How to insert a MEMO segment per GDS:**

GDS	Entry
Apollo (1V)	<p>0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS(= issuing office)30SEP(= valid until)-**FREE TEXT**</p> <p>Example: 0TURKLBK1AMS30SEP-**RETENTION LINE DUE CORONA**</p>
Galileo (1G)	<p>0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS (= issuing office)30SEP (= valid until)-FREE TEXT</p> <p>Example: 0TURKLBK1AMS30SEP-RETENTION LINE DUE CORONA</p>
Worldspan (1P)	<p>TNZZ (= airline) MK1 (=number of pax)MIS30SEP (= valid until)/AN-RETENTION LINE DUE CORONA</p> <p>Example: TNKLMK1MIS30SEP/AN-RETENTION LINE DUE CORONA</p>
Sabre (1S)	<p>0OTH (=carrier code) GK1(=city code)30SEP (=valid until)- Free text related to Coronavirus</p> <p>Example: 0OTHKLGK1AMS30SEP- DUE CORONA</p> <p>*The free text is not transmitted to the carrier, it is only for the agency to know why they have a retention segment</p>
Amadeus (1A)	<p>RU 1A (=Vendor code - always Amadeus) HK1(=number of pax) AMS (=city code) 30SEP (= valid until)/FREE TEXT</p> <p>Example: RU 1A HK1 AMS 30SEP/DUE CORONA</p>