

Air France and KLM Updated Rebooking and Refund Policy

(April 13, 2020) - On behalf of Air France and KLM, the following updates reflect changes to their travel policy for **U.S. point of sale** travelers impacted by COVID-19, effective immediately. Valid on AF 057 and KL 074 ticket stocks.

For flights ticketed with a scheduled departure until July 3, 2020 use the following options:

1. Keeping PNRs Alive until tickets validity or reissuance by September 30, 2020, whichever comes first. Please add a MEMO segment with a date until September 30, 2020

2. Change of Travel Dates

A) If the new trip commences by November 30, 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 December 1, 2020:

- Reprice and collect the fare difference.
- When 074 or 057 ticket reissued Add DUE CORONA as an endorsement
- Change Fees waived

3. Change of Destination

- Reprice and collect the fare difference
- When 074 or 057 ticket reissued Add DUE CORONA as an endorsement
- Change Fees waived

4. Travel Vouchers (EMDs)

A) To issue new EMDs

- 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
- For other GDS users, the issuance of an EMD for the value of the existing ticket, is not possible. If the travel agency 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.

B) For existing EMDs

- Already issued qualifying travel vouchers will become refundable (no longer need to wait 12 months)
- 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
- If an EMD CDET was issued and would have qualified for a refund under the schedule change policy (flight cancellation or delay of three hours or more) can now be refunded
 - For Amadeus users who issued the EMD CDET themselves, they can submit the

- refund directly in the GDS
- For non-Amadeus users who had the EMD CDET issued by AFKL, please submit the refund request in agentconnect.biz
- COVID-19 related EMDs are defined as non-transferable, however transferability will be permitted for exchanges for agency and corporate customers until March 31, 2021
 - For Amadeus users who issued the EMD CDET themselves, they can reissue directly in their GDS
 - For bookings without the OIN (non-corporates), please call your support center for a name change waiver.
 - For non-Amadeus users who had the EMD CDET issued by GSS or AFKL directly, please call your support center and they may process the reissue

To Note: Air France and KLM will be adding a webinar guide to Agentconnect.biz with details around EMD issuance for Amadeus users.

5. Refund Options

- Refunds will continue to be processed based on fare conditions and current guidelines applicable (Varies by PoS see agentconnect.biz for additional information)
- Already issued EMDs will become refundable (no longer need to wait 12 months), as long as the original ticket would have qualified for a refund per the schedule change guidelines (flight cancellation or delay of three hours or more)
- New qualifying refund requests for U.S. travel agencies can be submitted directly in the GDS

AgentConnect.Biz Website Registration

Please visit [Agentconnect.biz](https://agentconnect.biz) for the most up to date information on Air France and KLM policies, network, and news. An active IATA code and a professional e-mail address is required for AgentConnect.biz enrollment. It is important to only use the first seven digits of your IATA code when filling out the enrollment form (the last digit is not required), and a second IATA code is not required.