

AFKL Monthly Update

DL Specialty Sales

May 19, 2020

Air France and KLM proudly partner with



MAY 19, 2020 AFKL UPDATE



- Rebooking policy global update
- AFKL U.S. Schedule Update
- AF Network Update
- KLM restarts Europe network
- Face masks on board/AF temp checks
- Credit card charge back reminders
- Ticket validity extensions
- Resources Update

GLOBAL REBOOKING POLICY CHANGE

15% BONUS ADDED TO EMD VOUCHER OPTION



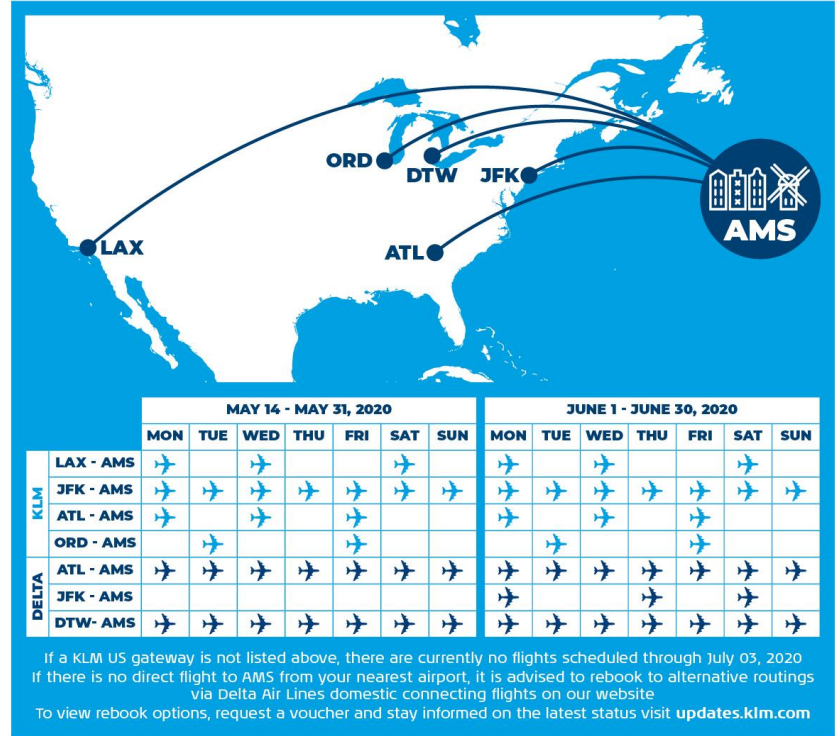
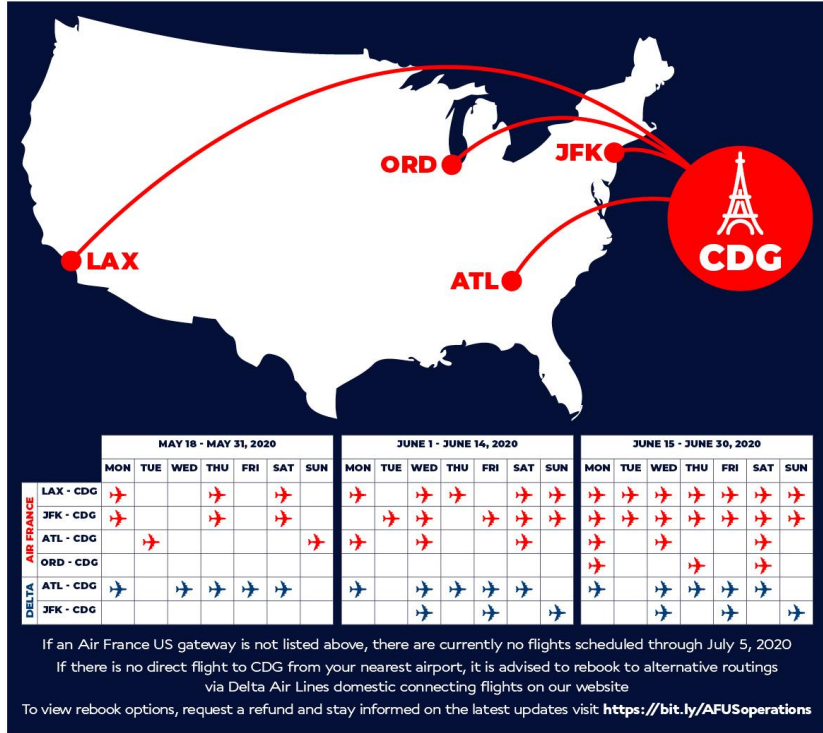
Effective May 15th:

- Any flight that is cancelled from this date forward, customer has choice of full refund or voucher (USA already, now global)
- If customer chooses voucher option, a 15% bonus is added to incentivize this choice
- Voucher is refundable for cash after 12 months, less 15% bonus

U.S. SKELETON SCHEDULES AT A GLANCE

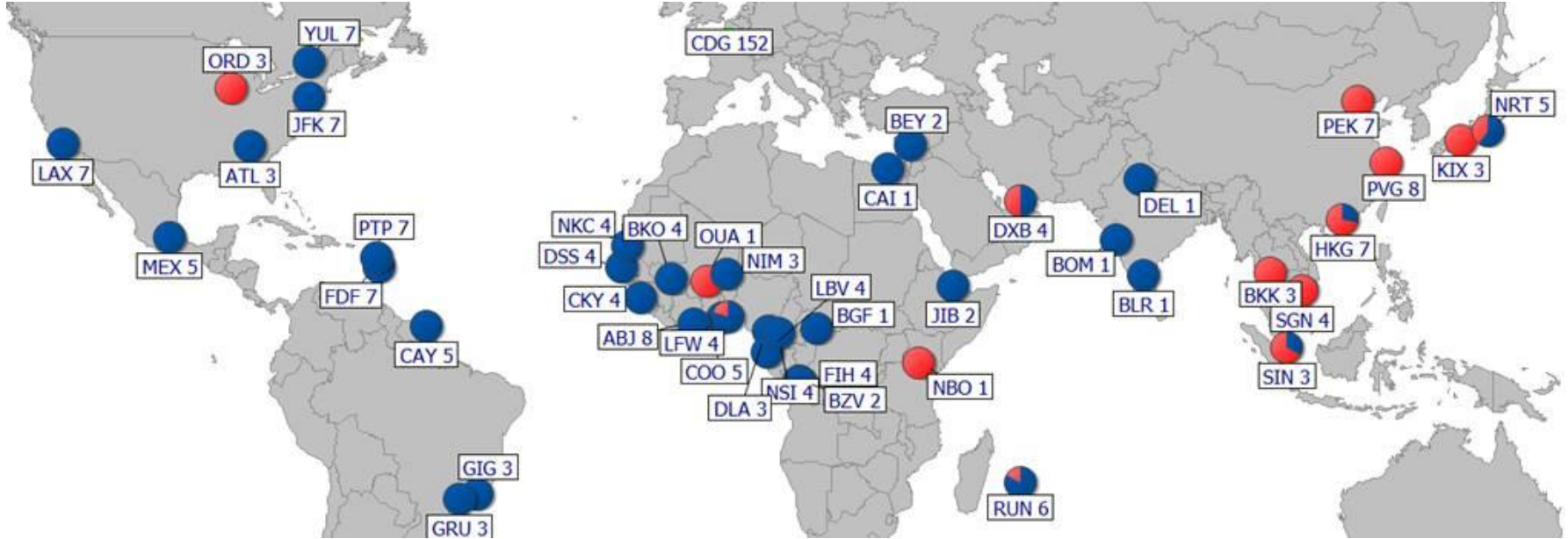
AIRFRANCE  
U.S. ROUTES


KLM  **Royal Dutch Airlines** 
U.S. ROUTES AS OF MAY 14, 2020



AIR FRANCE NETWORK EXPANDS IN JUNE (1/2)

GLOBAL NETWORK TO/FROM CDG GRADUALLY INCREASES WITH FOCUS ON VFR



 Cargo only flights

Calendar:

June schedule to be fully up to date in the coming days.
JUL & AUG to be loaded in GDS the week of 1st of June.

AIR FRANCE NETWORK EXPANDS IN JUNE (2/2)

GLOBAL NETWORK TO/FROM CDG GRADUALLY INCREASES WITH FOCUS ON VFR

AFRICA: 12 destinations restart - BKO, CKY, NKC, NIM, LFW, BZV, FIH, LBV, NSI, DLA, BGF, JIB + current COO, ABJ & DSS

MEGI

BEY: startup as of 12JUN in 2/7 DoW 5 and 7 with no MEA exchange then 3/7 DoW 4 6 7 as of 5JUL with balanced exchange on 7/7 P3/P3 flight by ME. AF day schedule as usual. P to be withdrawn in order to allocate a smaller aircraft.

CAI: Startup in 1/7 as of 28MAY on DoW 4 with flight back 24h later. Schedule as usual to well connect NATL.

DXB: start in 4/7 as of 05JUN with 2/7 for Pax IB on DoW 3 and 6 rotations (4 and 7 from DXB). Schedule as usual to well connect NATL. As soon as possibility opens, OB will be opened for sale as well.

India: we keep the 1/7 IB per destination started a few weeks ago until 5JUL. As of 5JUL, DEL and BLR will go 2/7. As soon as possibility opens, OB will be opened for sale as well. Schedule as usual to well connect NATL.

ASIA

SIN : 3/7 cargo only destination as of 18MAY. Commercialisation of 1/7 to pax as of 1JUN on DoW 6 (coming back on DoW 3 from SIN)

BKK : 3/7 cargo only destination as of 25MAY. No plans yet to re commercialise to pax

SGN: going 4/7 with additional cargo charter. Plans to open to pax again as of 5JUL in 3/7. VN HAN still expected to restart only as of 1SEP

HKG: currently 3/7 becoming 7/7 as of 1JUN. Plans to open to pax again as of 1JUN 2/7 DoW 1 and 5 (back on 4 and 1 from HKG). July expected at 3/7 for pax

PVG: keeping 8/7 cargo together with 5/7 Full Freighter

PEK: starting as of 1JUN and going to 7/7 cargo as of mid-June via ICN. Signs showing that AF & KL might be authorised soon to re commercialise some frequencies to mainland China

KIX: currently 3/7 cargo only. To be re-commercialised in 2/7 as of 5JUL

NRT: going 5/7 as of 18MAY. Still only 3/7 open to pax in connection with SB flights (now open both bounds to and from NOU)

ICN: startup in 3/7 confirmed as of 5JUL with 2/7 open to pax. Pending: reopening earlier, mid-June if capacities are available

HND: expected to reopen only when there is business motive demand recovery

EUROPE: 42 destinations by end of June

FRANCE: 22 domestic routes by end of June

KLM RESTARTS EUROPEAN NETWORK

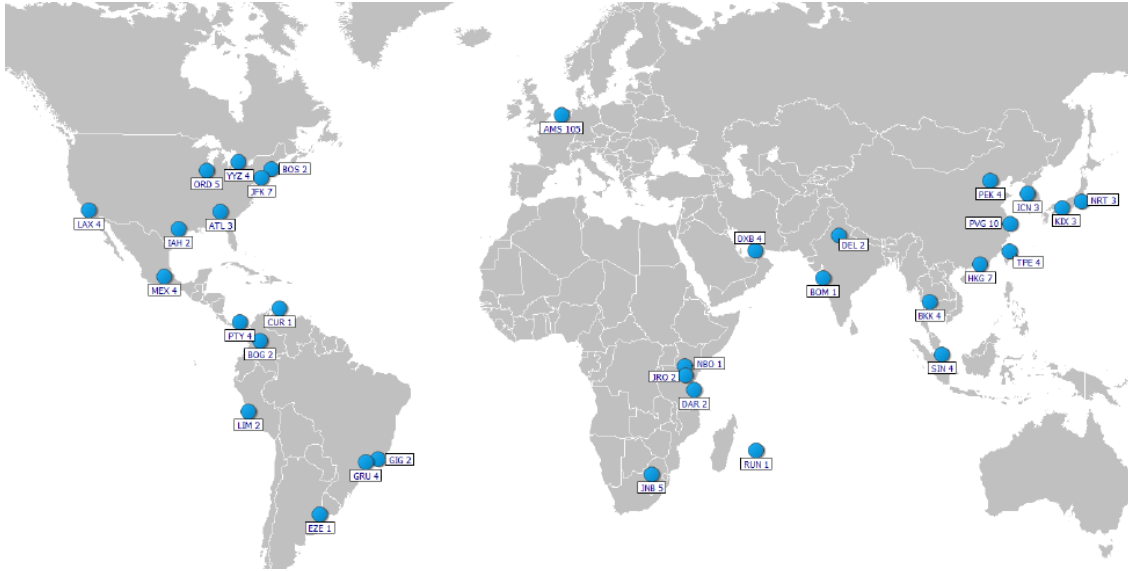
MEDIUM HAUL DESTINATIONS GRADUALLY RESTART FROM MAY 4



- Gradually reopening in May:
 - Barcelona
 - Madrid
 - Rome
 - Milan
 - Budapest
 - Prague
 - Helsinki
 - Warsaw
- Destinations and frequencies may change weekly depending on local authorities

KLM LONG HAUL NETWORK UNTIL JULY 3RD

32 DESTINATIONS — FINAL PORTFOLIO MIGHT CHANGE PENDING OPERATIONAL FEASIBILITY AND ADDITIONAL POLITICAL RESTRICTION



N.B. some flights might have pax restrictions and will be cargo only

Subtype	77WC	772F	781A	789A	74ES
Destination					
ATL			3 (2_4_7)		
BKK				4 (12_4_)	
BOG				2 (3_5_)	
BOM		1 (2_)			
BOS		2 (3_6_)			
CUR		1 (2_)			
DEL		2 (5_7)			
EZE		4 (12_4_6)			
EZE				1 (5_)	
GRU	4 (1_34_6)				
GIG				2 (3_6_)	
HKG				7 (1234567)	
IAH				2 (3_5_)	
ICN	3 (2_5_7)				
JFK			7 (1234567)		
JNB	6 (1234_67)				
DAR-JRO		2 (1_5_)			
KIX				3 (34_6)	
LAX	4 (2_45_7)				
LIM	2 (3_5_)				
MEX				4 (1_34_6)	
RUN-NBO			1 (5_)		
NRT	3 (3_5_7)				
ORD			5 (1_34_67)		
PEK					4 (2_45_7)
PTY				4 (1_34_6)	
PVG					10 (1234567) (1_4_6_)
SIN	4 (1_3_5_7)				
TPE	4 (23_5_7)				
YYZ			4 (2_45_7)		
32 destinations			105 rotations		

AFKL HEALTH & SAFETY UPDATES

NEW MEASURES EFFECTIVE MAY 11TH

- Temperature checks prior to boarding all AF flights
- Masks now required on board for all passengers and crew → *New Q&A available.*
- Social distancing practiced on ground and on board
 - AF
 - ALL AF flights have 6 seats blocked (back of the cabin) in order to be able to isolate a suspected C19 cases on board
 - ITALY flights: limitation at 66% is implemented until 3rd June
 - FRANCE domestic flights are limited to 70% until mid-June
 - All other flights (EUR and Long Haul) are limited to 75% until end May
 - KLM : currently blocking all aisle seats in Economy/Economy Comfort cabins on all eastbound flights from the USA
- AF video: https://www.youtube.com/watch?v=8XTs_I94rcI
- KL video: https://www.youtube.com/watch?v=1-200j9DyPE&feature=emb_logo



CREDIT CARD CHARGE BACKS REMINDERS

- **ADM is NOT sent immediately to a travel agent when a CC chargeback is received**
 - AF & KL in constant communication with banks & CC companies on ticketing policy updates
 - Every CC chargeback is thoroughly reviewed & supporting documentation sent to banks
 - ADM sent only after the CC chargeback process has been completed if applicable.
 - For unsuccessful disputed chargebacks, AF and KL will carry out a thorough review before issuing a debit memo to a travel agent.
 - With chargeback validations, the applicable ticket refund policy is taken into account.
- **When TAs use their own Merchant of Record:**
 - card transactions are processed through their own acquiring contracts, making TA responsible for the follow-up of all chargebacks.
 - For all voluntary cancellations of refundable and non-refundable fares, the AFKL standard chargebacks policy is applied.



TICKET VALIDITY EXTENSIONS

OPTIONS AVAILABLE ON AF057 AND KL074 TICKETS

Ticket validity can be extended, and if a travel agent has a ticket that is expiring:

- Step 1: keep PNR alive and/or rebook when pax is ready**
- Step 2: reissue/revalidate the original ticket**

Note: Please use ATC (automatic ticket changer) and if it doesn't work do a manual calculation.

Purge process: settings for Open or partially Used documents

	Current settings	Changes needed
eTicket		
AF	stays usable for min 560 days after the eticket's last flight date	None
KL	stays usable for min 540 days after the eticket's last flight date	None
EMD (EMD-A and EMD-S)		
AF	it stays usable for min 960 days after the issuance date (400 days for reference date + 560 days for e-purge)	None
KL	it stays usable for min 585 days after the issuance date (400 days for reference date + 180 days for e-purge)	Needs to be changed to extend to 765 days after the issuance date (400 days for reference date + 365 days for e-purge)

AFKL SALES RESOURCE UPDATE

WHAT'S NEW FOR DELTA SALES IN SEISMIC & CUSTOMPOINT

Added April 2020:

- AF Mask FAQ & KLM Mask FAQ
- [AFKL COVID-19 Newsletter PDF](#)
- [AFKL COVID-19 US trade flowchart](#)
- [AFKL COVID-19 US rebook policy](#)
- [AgentConnect.biz registration info](#)
- [AFKL Safety Flyer](#)
- *AF & KL hygiene videos in dvlppt.*

Other key resources:

- [A350 flyer & talking points](#)
- [AMS Hub video & flyer](#)
- [CDG Hub 2019 video & Flyer](#)
- AF & [KLM At-A-Glance flyers](#)
- [AFKL SBR Slide Library](#)

