

Air France and KLM Rebooking Policy

This is the latest rebooking policy as of March 27. Please refer to [AgentConnect.biz](https://agentconnect.biz) for future updates.

(March 27, 2020) - Valid on AF 057 and KL 074 ticket stocks. Due to the situation the industry is facing, the Air France and KLM flight schedule will be significantly reduced over the next few weeks as a result of travel restrictions imposed by the authorities during this period of health crisis. Air France and KLM have adapted their commercial guidelines to provide more flexibility and simplicity for reissues and limiting refunds.

U.S., Canada, Mexico Points of Sale

Please refer to the Flow Charts for [ARC members](#) and [BSP members](#) as a guide in navigating the new rebooking policy.

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

To limit the immediate workload, we strongly suggest to keep PNRs active until September 30, 2020 or 1 year from original date of issuance, whichever date comes first. 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 September 30, 2020 or 1 year from original date of issuance, whichever date comes first.

How to insert a MEMO segment per GDS:

Apollo (1V)

0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS(= issuing office)30SEP(= valid until)-**FREE TEXT**
Example: 0TURKLBK1AMS30SEP-**RETENTION LINE DUE CORONA**

Galileo (1G)

0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS (= issuing office)30SEP (= valid until)-FREE TEXT Example: 0TURKLBK1AMS30SEP-RETENTION LINE DUE CORONA

Worldspan (1P)

TNZZ (= airline) MK1 (=number of pax)MIS30SEP (= valid until)/AN-RETENTION LINE DUE CORONA
Example: TNKLMK1MIS30SEP/AN-RETENTION LINE DUE CORONA

Sabre (1S)

00TH (=carrier code) GK1(=city code)30SEP (=valid until)- Free text related to Coronavirus Example: 00THKLGK1AMS30SEP- 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

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

1. Change of Travel Dates:

a) If the 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 (ATC in Amadeus) to calculate 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: 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):

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.
- Contracted BSP-member agencies (Mexico, Canada) may contact the Delta Global Sales Support for EMD issuance support.
- Non-contracted/unmanaged agencies who are members of ARC and/or BSP (U.S., Mexico, Canada) may contact our Air France –KLM U.S., Canada and Mexico customer service centers for support with issuing EMDs.
- Non-ARC member or Non-BSP member (U.S., Mexico, Canada) 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:

- Direct refunds in the GDS are temporarily suspended. On point of sale USA: all refund requests need to be submitted via a Webform on Agentconnect.biz > Sales & Support > Forms & Quotes > Refunds. For BSP countries: refund requests need to be submitted via the BSP Link, fees related to submitting through BSP will not be charged.
- 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) with the exceptions of Non Refundable fares, which will be handled as follows:
 - An EMD CDET valid for one year from date of issue on AF/KL/DL/VS will be offered. This EMD will be eligible for a refund after 1 year from date of issuance only.
 - Amadeus agents are able to issue this EMD CDET themselves, therefore, we would appreciate if refund (EMD CDET) requests are not submitted via Webform on Agentconnect.biz

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 AR AZ 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 PR SA 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 J2 Z (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

Fares

Due to the current context, Air France and KLM are offering a special fare to/from France/Netherlands. Average one-way fare levels per cabin will be approximately around:

- Economy: 600€
- Premium Economy: 1000€
- Business: 1500€

These amounts can vary based on local currency. These fares are valid for sales and travel until March 28, 2020.

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.