

# FRANCE: VOLUNTARY REBOOKING POLICY ON 13 OCTOBER, 2023

Due to a national call for strike in France

## ELIGIBILITY COMPARED TO THE INITIAL TRIP

Air France ticket regardless of the type of fare compared to the original trip

Involved destination	Eligible flights	Issuance date	Flight date(s)
To / from / via Orly (ORY) on short-haul flights	Air France	10 October, 2023	13 October, 2023

### Comments:

Anticipation is possible before travel from 10 October, 2023 if there is a flight available.

Please note that any modification or refund is possible until 20 October, 2023, provided that the initial booking has been cancelled no later than the day scheduled for the original flight.

Key information: In the event of a cancelled flight, the involuntary commercial instructions apply and the 300 miles limit (482 km) is also waived.

## CONDITIONS

Options	Rebooking airline	Last travel date permitted	Last issuance date permitted
Same cabin	AF/KL/DL/VS	20 October, 2023	20 October, 2023

Comments:

## GUIDELINES

PARAMETERS	APPLICATION	CONDITIONS
PNR Remark	Yes	Enter a RX element in the PNR specifying: Flight/Date + rebook policy Title
Change point of Origin/ Destination	Yes	Authorize a change point of origin/destination up to 300 miles (482km). Beyond that, reprice the ticket manually and collect any fare difference.  In all cases, any other expenses related to this change (travel, accommodation, etc.) will be the responsibility of the customer
Expected of Departure	Yes	The dates are indicated on the conditions page  Possible anticipation before the initial travel date, if flight is available
Change of return flight	Yes	When disruption occurs on the outbound flight, the return date may be changed to protect the original length of stay.
Collection of any penalties (change or refund fees)	No	Whatever the modification (change of date, flight or change of origin/destination), or refund request, all penalties related to the fare must be waived.
Collection of reissue fees	No	Do not collect any reissue fee.
Refundable fare	Yes	Refund the full value of unused flight coupons in the ticket.
Non refundable fare	No	Only taxes are refundable.  or  An EMD can be Issued for the full value of unused flight coupons in the ticket. (see Issue an EMD section)
Issue an EMD in exchange of the ticket	Yes	In the absence of refund, for non-refundable tickets,  issue a non-refundable EMD type TCVT of the full value of unused tickets, valid 1 year on AF/KL/DL/VS
Refund of paid options	---	Only if the service is not available on the new flight or if no new flight has been rebooked. Refund conditions of the option follow refund conditions of the ticket
Indirect sales specificities	---	Travel Agents can refer to <a href="#">Business Solutions</a>
If flight is delayed or cancelled by the airline	---	Standard Schedule Change handling guidelines apply