

## Air France and KLM Standard Schedule Change Handling Guidelines – Indirect channel

Air France and KLM will make every effort to rebook customers on the best available alternate flights in case of a Schedule Change.

The rebooking process will include itinerary analysis / connection repair and revalidation/reissue of e-tickets, when technically possible.

Customers will also be directly notified by e-mail or SMS, depending on the booking channel, number of days prior to departure and availability of contact information in the PNR.

Accredited Travel Agents must comply with Paragraph 4 of IATA Resolution 830d which has been amended effective 1 June 2019 and now requires travel agents to:

- Actively ask each customer if they wish to have their contact details (mobile number and/or e-mail) provided to airlines participating in the itinerary for the purposes of contact in case of an operational disruption.
- If the customer is willing to provide this information, the agent must enter this using the SSR CTCE (e-mail) & SSR CTCM (mobile phone number with the country code) element for each customer in the PNR (individual & group).
- If the customer does not wish to share this information, the travel agent must actively advise the customer that they may not receive information from the airline related to Irregular Operations & Schedule Changes. A SSR CTCR must be inserted in the PNR indicating that the customer does not wish to share contact details with the airline.

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### **This Policy Applies to:**

Any Air France & KLM or Other Airline flight ticketed on 057 (AF) or 074 (KL) ticket stock.

This policy applies when a flight is cancelled or when a flight is delayed or rescheduled (The status of the flights in the PNRs will be updated with UN, TK status, this is the industry standard messaging) more than:

Carrier	Long Haul	Medium Haul	Short Haul
AF	5 Hours	3 Hours or 90 minutes for a same day roundtrip travel	3 Hours or 90 minutes for a same day roundtrip travel
KL	3 Hours	3 Hours or 90 minutes for a same day roundtrip travel	NA

### **Schedule Change Guidelines from 365 days until 48 hours before departure**

#### **Rebook to a new travel date:**

Marketing Carrier	Operating Carrier	Within 30 days before or after initial departure date:	Outside 30 days from initial departure date:
AF	AF	<ul style="list-style-type: none"> <li>Rebook in the ticketed (or booked) booking class</li> <li>If the ticketed class is not available, rebook in the same cabin (use the lowest available class on AF/KL/DL/VS).</li> <li>The original duration of the stay may be preserved.</li> <li>Fare difference and Change Fees waived</li> </ul>	<ul style="list-style-type: none"> <li>Rebook in the same booking class as the original ticket : <ul style="list-style-type: none"> <li>Fare difference waived</li> <li>Change Fees waived</li> </ul> </li> <li>If the same booking class is not available, reprice (by using ATC in Amadeus and the equivalent in other GDS) to calculate the new fare : <ul style="list-style-type: none"> <li>Fare difference to be collected.</li> <li>Change fees waived</li> </ul> </li> </ul>
AF	KL		
AF	DL		
KL	KL		
KL	AF		
KL	DL		
DL	DL		
DL	AF		
DL	KL		
AF	OA		
KL	OA		
DL	OA		
OA	OA		

#### **Note:**

- For other airline options (as mentioned above) please refer to the fare rules of the original ticket and check the FQR (Display fare routing) This entry is for Amadeus users only and the equivalent entries should be used by the other GDSs
- If any of the options proposed in the FQR are not possible, rebooking is possible in the ticketed or lowest class of any of the following airlines:

Other Carrier	
Joint Venture & Strategic Partners	DL VS MU FM CZ MF MK XK
Other Carriers	EL LA

## Fulfillment guidelines for schedule changes from 365 days until 48 hours before departure

### **In case an AF or KL schedule change is outside 14 days prior to departure:**

- AFKL will not pro-actively reissue tickets to ensure that the control of the e-ticket remains with the travel agent to allow future revalidation or refund processing in the GDS.
- Revalidation will be attempted when technically possible.
- The status of the flights in the PNRs will be updated with UN, TK status (this is the industry standard messaging)

### **In case of AF or KL Marketed or Operated and OA (other airline) flights:**

- The status of the flights in the PNRs will be updated with UN, TK status.
- All follow-up (rebooking, connection repair, reissue and notification) is the responsibility of the PNR owner.
- Revalidation will be attempted when technically possible by Air France or KLM.

### Re-issuance

For rebooked flights departing from 365 days until 48 hours before departure, please revalidate if the ticket allows it or exchange (re-issue) all available coupons using a Schedule Change even exchange reissue entry.

### Within 30 days before or after initial departure date:

- a. **Amadeus users:** Revalidation using: TTP/ETRV  
Re-issuance using: FXI or exchange at zero
- Other GDS users:** equivalent entry

### Outside 30 days from initial departure date:

- a. Rebook in the same booking class as the original ticket :
- Amadeus users:** Revalidation using: TTP/ETRV  
Re-issuance using: FXI or exchange at zero
- Other GDS users:** equivalent entry
- b. If the same booking class is not available :
- Amadeus users:** Re-issuance using: FXF (ATC) or exchange manually with collect fare
- Other GDS users:** equivalent entry

Note: Travel agents are not required to contact AFKL Trade Support for a waiver, however, if you need assistance, please do not hesitate to contact us.

Tickets must be reissued including the following text in the endorsement box:

- **INVOL REISSUE DUE SC XXXYY/date**

## Schedule Change Guidelines within 48 hours before departure

### Rebooking

Rebook on AF/KL flight in the original booking class or the lowest available class in the same cabin.

If there is no availability on an AF or KL flight, rebook by using the original or lowest available booking class in the same cabin to another airline, with which AF&KL have an interline e-ticket agreement. The priority list of airlines is shown below. Fare difference and Change Fees are waived

Rebook Matrix	
Joint Venture & Strategic Partners	AF KL DL VS MU G3 CZ MF
Skyteam	AM AR CI GA KE KQ ME OK RO SU SV UX VN
Tactical Partners	CM EY JU PS TN QF EK
All other carriers	

The new journey must commence within 48 hours of the scheduled departure of the first flight of the impacted origin and destination

**Note :** Format for checking the e-ticket interline agreement between AF/KL and other airlines:

**Amadeus users:**

- **TGAD-AF(KL)/OA IATA code 2** results :
- **TPE :** means there is an e-ticket agreement and means that issue/reissue is permitted
- **TP:** means there isn't an e-ticket agreement and means that issue/reissue is not permitted as the letter E is missing.

**Other GDS users:** equivalent entry

## Fulfillment guidelines for schedule changes within 48 hours before departure

**In case of AF or KL Marketed or Operated and OA (other airline) flights:**

- The status of the flights in the PNRs will be updated with UN, TK status (this is the industry standard messaging)
- All follow-up (rebooking, connection repair, reissue and notification) is the responsibility of the PNR owner.
- Revalidation will be attempted when technically possible by Air France or KLM

### Re-issuance

For rebooked flights departing within 48 hours before departure, please revalidate if the ticket allows it or exchange (re-issue) all the impacted segments in the PNR by using:

**Amadeus users:**

Revalidation using: TTP/ETRV

Re-issuance using: FXI or exchange at zero

**Other GDS users:** Equivalent entry

Note: Travel agents are not required to contact AFKL Trade Support for a waiver, however, if you need assistance, please do not hesitate to contact us.

Tickets must be reissued including the following text in the endorsement box:

- **INVOL REISSUE DUE SC XXXYY/date**
- **INVOL REISSUE DUE CANCEL XXXYY/date**

**Rebook to new Origin / Destination within authorized limits from 365 days until day of departure:**

Change of the Origin or Destination to another airport in case of operational irregularities, is permitted provided the following limitations are respected, fare difference and Change Fees waived.

- 300 miles for long haul, medium haul and short haul flights (482km)
- The use of a border stopover is permitted as long as it remains within the above limits and as long as it is close to the original airport affected by the irregularity.

Note: When AF or KL changes travel to/from an alternate airport due to an involuntary schedule change and no suitable alternative, flight is available from the original departure/arrival airport AF or KL will reimburse the ground transportation expenses.

In case of an involuntary schedule change to/from the original airport and the customer decides to change to/from an alternative airport, the ground transportation costs will be at the customers' own expense.

**Re-issuance**

For rebooked flights departing from 365 days until day of departure, exchange (re-issue) all available coupons using a Schedule Change even exchange reissue entry.

**Within authorized limits:**

**Amadeus users:**

Revalidation using: TTP/ETRV

Re-issuance using: FXI or exchange at zero

**Other GDS users:** Equivalent entry

**Beyond authorized limits:**

**Amadeus users:** Re-issuance using: FFX (ATC) or exchange manually with collect fare

**Other GDS users:** equivalent entry

***Note: Only for beyond authorized limits:***

- If the fare difference is higher than the original fare, collect the additional amount.
- If the fare difference is lower than the original fare, issue an EMD RSVT (for non-refundable fares) / RSVR (for refundable fares).
- All change fees are waived, irrespective of the fare conditions

### **Refund guidelines:**

A full refund may be offered when a flight is cancelled or when a flight is delayed or rescheduled (The status of the flights in the PNRs will be updated with UN, TK status, this is the industry standard messaging) more than:

Carrier	Long Haul	Medium Haul	Short Haul
AF	5 Hours	3 Hours or 90 minutes for a same day roundtrip travel	3 Hours or 90 minutes for a same day roundtrip travel
KL	3 Hours	3 Hours or 90 minutes for a same day roundtrip travel	NA

### **Fulfilment guidelines for refunds**

- In case of eligible changes on AF, KL or DL operated flights, a full refund may be processed in the GDS, without having to obtain a waiver from AFKL Trade Support.
- For any other airline (OA) operated flights, a waiver is required prior to processing a refund. This IRG waiver can be obtained by contacting AFKL Trade Support. For example:
  - Case n°1 - AF7964 operated by MK is cancelled => a waiver is required prior to processing a refund. This IRG waiver can be obtained by contacting AFKL Trade Support.
  - Case n°2- AF473 operated AF is cancelled => a full refund may be processed in the GDS, without having to obtain a waiver from AFKL Trade Support