

Air France and KLM Trade COVID-19 Voluntary Rebook and Refund Policy:

Air France and KLM are continuously monitoring the global COVID-19 situation and are adjusting their commercial policy to make sure you can assist your customers accordingly.

This policy only applies to voluntary situations, when the customer is no longer able or willing to travel and when the flight is NOT cancelled by the airline and still operating.

For involuntary cancellation (flights cancelled by the airline) please refer to the Air France and KLM Standard Schedule Change Guidelines on AgentConnect.biz → News & Promotions → Schedule Changes

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1. General Information

- ❖ No show should be avoided, cancel the flight itinerary and add a memo segment to the PNR (to keep it alive).
- ❖ All tickets/EMDs plated on 057 (AF) should be exchanged or redeemed for a 057 (AF) document
- ❖ All tickets/EMDs plated on 074 (KL) should be exchanged or redeemed for a 074 (KL) document

Contact information:

For all point of sales (excluding Canada, Mexico & U.S.A) please contact:

- AFKL Trade Support.

(*) For point of sale Canada & Mexico please contact:

- **Contracted BSP-member agencies (Mexico, Canada)** may contact the Delta Global Sales Support.
- **Non-contracted/unmanaged agencies who are members BSP (Mexico, Canada)** may contact our Air France –KLM U.S., Canada and Mexico customer service centers for support
- **Non-BSP member (Mexico, Canada)** agencies may contact your issuing agent

(*) For Point of Sale U.S.A, please contact:

- **Contracted ARC member agencies (U.S.)** may contact Delta Global Sales 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
- **Non-ARC member (U.S.)** agencies may contact your issuing agent

2. PNR live

PNRs can be kept live up to 1 year by adding a MEMO segment manually in the GDS, respecting the ticket validity which has now also been extended (the ticket validity overrules the PNR live). This is applicable for all GDS's and this applies to the following cases:

- All new ticketed PNRs. The flight segments must be removed or cancelled before the original departure date and a MEMO segment must be inserted manually.

A MEMO segment cannot be added with a year indication.

NB: NO SHOW is not permitted, so flight segments must be cancelled before the departure date.

How to insert a MEMO segment per GDS:

| GDS | Entry |
|----------------|--|
| 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 |

3. Extended ticket validity for travel from 03 March 2020 and until further notice:

AF and KL have extended the ticket validity to up to 560 days from the last flight segment date mentioned in the ticket.

No action is required from you for this extension. The extension allows you to rebook, to request a voucher (EMD CDET), or to request a refund, at any time before 560 days from the last flight segment date in the ticket.

- For rebooking: exchange and reprice to calculate and collect the fare difference.
- For a refund: a direct refund via GDS should be done if the GDS allows it.

Note: In most cases the exchange and refund can be done via your GDS.

- In case of an exchange request, please contact AFKL Trade Support [\(*\)](#)
- In case of a refund, the refund must be processed via BSPLink or via webform for POS U.S.A.

All actions must be done within 560 days from the last flight segment date in the ticket. If the 560 days have been exceeded, the ticket will be invalid for any type of request. An extension is not possible in case of a **NO SHOW**.

You can receive an ADM when:

- Rebooking is done after the 560 days ticket validity, even if the GDS allows it.
- A refund is requested directly through the GDS and the 560 days validity was not respected, even if the GDS allows it.

Below you can find 2 examples for all Point of Sale and 2 examples for Point of Sale U.S.A only on how to proceed with a refund request or exchange via the GDS or via BSPLink or via the webform for Pont of Sale U.S.A

Formats on how to calculate the validity date per GDS:

Amadeus : DD20DEC20/560
Galileo : *TAA/20DEC20/+560
Sabre : T#12JUL#560

Example 1:

- GDS Refund setting: maximum exchange/refund date set for **730 days** (24 months) from Date of issuance
- KL airline ticket validity: maximum exchange/refund date set for **560 days** (18 months) from Last flight date
- AF airline ticket validity: maximum exchange/refund date set for **560 days** (18 months) from Last flight date

Original ticket issued: **20 JAN 2020**

Last flight segment (inbound travel): **20 DEC 2020**

Calculation: (**20 JAN 2020** to **20 DEC 2020** = **335 days**) + (**560 days** from **20 DEC 2020** = **03 JUL 2022**) =
Total validity **895 days (+/- 30 months) from date of issuance**.

Meaning: If a exchange or refund is requested, it can only be requested

- via GDS before **19 JAN 2022** (**20 JAN 2020** + **730 days**) and
- For exchanges on/after **20 JAN 2022** and on/before **03 JUL 2022** please contact AFKL Trade Support (*) – as it exceeds the GDS settings.
- only via BSPLink on/after **20 JAN 2022** and on/before **03 JUL 2022** - as it exceeds the GDS setting

Example 2:

- GDS Refund setting: maximum exchange/refund date set for **730 days** (24 months) from Date of Issuance
- KL airline ticket validity: maximum exchange/refund date set for **560 days** (18 months) from Last flight date
- AF airline ticket validity: maximum exchange/refund date set for **560 days** (18 months) from Last flight date

Original ticket issued: **01 JAN 2021**

Last flight segment (inbound travel): **30 JAN 2021**

Calculation: (**01 JAN 2021** to **30 JAN 2021** = **29 days**) + (**560 days** from **30 JAN 2021** = **13 AUG 2022**) =
Total validity **589 days (+/-19 months) from date of issuance**.

Meaning: If a refund is requested, it can only be requested:

- On/before **13 AUG 2022** via Direct GDS refunds – however, although the setting in the GDS is **730 days**, if the refund is requested via GDS after the ticket validity date, **an ADM will be raised**

2 examples below for Point of Sale U.S.A only:

Example 1:

- GDS Refund setting: maximum refund/exchange date set for **730 days** (24 months) from Date of Issuance
- ARC setting: maximum refund/exchange date set for **912 days** (30 months) from Date of issuance
- KL airline ticket validity: maximum refund/exchange date set for **560 days** (18 months) from Last flight date
- AF airline ticket validity: maximum refund/exchange date set for **560 days** (18 months) from Last flight date

Original ticket issued: **20 JAN 2020**

Last flight segment (inbound travel): **20 DEC 2020**

Calculation: (**20 JAN 2020** to **20 DEC 2020** = **335 days**) + (**560 days** from **20 DEC 2020** = **03 JUL 2022**) =
Total validity **895 days (+/- 30 months) from date of issuance**.

Meaning: If a refund is requested, it can only be requested

d) via GDS Direct refund before 19 JAN 2022 (**20 JAN 2020** + **730 days**) and

e) For exchanges on/after 20 JAN 2022 and on/before 03 JUL 2022 please contact AFKL Trade Support(*) – as it exceeds the GDS settings

f) only via webform on/after 20 JAN 2022 and on/before 03 JUL 2022 - as it exceeds the GDS refund setting

Example 2:

- GDS Refund setting: maximum refund/exchange date set for **730 days** (24 months) from Date of Issuance
- ARC setting: maximum refund/exchange date set for **912 days** (30 months) from Date of issuance
- KL airline ticket validity: maximum refund/exchange date set for **560 days** (18 months) from Last flight date
- AF airline ticket validity: maximum refund/exchange date set for **560 days** (18 months) from Last flight date

Original ticket issued: **01 JAN 2021**

Last flight segment (inbound travel): **30 JAN 2021**

Calculation: (**01 JAN 2021** to **30 JAN 2021** = **29 days**) + (**560 days** from **30 JAN 2021** = **13 AUG 2022**) =
Total validity **589 days (+/-19 months) from date of issuance**.

Meaning: If a refund is requested, it can only be requested:

b) On/before 13 AUG 2022 via Direct GDS refunds – however, although the setting in the GDS is **730 days**, if the refund is requested via GDS after the ticket validity date, **an ADM will be raised**.

4. Change of Travel Dates and/or Origin / Destination

For all reservations ticketed with a travel date on or after 03 March 2020 ticket conditions apply. Change fees are waived until further notice.

- Reprice (ATC in Amadeus and equivalent in other GDSs) to calculate and collect any fare difference that may apply.
 - If the new fare is lower, then an EMD RSVT can be issued for the remaining value.
 - If the new fare is higher, then the fare difference needs to be collected.

General Information:

- ***NO SHOW is not permitted***, flight segments should be cancelled before original departure date. (Unless the fare Rules allow NO SHOW on the entire route), No show will result in losing the ticket value, inability to use ticket for future travel.

5. PCR test not available before the customers travel date – PCR Policy

The AFKL COVID-19 flexibility policy for trade offers rebook options to customers who need a few days to obtain a PCR test. For all information regarding the PCR test policy please refer to:
 Agentconnect.biz → Sales & Support → Trip preparation – Formalities → Health → COVID-19 tests for customers

6. Travel Voucher EMD CDET:

For all passenger who do not yet know of their new travel dates, can opt for an EMD CDET.

This applies to all reservations ticketed on/before 31 January 2022, with a travel date on/after 03 March 2020 and on/before 30 June 2022.

EMD CDET issuance:

- NO SHOW is not permitted, active flight segments in the PNR, should be removed before the initial departure date, if this is not done it will not be possible to issue an EMD CDET.
- EMD paid options: Amadeus users can issue an EMD CDET for the paid options. Other GDS users can contact AFKL Trade Support (*) for the issuance of an EMD CDET for the paid options.
- A maximum of two EMD CDETs can be used per person.

Validity of EMD CDETs:

All EMD CDETs that were issued on or before 31 December 2020 are valid until and including 31 December 2021, EMD CDET Issued on or after 01 January 2021 are valid for 1 year from date of issuance. The EMD CDET issued is for the purchase of an AF or KL ticket using AF/KL/DL/VS fare.

- The endorsement box should state: ***YOUR VOUCHER VALID ON AF/KL/DL/VS UNTIL 31DEC21 OR REFUNDABLE IF UNUSED***
OR
- The endorsement box should state: ***YOUR VOUCHER VALID ON AF/KL/DL/VS FOR 12 MONTHS OR REFUNDABLE IF UNUSED***

Grace Period:

All EMD CDETs issued from March 2020, that have reached the expiry date, can still be used (exchanged) within 6 months from expiry date, to book a new flight in the future (according to availability system range).

Note: There is no grace period (of 6 months from expiry) for refunds for expired EMD CDETS.

However, Only for EMD CDETs that were issued for an involuntary cancellation, the refund will apply according to the legal obligation limit of the country/market where the ticket was issued. These refund requests must be done via BSPLINK and not through the GDS. If the refund is processed directly in the GDS for an expired EMD CDET, an ADM will be sent.

EMD CDET Refunds:

The EMD CDETs are fully refundable within the validity period of the EMD CDET.

General Information:

PNRs that are re-used when an EMD CDET has been issued cannot be displayed on klm.com or airfrance.com. To allow your customer to view their booking on 'My Bookings' on airfrance.com or 'My Trip' on klm.com, the following elements in the PNR should be removed:

For AF:

- SVC CDET
- RM DUE TO REFUND REQUEST – FLIGHT SEGMENTS AUTOMATIC CANCELLATION - ROBOSCAR

For KL:

- SVC CDET
- SK CDET
- SK CORF

Process for EMD CDET issuance for Amadeus users:

Issue the EMD CDET for the value of the existing ticket.

1. Creation of the EMD in an existing PNR:

IUAF NN1 CDET CDG

NN1 : launch of the request

CDET : Service Element/Transportation Credit Voucher

SXB : Departure city

2. Entry for validating Carrier (AF or KL)

TMC/VAF

3. Introduce the ticket value including taxes:

TMI / REUR425.10/ WEUR0.00/YM/CV-425.10/FP-O/CH

R EUR425.10: R for Reissue followed by the amount of the ticket including tax to be transferred to the credit voucher

WEUR0.00 : W is to add the total amount (always 0)

Y : Y is for indicator followed by indicator code

CV : coupon value (amount of the note to be transferred to the credit voucher)

FP-O : old form of payment

TMI/FE – free flow text

FE in case of endorsement

TMI/ IC-TKT057230060170E1

IC : in connection with: introduction of the ticket number to be transferred to the credit voucher

N.B if an additional ticket:

TMI/IC-TKT0572300601779E1-6-TKT0572300601780

4. Enter the ticket number in the FO

TMI/FO-057-23006017E1PAR12JAN12/20254654

FO : FO for original issue followed by the ticket number to be taken in exchange

N.B if an additional ticket :

TMI/FO-057-2300601779E1-80MRS10DEC13/20345624

5. Free flow entry (121 characters) and personalization of the EMD passenger receipt:

To provide a reason

TMI/CR-DUE CORONAVIRUS

important free text should not contain specific characters: / ; *.....

6. Issuance of the EMD :

TTM

For Sabre users only:

Issue the EMD CDET for the value of the existing ticket. For information on how to issue and EMD CDET can be found in Sabre Finder (help/format pages).

For Galileo users only:

Issue the EMD CDET for the value of the existing ticket. For information on how to issue and EMD CDET can be found in Travelport help pages.

Note: For Amadeus, Sabre and Galileo users it is now possible to redeem EMD CDETs towards a new ticket.

For all other GDS users:

The issuance of an EMD CDET for the value of the existing ticket is not possible. If you would like to offer an EMD CDET, please contact AFKL Trade Support ([*](#))

7. Refunds

- For all refundable documents, it is possible to request a refund directly in your GDS, this applies to both tickets and EMD CDETs.
- Refund requests that are not possible via your GDS, example all documents issued or reissued (EMD/ETKT) by the (AFKL) airline on your behalf, that then need to be refunded on request of the customer will have to be requested via BSPLink or via webform for POS U.S.A.
- The 15% additional value (Issuance of the new ticket(s) had to be completed by 31 October 2020) that applied towards a new ticket is not refundable.
- Refunds will continue to be processed based on fare conditions. However, Air France and KLM now offer you the opportunity to request a refund for those customers who insist they no longer want to travel by using the waiver code provided below. This is applicable for all reservations that are ticketed on or before **31 January 2022** with a travel date on or after 03 March 2020 and up to and including **30 June 2022**.
- ***NO SHOW is not permitted***, flight segments should be cancelled before original departure date. (Unless the fare Rules allow NO SHOW on the entire route), No show will result in losing the ticket value, inability to use ticket for future travel or refund.

8. Waiver

This is applicable for all reservations that are ticketed on or before **31 January 2022**, including EMDs with a travel date on or after **03 March 2020** and up to and including **30 June 2022**.

A full refund can be granted by using the waiver code “IRG COVID19” which can be added to the direct GDS refund in the waiver remark field as follows:

Amadeus: TRFU/WA IRG COVID19

Sabre: Begin Direct refund by using the entry WFRxxxxx. Then mention the waiver code IRG COVID19 in the waiver box

Galileo/Travelport: Begin Direct refund by using the entry TRNExxxxx or you can make use of the Mask. Then mention the waiver code IRG COVID19 in the waiver box

If the refund cannot be processed via the GDS, then it must go through the BSPLink or via webform for POS U.S.A. where the waiver “IRG COVID19” can be inserted in the comment box in BSPLink or in the webform for POS U.S.A.

NB: If the waiver remark is not inserted or incorrectly inserted, an ADM will be sent.

Note: Concerning the EMD paid options the functionality of the refund via the GDS is not activated, so the refund request of these documents will need to be done via BSPLink or webform for POS U.S.A.