

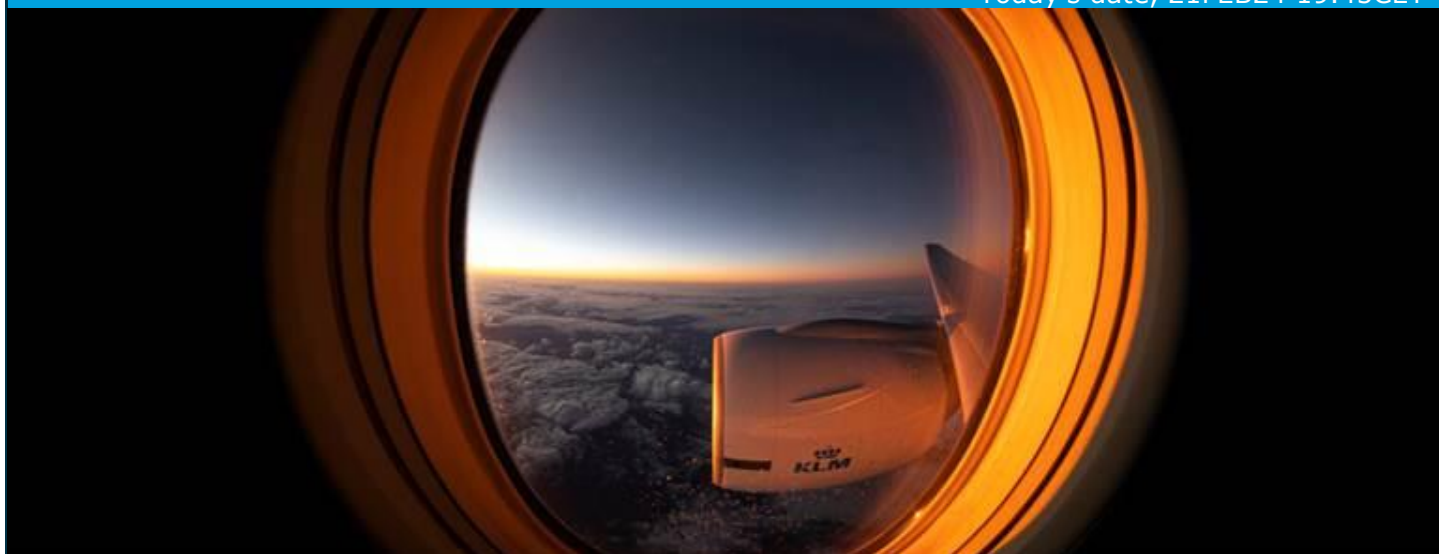


Royal Dutch Airlines



Operations Control REBOOK POLICY

Today's date, 21FEB24 19.45CET



Operational Update

As of 1 April 2024 our flights to/from TLV will be resumed.

*These flights will include a stopover at Cyprus' Larnaca (LCA) airport, operating **to** TLV only, until at least 19 May 2024.*

Because of the security situation in Tel Aviv (TLV), we have extended the existing voluntary rebook policy for customers ticketed to fly to/from TLV.

Note: This document replaces previous rebook policies for TLV regarding the ongoing security situation.

KL Rebook Policy

The following voluntary re-book options may be offered to customers travelling to/from/via Tel Aviv, TLV on **21 February up to and including 19 May 2024**.

This is eligible only for customers with an original ticket issue date on or before 19 May 2024.

Change of Travel Dates

- Customers may re-schedule their travel, using the following guidelines:
 - Re-booking is permitted on KL/AF/DL/VS.
 - Outbound Travel should occur no later than **19 May 2024** – the original duration of stay may be preserved.
 - All penalties/change fees must be waived, even if required by the ticketed fare basis.
 - One outbound and one inbound change is permitted.
 - Re-booking is only permitted on alternate flights/dates **in the ticketed booking class as stated**.
 - Re-booking/Re-issue must be completed by the end of the day on **19 May 2024**.
 - Travel Agents should apply the AFKL Standard Schedule Change Handling Guidelines.

Change of Origin/Destination

- Customers may use the full value of their existing tickets towards the purchase of new tickets to any destination at any AF/KL/DL/VS fare, using the following guidelines:
 - 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.
 - EMD issuance must be done by the end of the day on **19 May 2024**.
 - Non-refundable TCVT EMD's may be issued at KL/AF/DL/VS Direct Sales points only for the full value of the unused coupons (1/2 RT basis if applicable) of the existing ticket.
 - Travel Agents should apply the AFKL Standard Schedule Change Handling Guidelines.

Please note:

- The above rebook policy offers alternatives in addition to the AFKL Standard Schedule Change Handling Guidelines in case of cancelled or delayed flights.
- Full refunds may be offered in case of cancelled flights and flights delayed more than three hours.
- Travel agents can process refunds for fully un-used tickets directly in their GDS – refunds for partially used tickets may be requested via BSP link.
- The 'trip in vain' principle applies to refunds when customers choose to return to their point of origin.

Please note: All the information given is subject to change.