

MADAGASCAR: VOLUNTARY REBOOK POLICY FROM 26 TO 06 OCTOBER, 2025

Due to the security situation in Madagascar

Eligibility compared to the initial trip			
Involved destination to / from / via Antananarivo (TNR)	Eligible flights Air France	Issuance date on or before 01 October, 2025	Impacted flight date(s) 26 September to 06 October, 2025

Comments: Key information: In the event of a cancelled flight, the involuntary commercial instructions apply.

Conditions			
Options Same cabin of travel	Rebooking airline AF/KL/DL/VS	Last travel date permitted 16 October, 2025	Last issuance date permitted 16 October, 2025

Comments: Please note that any modification or refund is possible until 16 October 2025, provided that the initial booking has been cancelled no later than the day scheduled for the original flight.

Guidelines		
Parameters	Application	Conditions
Change point of Origin/ Destination	Yes	Additional fare charges will apply. In all cases, any other expenses related to this change (travel, accommodation, etc.) will be the responsibility of the customer.
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/change fees must be waived.
Collection of reissue fees / refund fee	No	Do not collect any reissue fee / refund 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

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