

## Rebook options and the Air France and KLM Voucher

Air France and KLM currently find themselves in exceptional circumstances, due to the COVID-19 (Corona virus) crisis. Air France and KLM are doing all they can to help their customers to reschedule existing travel plans, as well as helping other customers to get home from abroad.

Air France and KLM are offering three options to customers who are booked on flights scheduled to depart before 31 May 2020:

- Change of the date of their journey free of charge;
- Change of the destination of their flight free of charge;
- Or to apply for a voucher with the same value as their ticket. This voucher will be valid for one year and can be used to pay for future flights on Air France, KLM, Delta Air Lines or Virgin Atlantic.

Air France and KLM acknowledge that, under normal circumstances, customers would receive a refund if their flight was cancelled. However, this situation is so exceptional – because of the high degree of uncertainty surrounding air transportation and the vast number of requests for refunds – that Air France and KLM are being forced to deviate from their normal procedure. The options outlined above enable Air France and KLM to offer every customer more clarity and certainty. Vouchers can be applied for through the website and can be used to pay for flights on a later date. If, after 12 months, the voucher is still not used, customers may then exchange it for a refund.

Air France and KLM greatly appreciate your understanding in this matter.