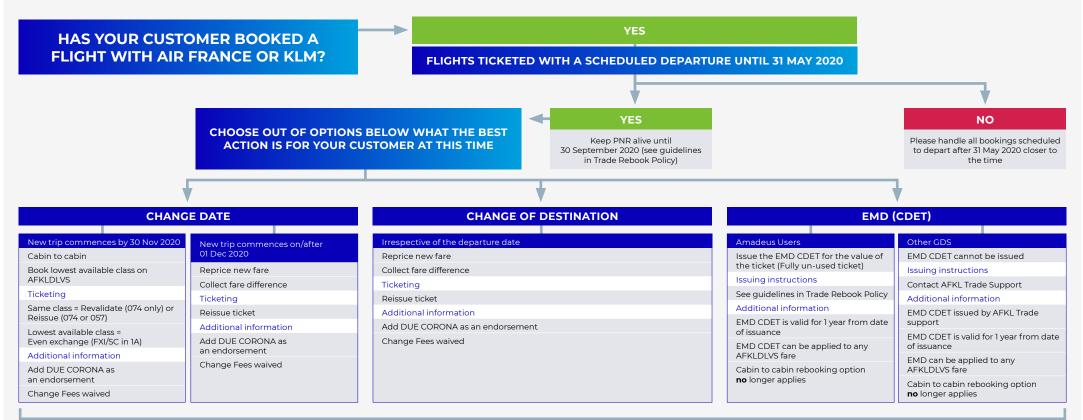
Air France & KLM COVID-19 trade rebook procedure

Due to our travel restrictions imposed by the authorities during this period of health crisis, we adapt our commercial guidelines by providing more flexibility and simplicity for exchanges and limiting refunds.



IF YOUR CUSTOMER DOES NOT WANT ANY OF THE OPTIONS ABOVE, A REFUND OPTION CAN BE OFFERED

Voluntary (flight operating)	Involuntary (at least one cancelled flight)
Refundable Tickets	Refundable Tickets
Refund according to Fare Rules	Refund according to Fare Rules
Refund penalty Not Waived	Refund penalty Waived
Non Refundable Tickets (fully or partially unused)	Non Refundable Fares (Fully or partially unused)
Fare not refundable	Amadeus (1A) users issue EMD CDET for full value of the ticket (Fully un-used)
Taxes can be refunded	Other GDS - Contact AFKL Trade Support
Additional information	Partially used tickets: refund application needs to be submitted via BSP Link
Direct Refunds in GDS not possible	Additional information
Refund application needs to be submitted via BSP Link	Direct Refunds in GDS not possible
	Refund application needs to be submitted via BSP Link
	EMD CDET will be eligible for a refund after 1 year from date of issuance

