

A photograph of an airport check-in area. In the foreground, a man in a dark blue suit jacket and a striped face mask is looking at a document. He has a dark blue bag with 'AIRFRANCE' and 'LEAU DU MONDE' written on it. Behind him, a woman in a dark blue top and a patterned skirt is also wearing a face mask. In the background, other passengers and airport staff are visible, all wearing face masks. The scene is brightly lit, typical of an airport terminal.

# TRAVELING SAFELY AND HEALTHY DURING COVID-19

HEALTH, SAFETY, NETWORK AND  
COMMERCIAL POLICY MEASURES

FOR TRAVEL PARTNERS - 25 MAY 2020



# OUR COMMITMENT

The current unprecedented COVID-19 health crisis is affecting us all. At Air France and KLM, the comfort, well-being and health of our customers remain our main priority. We are constantly monitoring the situation and are committed to ensure you can travel safely and healthy during COVID-19. Special measures are taken and result in adjusted products and services:



HEALTH AND SAFETY MEASURES

AT THE AIRPORT **3**



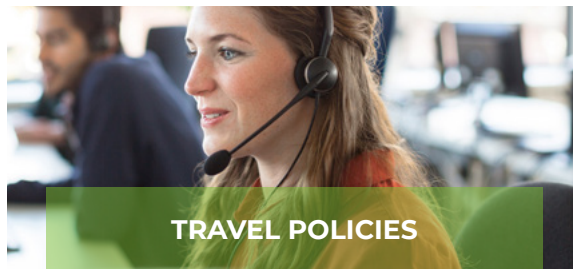
HEALTH AND SAFETY MEASURES

ON BOARD **3**



ADJUSTED NETWORK

AFRICA <b>5</b>	COI <b>8</b>	MEGI <b>12</b>
ASIA <b>6</b>	EU <b>9</b>	NAM <b>13</b>
CILA <b>7</b>	FRANCE <b>11</b>	



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WE ARE HERE FOR YOU

STAY UP TO DATE **15**

## Air France-KLM Group statement video

As the overarching entity, the Air France-KLM Group has recently (May 26) published a [video](#) that covers the way the Group is tackling the current COVID-19 crisis and is planning for the future. This includes of course health safety, but also sustainability, including CO<sub>2</sub> emission commitment, and establishing the utilization of second-generation aviation biofuels in the European aviation biofuel industry.

The current situation may change rapidly, therefore please check the airline website for the latest and most detailed information.



## ON THE GROUND, AT THE AIRPORT

### HEALTH AND SAFETY MEASURES

To ensure the health and safety of travelers and our ground staff at the airport, we are in continuous contact with various local and governmental authorities and pro-actively adjust our products and services to the latest insights. Extra precautionary hygiene, safety and social distancing measures are taken, creating a safe travel environment during check-in, at the gate and while boarding.

Our health and safety measures are also shown in these [Air France](#) and [KLM](#) videos.

#### CLEANING

Cleaning and disinfecting counters and self-service machines regularly throughout the day with approved detergents.

#### SOCIAL DISTANCING

Creating physical distance between travelers and ground staff whenever possible for instance during check-in, at the gate or while boarding.

#### ADJUSTED SERVICE IN LOUNGES

Adjusting the opening times and services offered at our lounges. For now, the KLM Non-Schengen Crown Lounge at Amsterdam Airport Schiphol is open for resting and relaxing at our hubs. For opening times and service in lounges at other airports, please check our websites.

#### BOARDING PROCEDURES

Reorganizing boarding procedures to create physical distance and avoid queueing where possible, for example by boarding the aircraft from back to front.

#### MANDATORY FACE MASKS

Adding an extra layer of protection by requiring face masks while boarding. Travelers have to bring their own face masks.

#### HEALTH AND TEMPERATURE CHECKS

Depending on country/airport, health checks may take place, for example temperature checks, health questionnaires and observations. Air France uses contactless temperature checks for all its departing flights, only accepting travelers with a body temperature below 38°C.



## ON BOARD, IN THE AIR

### HEALTH AND SAFETY MEASURES

To protect the health and safety of passengers and our crew on board, we are in continuous contact with various health and aviation authorities and pro-actively adjust our products and services to the latest insights. Extra precautionary hygiene, safety and social distancing measures are taken on board, bringing you safely and healthy to your destination.

Our health and safety measures are also shown in these [Air France](#) and [KLM](#) videos.

#### CLEANING AIRCRAFT

Cleaning and disinfecting our aircraft with approved detergents, giving special attention to seats, tray tables, armrests and lavatories.

#### AIR QUALITY

Ensuring excellent air quality onboard by filtering the air every three minutes via High Efficiency Particulate Air (HEPA) filters, which remove more than 99.999% of viral and bacterial contaminants and are also used in medical operating rooms.

#### SOCIAL DISTANCING

Creating physical distance on board between passengers whenever possible with special seating patterns, for instance by leaving seats open.

#### ADJUSTED SERVICE

Creating social distance by minimizing contact moments between passengers and our crew by simplified service on board. This means that catering, inflight sales and newspaper services can be adjusted or suspended.

#### MANDATORY FACE MASKS

Adding an extra layer of protection by requiring face masks on board for both passengers and crew. Passengers have to bring their own masks.

#### CORONA KITS

Our Air France and KLM crews are trained to be alert throughout each flight and special Corona kits are available in case of unexpected signs of illness during the flight.



# Air France and KLM indicative network update

## Until the end of June

NOUAKCHOTT

CONACKRY

COTONOU

DOUALA

YAOUNDE

## Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
<b>Benin</b>								
Cotonou								
AF	CDG	COO	1	1	1	1	1	1
<b>Cameroon</b>								
Yaounde & Douala								
AF	CDG	NSI - DLA		1	1	1	1	1
<b>Mauritanie &amp; Guinee</b>								
Nouakchott & Conackry								
AF	CDG	NKC - CKY		1*	1*	1*	1*	1*

\* no passengers outbound

**Note:** The number of flights are the total number of return flights per week.

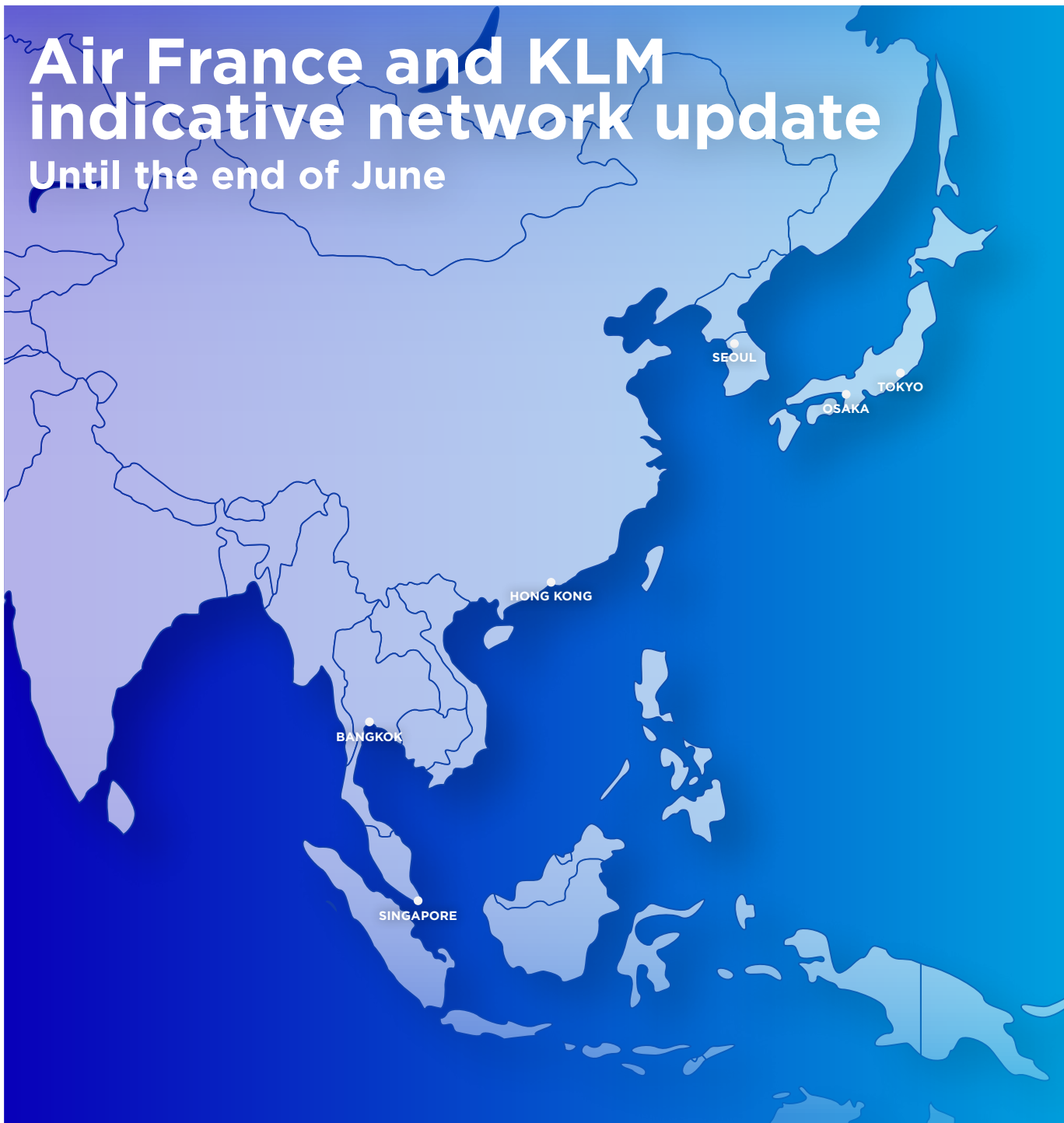
Above information has been gathered with utmost care. Nevertheless, in our current dynamic world, things can change rapidly. The flight schedule is, for instance, depending on permission of air traffic and government authorization. Entry restrictions for travelers vary per country. Please check the Air France and KLM websites or your reservation system for the most actual and accurate information. Last update of the information above: **18 May 2020**

AIRFRANCE

KLM

# Air France and KLM indicative network update

## Until the end of June



## Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
<b>China</b>								
<b>Hong Kong</b>								
KL	AMS	HKG	7	7	7	7	7	7
<b>Japan</b>								
<b>Tokyo</b>								
AF	CDG	NRT	3	3	3	3	3	3
KL	AMS	NRT	2	2	2	2	2	2
<b>Osaka</b>								
KL	AMS	KIX	2	2	2	2	2	2
<b>Singapore</b>								
<b>Singapore</b>								
KL	AMS	SIN	6	7	7	7	7	7
<b>South Korea</b>								
<b>Seoul</b>								
KL	AMS	ICN	3	3	6	7	7	7
<b>Thailand</b>								
<b>Bangkok</b>								
KL	AMS	BKK	4*	4*	4*	4*	4*	4*

\* no passengers outbound

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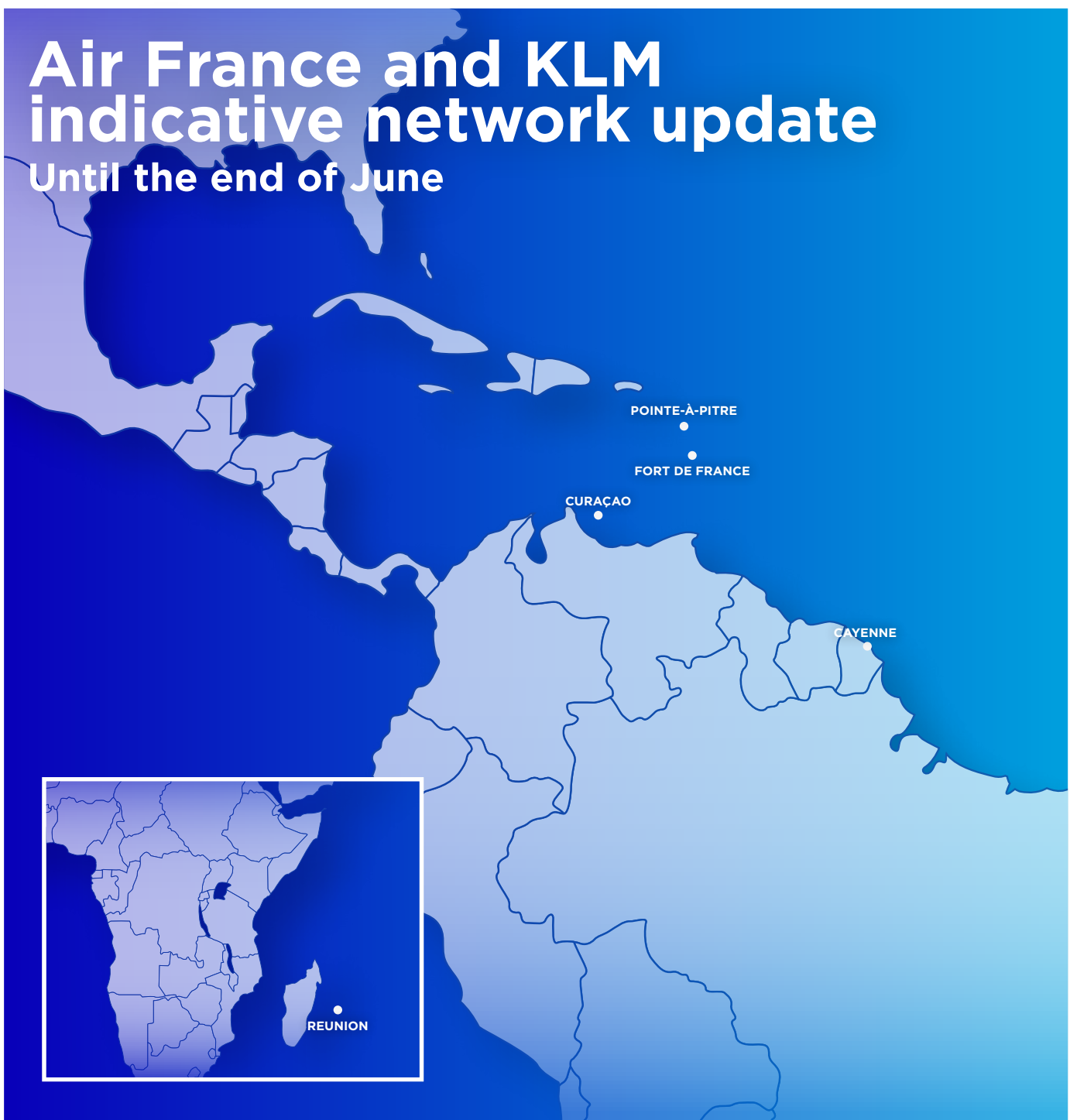
CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
<b>Argentina</b>								
Buenos Aires								
KL	AMS	EZE	1	2	2	2	2	2
<b>Brazil</b>								
Rio de Janeiro								
AF	CDG	GIG		1	1	1	1	1
KL	AMS	GIG	2	2	2	2	2	2
São Paulo								
AF	CDG	GRU	3	3	3	3	3	3
KL	AMS	GRU	2	4	4	4	4	4
<b>Colombia</b>								
Bogota								
KL	AMS	BOG		2	2	2	2	2
<b>Panama</b>								
Panama City								
KL	AMS	PTY		4	4	4	4	4
<b>Peru</b>								
Lima								
KL	AMS	LIM		1	2	2	2	2

**Note:** The number of flights are the total number of return flights per week.

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## Until the end of June



Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
<b>Cayenne</b>								
AF	CDG	CAY	2	2	2	2	3	5
<b>Curaçao</b>								
KL	AMS	CUR	1	1	1	1	1	1
<b>Fort de France</b>								
AF	CDG	FDG	2	2	3	3	5	7
<b>Pointe-à-Pitre</b>								
AF	CDG	PTP	2	2	3	3	5	7
<b>St Denis de la Reunion</b>								
AF	CDG	RUN	1	3	2	2	4	5

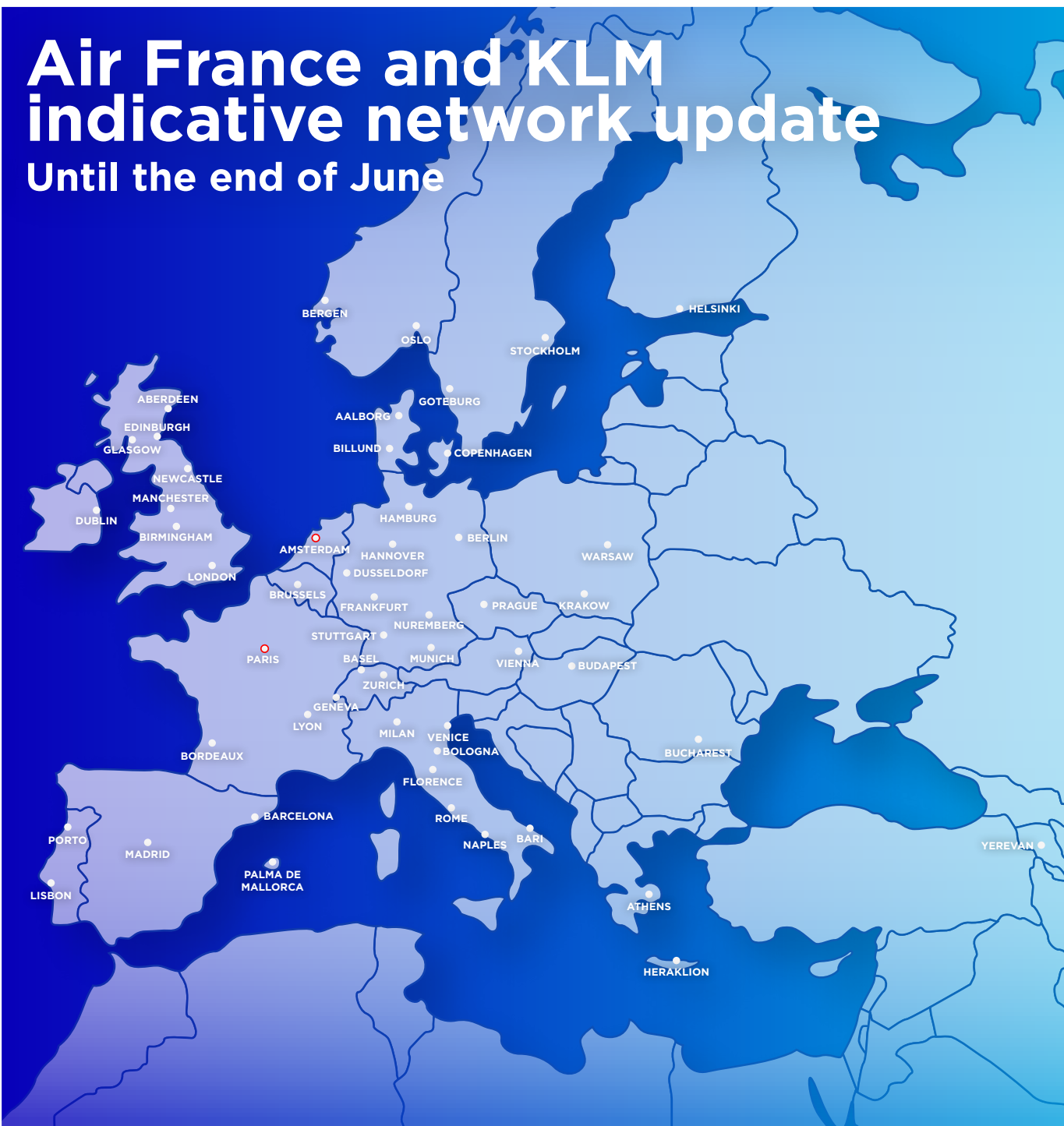
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# Air France and KLM indicative network update

## Until the end of June



Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
<b>Armenia</b>								
Yerevan								
AF	CDG	EVN						1
<b>Austria</b>								
Vienna								
AF	CDG	VIE			2	2	3	4
KL	AMS	VIE	4	7	7	7	7	7
<b>Belgium</b>								
Brussels								
KL	AMS	BRU	7	7	7	7	7	7
<b>Czech Republic</b>								
Prague								
AF	CDG	PRG			1	2	3	4
KL	AMS	PRG	7	7	7	7	7	7
<b>Denmark</b>								
Aalborg								
KL	AMS	AAL			7	7	7	7
Billund								
KL	AMS	BLL	7	7	7	7	7	7
Copenhagen								
AF	CDG	CPH	2	2	3	5	7	9
KL	AMS	CPH	7	7	7	7	7	7
<b>Finland</b>								
Helsinki								
KL	AMS	HEL	6	7	7	7	7	7
<b>France</b>								
Bordeaux								
KL	AMS	BOD			5	7	7	7
Lyon								
KL	AMS	LYS				7	7	7
Paris - CDG								
AF	AMS	CDG	7	7	7	13	14	14
KL	AMS	CDG	7	7	7	7	14	14

**Note:** The number of flights are the total number of return flights per week. For Paris and Amsterdam we publish the total number of weekly return flights between the two cities.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
<b>Germany</b>								
<b>Berlin - TXL</b>								
AF	CDG	TXL	2	2	2	3	5	7
KL	AMS	TXL	7	7	7	7	7	7
<b>Dusseldorf</b>								
KL	AMS	DUS	7	7	7	7	7	7
<b>Hannover</b>								
KL	AMS	HAJ			7	7	7	7
<b>Hamburg</b>								
AF	CDG	HAM			2	3	5	7
KL	AMS	HAM	7	7	7	7	7	7
<b>Frankfurt</b>								
AF	CDG	FRA	1	3	2			
KL	AMS	FRA	7	7	7	7	7	7
<b>Munich</b>								
AF	CDG	MUC	1	2	2	3	5	7
KL	AMS	MUC	7	7	7	7	7	7
<b>Nuremberg</b>								
KL	AMS	NUE				7	7	7
<b>Stuttgart</b>								
KL	AMS	STR	7	7	7	7	7	7
<b>Greece</b>								
<b>Athens</b>								
AF	CDG	ATH	1	1	2	4	7	11
KL	AMS	ATH			2	2	7	7
<b>Heraklion</b>								
AF	CDG	HER						1
<b>Hungary</b>								
<b>Budapest</b>								
AF	CDG	BUD			1	3	5	7
KL	AMS	BUD	7	7	7	7	7	7
<b>Ireland</b>								
<b>Dublin</b>								
AF	CDG	DUB	3	3	3	5	6	7
KL	AMS	DUB	7	7	7	7	7	7
<b>Italy</b>								
<b>Bari</b>								
AF	CDG	BRI				1	3	3
<b>Bologna</b>								
AF	CDG	BLQ				1	3	4
<b>Florence</b>								
AF	CDG	FLR			2	3	5	7
KL	AMS	FLR			7	7	7	7

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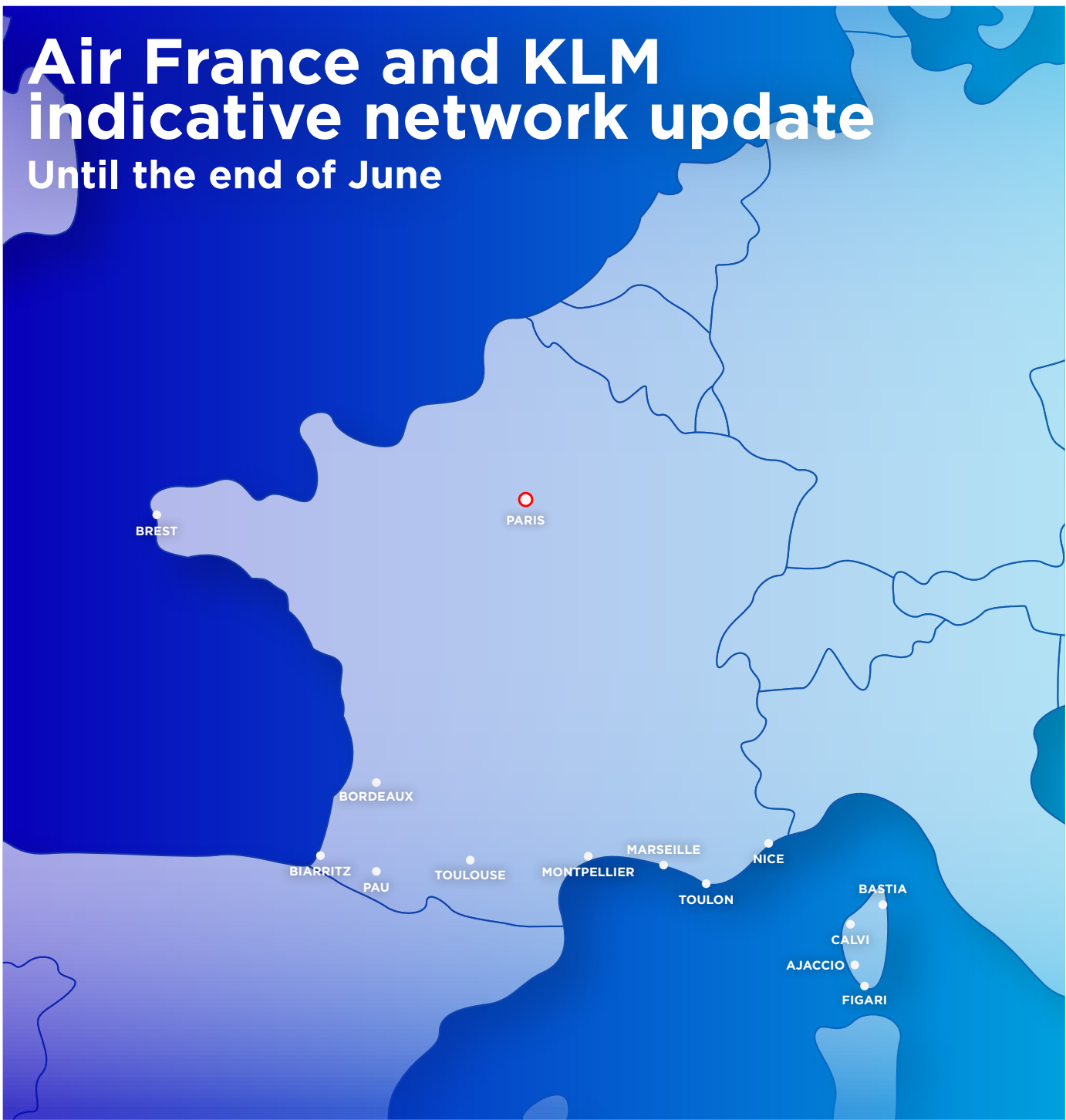
CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
<b>Milan</b>								
AF	CDG	MLA			2	4	7	11
KL	AMS	MLA	7	7	7	7	7	7
<b>Naples</b>								
AF	CDG	NAP				2	4	7
<b>Rome</b>								
AF	CDG	FCO	3	3	3	5	7	11
KL	AMS	FCO	7	7	7	7	7	7
<b>Venice</b>								
KL	CDG	VCE	7	7	7	7	7	7
<b>Netherlands</b>								
<b>Amsterdam</b>								
AF	CDG	AMS	7	7	7	13	14	14
KL	CDG	AMS	7	7	7	7	14	14
<b>Norway</b>								
<b>Bergen</b>								
AF	CDG	BGO					2	3
KL	AMS	BGO			7	7	7	7
<b>Oslo</b>								
AF	CDG	OSL			1	2	4	7
KL	AMS	OSL	7	7	7	7	7	7
<b>Poland</b>								
<b>Krakow</b>								
KL	AMS	KRK			7	7	7	7
<b>Warsaw</b>								
AF	CDG	WAW	1	3	3	4	5	7
KL	AMS	WAW	1	7	7	7	7	7
<b>Portugal</b>								
<b>Lisbon</b>								
AF	CDG	LIS	7	7				
KL	AMS	LIS	7	7	7	7	7	7
<b>Porto</b>								
AF	CDG	OPO			1	3	5	7
<b>Romania</b>								
<b>Bucharest</b>								
AF	CDG	OTP			1	3	5	7
KL	AMS	OTP					7	7
<b>Spain</b>								
<b>Barcelona</b>								
AF	CDG	BCN	2	2	4	7	11	14
KL	AMS	BCN	7	7	7	7	7	7

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
<b>Madrid</b>								
AF	CDG	MAD	3	3	4	7	11	14
KL	AMS	MAD	7	7	7	7	7	7
<b>Palma de Mallorca</b>								
AF	CDG	PMI						1
<b>Sweden</b>								
<b>Goteburg</b>								
KL	AMS	GOT	7	7	7	7	7	7
<b>Stockholm</b>								
AF	CDG	ARN	3	3	3	5	7	9
KL	AMS	ARN	7	7	7	7	7	7
<b>UK</b>								
<b>Aberdeen</b>								
KL	AMS	ABZ	7	7	7	7	7	7
<b>Birmingham</b>								
AF	CDG	BHX	6	7	7	7	7	7
<b>Edinburgh</b>								
AF	CDG	EDI	2	2	2	3	4	6
KL	AMS	EDI	7	7	7	7	7	7
<b>Glasgow</b>								
KL	AMS	GLA			7	7	7	7
<b>London - Heathrow</b>								
AF	CDG	LHR	4	4	5	7	11	14
KL	AMS	LHR	7	7	7	7	7	7
<b>Manchester</b>								
AF	CDG	MAN	2	3	3			
KL	AMS	MAN	7	7	7	7	7	7
<b>Newcastle</b>								
KL	AMS	NCL			5	5	5	5
<b>Switzerland</b>								
<b>Basel</b>								
KL	AMS	BSL			7	7	7	7
<b>Geneva</b>								
AF	CDG	GVA	2	2	3	5	7	10
KL	AMS	GVA	7	7	7	7	7	7
<b>Zurich</b>								
AF	CDG	ZRH				1	2	4
KL	AMS	ZRH	7	7	7	7	7	7

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# Air France and KLM indicative network update

## Until the end of June



## Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
<b>France</b>								
<b>Ajaccio</b>								
AF	CDG	AJA			6	7	9	9
<b>Bastia</b>								
AF	CDG	BIA			6	7	9	9
<b>Biarritz</b>								
AF	CDG	BIQ				7	10	14
<b>Bordeaux</b>								
AF	CDG	BOD	2	2	4	7	10	14
<b>Brest</b>								
AF	CDG	BES	2	2	4	7	10	14
<b>Calvi</b>								
AF	CDG	CLY			2	2	4	4
<b>Figari</b>								
AF	CDG	FSC			2	2	4	4
<b>Marseille</b>								
AF	CDG	MRS	12	17	28	35	35	42
<b>Montpellier</b>								
AF	CDG	MPL	2	2	4	7	14	21
<b>Nice</b>								
AF	CDG	NCE	17	18	34	35	42	49
<b>Pau</b>								
AF	CDG	PUF					2	2
<b>Toulon</b>								
AF	CDG	TLN			4	7	10	14
<b>Toulouse</b>								
AF	CDG	TLS	12	13	26	28	34	41

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<b>Egypt</b>								
Cairo								
AF	CDG	CAI			1	1	1	1
<b>Lebanon</b>								
Beyrouth								
AF	CDG	BEY					2	2
<b>United Arab Emirates</b>								
Dubai								
AF	CDG	DXB				2*	2*	2*
KL	AMS	DXB		4*	4*	4*	4*	4*

\* no passengers outbound

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<b>Canada</b>								
<b>Montreal</b>								
AF	CDG	YUL	3	3	4	4	5	7
KL	AMS	YYZ	3	5	5	5	5	5
<b>Mexico</b>								
<b>Mexico City</b>								
AF	CDG	MEX	3	3	3	3	5	5
KL	AMS	MEX	3	4	4	4	4	4
<b>United States</b>								
<b>Atlanta</b>								
AF	CDG	ATL	2	2	3	3	3	3
KL	AMS	ATL	3	3	3	3	3	3
<b>Boston</b>								
KL	AMS	BOS		2	2	2	2	2
<b>Chicago</b>								
AF	CDG	ORD					3	3
KL	AMS	ORD	2	7	7	7	7	7
<b>Houston</b>								
KL	AMS	IAH		2	3	3	3	3
<b>Los Angeles</b>								
AF	CDG	LAX	3	3	5	5	7	7
KL	AMS	LAX	3	5	5	5	5	5
<b>New York</b>								
AF	CDG	JFK	3	3	6	5	7	7
KL	AMS	JFK	7	10	10	10	10	10

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## REBOOK AND NEW BOOKING POLICIES

### TRAVEL POLICIES

Setting your own priorities in assisting your customers is key during these hectic times. To support you in your daily work and your customer in their travel plans, we've made temporary adjustments to both our rebook as well as new booking policies. Giving you more time, simplicity and flexibility.

Check the rebook options you can offer your customer in [this flowchart](#). For more information about the policies in general, please check [AgentConnect.biz](#) and the [Air France](#) and [KLM](#) websites.

#### RESERVATIONS /PNR'S

Giving you what you need most right now; extra time. You can now secure reservations to stay active until 30 June 2021.

#### DATES AND/OR DESTINATION

Providing you simplicity by the option to change travel dates and/or destination until 30 June 2021. For all flights ticketed before or on 21 April 2020 and with a scheduled departure before or on 31 August 2020. And, for all flights booked on or after 22 April 2020.

#### CABIN TO CABIN

Giving the flexibility to rebook a trip in the same cabin at no extra charge.

#### EMD CDET VOUCHER

Of course, we're encouraging your customers to rebook, but understand if they cannot yet reschedule. Keep the reservation alive or offer an EMD CDET voucher for a future trip, valid for redemption until 31 December 2021. Vouchers can be reimbursed if they have not been (fully) used after 12 months.

#### NO CHANGE FEE

Offering those that still need or would like to travel, the flexibility in the change conditions of their new booking as they are not being charged with a change fee.



# WE ARE HERE FOR YOU

Should you have any questions or concerns, we are here for you at any time. You can check our websites to stay informed about the latest updates or contact our service centers. As the current situation may change rapidly, it could be that some information in this document is not up to date. Please check our websites for the latest and most detailed information.



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