

To the Travel Agency

**Air France and KLM COVID-19 FLEXIBILITY POLICY:**

Air France and KLM are continuously monitoring the global COVID-19 situation and are adjusting their commercial policy to make sure you can assist your customers accordingly.

Air France and KLM now give you the following options to offer your customers  
 You can secure that your PNRs stay active up to 1 year (procedure below). This gives you and your customer time and peace of mind to decide what the best option is for them.

These measures which have been put in place give you all the time you need, to keep an overview and help our customers in the best way possible given the current situation.

**AFKL Global Trade Rebook Policy**

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## PNR alive

PNRs can be kept live up to 1 year by adding a MEMO segment manually in the GDS. This is applicable for all GDS's and this applies to the following cases:

- All PNR's that have a MEMO segment expiring on 30 June 2021, can be further extended by removing the expired MEMO segment and inserting a new MEMO segment in the GDS.
- All new ticketed PNRs. The flight segments must be removed or cancelled before the original departure date and a MEMO segment must be inserted manually.

A MEMO segment cannot be added with a year indication.

**NB: NO SHOW** is not permitted, so flight segments must be cancelled before the departure date.

### How to insert a MEMO segment per GDS:

GDS	Entry
Apollo (1V)	0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS(= issuing office)30SEP(= valid until)-**FREE TEXT** <b>Example:</b> 0TURKLBK1AMS30SEP-**RETENTION LINE DUE CORONA**
Galileo (1G)	0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS (= issuing office)30SEP (= valid until)-FREE TEXT <b>Example:</b> 0TURKLBK1AMS30SEP-RETENTION LINE DUE CORONA
Worldspan (1P)	TNZZ (= airline) MK1 (=number of pax)MIS30SEP (= valid until)/AN-RETENTION LINE DUE CORONA <b>Example:</b> TNKLMK1MIS30SEP/AN-RETENTION LINE DUE CORONA
Sabre (1S)	0OTH (=carrier code) GK1(=city code)30SEP (=valid until)- Free text related to Coronavirus <b>Example:</b> 0OTHKLGK1AMS30SEP- DUE CORONA *The free text is not transmitted to the carrier, it is only for the agency to know why they have a retention segment
Amadeus (1A)	RU 1A (=Vendor code - always Amadeus) HK1(=number of pax) AMS (=city code) 30SEP (= valid until)/FREE TEXT <b>Example:</b> RU 1A HK1 AMS 30SEP/DUE CORONA

### Extended ticket validity for travel from 03 March 2020 and until further notice:

AF and KL have extended the ticket validity to up to 560 days from the last flight segment date mentioned in the ticket.

No action is required from you for this extension. The extension allows you to rebook, to request a voucher (EMD CDET), or to request a refund, at any time before 560 days from the last flight segment date in the ticket.

- For rebooking: reprice to calculate and collect the fare difference.
- For a refund: a direct refund via GDS should be done if the GDS allows it. If an error occurs, the refund must be done via BSPLink.

All actions must be done within 560 days from the last flight segment date in the ticket. If the 560 days have been exceeded, the ticket will be invalid for any type of request. An extension is not possible in case of a **NO SHOW**.

You can receive an ADM when:

- Rebooking is done after the 560 days ticket validity, even if the GDS allows it.
- A refund is requested directly through the GDS and the 560 days validity was not respected, even if the GDS allows it. See below for 2 examples:

### 2 examples of when a refund can be request via the GDS or has to be requested via BSPLink.

#### Example 1:

- GDS Refund setting: maximum refund date set for **730 days** (24 months) from Date of issuance
- KL airline ticket validity: maximum refund date set for **560 days** (18 months) from Last flight date
- AF airline ticket validity: maximum refund date set for **560 days** (18 months) from Last flight date

Original ticket issued: **20 JAN 2020**

Last flight segment (inbound travel): **20 DEC 2020**

Calculation: (**20 JAN 2020** to **20 DEC 2020** = 335 days) + (560 days from **20 DEC 2020** = **03 JUL 2022**) =  
Total validity **895 days (+/- 30 months) from date of issuance**.

Meaning: If a refund is requested, it can only be requested

- via GDS Direct refund before 19 JAN 2022 (**20 JAN 2020 + 730 days**) and
- only via BSPLink on/after 20 JAN 2022 and on/before 03 JUL 2022 - as it exceeds the GDS setting

#### Example 2:

- GDS Refund setting: maximum refund date set for **730 days** (24 months) from Date of Issuance
- KL airline ticket validity: maximum refund date set for **560 days** (18 months) from Last flight date
- AF airline ticket validity: maximum refund date set for **560 days** (18 months) from Last flight date

Original ticket issued: **01 JAN 2021**

Last flight segment (inbound travel): **30 JAN 2021**

Calculation: (**01 JAN 2021** to **30 JAN 2021** = 29 days) + (560 days from **30 JAN 2021** = **13 AUG 2022**) =  
Total validity **589 days (+/-19 months) from date of issuance**.

Meaning: If a refund is requested, it can only be requested:

- On/before **13 AUG 2022** via Direct GDS refunds – however, although the setting in the GDS is **730 days**, if the refund is requested via GDS after the ticket validity date, **an ADM will be raised**

## Change of Travel Dates and/or Origin / Destination

In case there are active flight segments in the PNR, they should be removed to avoid **NO SHOW** and a MEMO segment needs to be added.

### Involuntary (flights cancelled by the airline)

For all reservations ticketed with a travel date on/after 03 March 2020

#### Change of Travel Dates:

##### **Rebook to a new travel date within 30 days before or after initial departure date:**

- Rebook in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).  
Ticketed Class = Revalidate  
Lowest Available = Even exchange with Schedule Change indicator (FXI/SC in Amadeus)

##### **Rebook to a new travel date starting outside 30 days before or after initial departure date:**

- Rebook in the same booking class as the original ticket  
Fare difference and Change Fees waived
- If same booking class is not available, reprice (ATC in Amadeus) to calculate and collect the fare difference.

#### Change of Origin / Destination within authorized limits

Change of the Origin or Destination to another airport in case of operational irregularities, is permitted provided the following limitations are respected:

- 300 miles for long haul, medium haul and short haul flights (482km)
- Cross borders, as long as it remains logical and within the above limits

Note: When AF or KL changes travel to/from an alternate airport due to an involuntary schedule change and no suitable alternative, flight is available from the original departure/arrival airport AF or KL will reimburse the ground transportation expenses.

In case of an involuntary schedule change to/from the original airport and the customer decides to change to/from an alternative airport, the ground transportation costs will be at the customers' own expense.

#### Change of Destination/Origin beyond the authorized limits

- Reprice (ATC in Amadeus) to calculate and collect the fare difference  
Or
- Use the total value of the unused flight coupons towards the purchase of a new ticket on any AF/KL/DL/VS fare

Note:

- If the fare difference is higher than the original fare, collect the additional amount
- If the fare difference is lower than the original fare, issue a voucher according to original ticket conditions EMD RSVT/RSVR



### Voluntary (NOT cancelled by the airline but the customer is no longer able to travel)

For all reservations ticketed with a travel date on/after 03 March 2020

#### Change of Travel Dates:

Flight segments in the PNR should be removed before initial departure date to avoid NO SHOW

- Reprice (ATC in Amadeus) to calculate and collect the fare difference

#### Change of Origin / Destination

Flight segments in the PNR should be removed before initial departure date to avoid NO SHOW

- Reprice (ATC in Amadeus) to calculate and collect the fare difference.

#### General Information for both involuntary and voluntary:

- ***NO SHOW is not permitted***, flight segments should be cancelled before original departure date. (Unless fare Rules allow NO SHOW), No show will result in losing the ticket value, inability to use ticket for future travel.
- Change Fees waived
- When ticket reissued add ***DUE CORONA*** as an endorsement

#### PCR – Test (Rebooking conditions)

Some Destinations require a negative PCR-test, Air France and KLM offer the following rebook option to customers who need a few more days to proceed with the test:

For all reservations ticketed with any travel date, the following options apply:

- Reissuance should be completed between 2 days prior to the initial travel date and the day of departure with a new travel commencing within 4 days following the initial travel date or on the next available flight
- Rebook in the same cabin (use the ticketed or lowest available class on AF/KL/DL/VS).
- In all cases, enter an RM element in the PNR specifying CORONA and the date of the disruption

## Travel Voucher EMD CDET options

For all passenger who do not yet know of the new dates of travel, can opt for an EMD CDET

- Involuntary (flights cancelled by the airline):  
**For all reservations ticketed with a travel date on/after 03 March 2020**
- Voluntary (NOT cancelled by the airline but the customer is no longer able or willing to travel)  
**For all reservations ticketed with a travel date on/after 03 March 2020 and on/before 31 December 2021.**

In case there are active flight segments in the PNR, they should be removed to avoid NO SHOW and a MEMO segment needs to be added.

### **EMD CDET issuance:**

- The EMD CDET can be used to book a flight that takes place after the expiration date of the EMD
- A maximum of two EMD CDETs can be used per person
- EMD Paid options: Amadeus users can issue an EMD CDET for the paid options. Other GDS's can contact AFKL Trade Support for the issuance of an EMD CDET for the paid options.

### **EMD CDET Refunds:**

- The EMD CDETs are fully refundable for both involuntary and voluntary requests

### **General Information:**

- PNRs that are re-used when an EMD CDET has been issued cannot be displayed on KLM.com or airfrance.com. To allow your customer to view their booking on 'My Booking' on airfrance.com or 'My Trip' on klm.com, the following elements in the PNR should be removed:

#### **For AF:**

- SVC CDET
- RM DUE TO REFUND REQUEST - FLIGHTS SEGMENTS AUTOMATIC CANCELLATION - ROBOSCAR

#### **For KL:**

- SVC CDET
- SK CDET
- SK CORF

- All AFKL Direct sales booking fees are waived when redeeming an EMD CDET.
- All EMD CDETs are valid until and including 31 December 2021 OR valid for 1 year from date of issuance (example: EMD CDETs requested on/after January 2021, will be valid for 1 year) for the purchase of an AF or KL ticket using AF/KL/DL/VS fare.
  - The endorsement box should state: YOUR VOUCHER VALID ON AF/KL/DL/VS UNTIL 31DEC21 OR REFUNDABLE IF UNUSED  
OR
  - The endorsement box should state: YOUR VOUCHER VALID ON AF/KL/DL/VS FOR 12 MONTHS OR REFUNDABLE IF UNUSED

**Process for issuance:**

**For Amadeus users only:**

Issue the EMD for the value of the existing ticket.

**\* Quick Reference Guide on how to issue an EMD-CDET for Amadeus Users:**

1. IU AF NN1 CDET CDG (Service Element/Transportation Credit Voucher) CDG-departure city
2. TMC/VAF = Entry for validating Carrier (AF or KL)
3. TMI/CV-412.01/REUR412.01/WEURO.00 = Ticket value including Taxes
4. TMI/FO-057-1234567895FRA16SEP14/23200000/057-1234567895E1
5. TMI/FE - VALID 12 MONTHS FOR AF/KL/DL/VS FARES\*COVID-19
6. TMI/FP-O/NONREF = Form of payment
7. TMI/YI = Indicator International
8. TTM/M1/RT

**Note:**

- Validating carrier = AF or KL
- Departure city = CDG for AF and AMS for KL
- Ticket stock = 057 for AF and 074 for KL

**For Sabre users only for 074 stock only (KLM):**

Issue the EMD for the value of the existing ticket.

\*All information is posted in Sabre Finder (help/format pages) so there is no need to contact the GDS helpdesk, unless you receive an error.

For redemption of the EMD towards a new ticket and for AF issuance of an EMD, please follow “For other GDS users”

**For other GDS users:**

The issuance of an EMD for the value of the existing ticket is not possible. If you would like to offer an EMD, please contact AFKL Trade Support.

For PoS Canada and Mexico please contact:

- **Contracted ARC member agencies (U.S.)** may contact Global Sales Support for EMD issuance support.
- **Contracted BSP-member agencies (Mexico, Canada)** may contact the Delta Global Sales Support for EMD issuance support.
- **Non-contracted/unmanaged agencies who are members of ARC and/or BSP (Mexico, Canada)** may contact our Air France –KLM U.S., Canada and Mexico customer service centers for support with issuing EMDs.
  - **Non-ARC member or Non-BSP member (Mexico, Canada) agencies** may contact your issuing agent  
For Point of Sale U.S.A, please contact:
    - **Contracted ARC member agencies (U.S.)** may contact Global Sales Support for EMD issuance support.
    - **Non-contracted/unmanaged agencies who are members of ARC (U.S.)** may contact our Air France –KLM U.S. customer service centers for support with issuing EMDs.
    - **Non-ARC member (U.S.) agencies** may contact your issuing agent

## Refunds

Air France and KLM have reopened the possibility to request a refund directly through your GDS. The general refund process should now be followed.

- Refunds will continue to be processed based on fare conditions and current guidelines applicable to cancelled flights, for tickets:
  - For flights cancelled by the airline, a full refund will be granted
  - For flights **NOT** cancelled by the airline but the customer is no longer able/willing to travel, fare conditions will apply. **NO SHOW is not permitted.** Please see waiver option below.
  
- If you have submitted a request via the BSPLink and it has not yet been processed by the airline, it is now possible to resubmit a refund request directly via your GDS, which will be processed much sooner. Once processed via GDS, the airline will then reject the initial refund application received in BSPLink.
  
- It is now possible to request a direct refund via GDS for EMD CDETs and these too can be re-submitted in GDS if initially done via BSPLink.
  
- The 15% additional value (Issuance of the new ticket(s) had to be completed by 31 October 2020) that applied towards a new ticket is not refundable.

**Note:** All documents issued or reissued (EMD/ETKT) by the airline on your behalf, that then need to be refunded on request of the customer will have to be requested via BSPLink, as unfortunately it is not technically possible for these documents to be refunded by the travel agent directly via GDS.

**Instructions can be found in [agentconnect.biz](https://agentconnect.biz) → Sales & Support → Refunds → Refund Process → Indirect Refunds → How to submit BSP refunds. This applies for both AF & KL tickets.**

## **Waiver**

Air France and KLM now offer you the opportunity to request a cash refund for those customers who insist they no longer want to travel (voluntary), please note NO SHOW is not permitted.

**This is applicable for all reservations that are ticketed with a travel on or after 03 March 2020 and up to and including 31 December 2021.**

A full cash refund can be granted by using the waiver code “IRG COVID19” which can be added to the direct GDS refund in the waiver remark field as follows:

### ***Amadeus:***

TRFU/WA IRG COVID19

### ***Sabre:***

Begin Direct refund by using the entry WFRxxxxx. Then mention the waiver code IRG COVID19 in the waiver box

### ***Galileo/Travelport:***

Begin Direct refund by using the entry TRNExxxxx or you can make use of the Mask. Then mention the waiver code IRG COVID19 in the waiver box

If the refund cannot be processed via the GDS, then it must go through the BSPLink where the waiver “IRG COVID19” can be inserted in the comment box in BSPLink.

**NB:** This waiver remark can be withdrawn by the airline at any time with a two week notice period. This waiver remark will waive the refund penalty conditions of the fare ticketed (eg: non-refundable ticket/refundable with a penalty) but not the refund fare calculation (eg: partial refund, taxes, surcharges, etc.) If the waiver remark is not inserted or incorrectly inserted, an ADM will be sent.

### **Offline Rebook options**

In addition to the provisions of the Air France and KLM Standard Schedule Change policy, offline rebooking is permitted on the following carriers:

#### **For re-booked travel departing in the next 48 hours:**

Apply the standard AF/KL Rebook Matrix, use the lowest available class in the same cabin on any carrier, using the below priority list:

- JV & Strategic Partner: AF KL DL VS MU G3 CZ MF
- SkyTeam: AM AR AZ CI GA KE KQ ME OK RO SU SV UX VN
- Tactical Partners: CM EY JU PS TN QF
- All other carriers

**NOTE:** Rebooking on EK is only permitted in O (Business) & VXTL (Economy) Rebooking.

Re-issue with FXI.

#### **For re-booked travel departing outside 48 hours:**

Rebook in the lowest available class on the following carriers only:

- JV & Strategic Partners: DL VS MU FM CZ MF
- SkyTeam: KQ GA ME SU\* UX\*
- Tactical partners: EY GF WY
- Other carriers: AI CX FZ HX EK\*\* UK WB GQ IB
- **REBOOKING TO OTHER CARRIES is not allowed**

\* Intra –EUR only

\*\*Only permitted in the specific booking classes O (Business) & VXTL (Economy)

Reissue with FXI/SC

Note: ***Travel Agents to add endorsement DUE CORONA.***

### **General Notes**

- ❖ No show should be avoided, cancel the flight itinerary and add a memo segment to the PNR (to keep it alive). The reissuance should be done before the date mentioned in the policy.
- ❖ All tickets/EMD CDETs plated on 057 (AF) should be exchanged or redeemed for a 057 (AF) document
- ❖ All tickets/EMD CDETs plated on 074 (KL) should be exchanged or redeemed for a 074 (KL) document