

# Air France & KLM COVID-19 trade rebook procedure

Due to the ongoing Pandemic, Air France and KLM continue to provide flexibility and simplicity for customers who wish to change their travel plans.

## VOLUNTARY (NOT CANCELLED BY THE AIRLINE BUT THE CUSTOMER IS NO LONGER ABLE TO TRAVEL)

NO SHOW is not permitted, flight segments should be cancelled before original departure date. (Unless the fare Rules allow NO SHOW on the entire route), No show will result in losing the ticket value, inability to use ticket for future travel.

### 1 CHANGE OF TRAVEL DATES AND/OR ORIGIN / DESTINATION

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

**Ticket conditions**  
Currently all fares are changeable with no change fee.

**Reprice new fare**  
If the new fare is lower, then an EMD RSVT can be issued for the remaining value.  
  
If the new fare is higher, then the fare difference needs to be collected.

**Ticketing**  
Reissue ticket

### 2 TRAVEL VOUCHERS (EMD)

For all Reservations ticketed on/before 28 February 2022	For all reservations ticketed on/after 01 March 2022
<p><b>With a travel date on/after 03 March 2020 and on/before 30 June 2022</b> EMD CDET (Refundable voucher) can be issued</p> <p><b>With a travel date beyond 01 July 2022</b> EMD TCVT (Non-Refundable voucher) can be issued</p>	<p><b>With any travel date in the future</b> EMD TCVT (Non-Refundable voucher) can be issued</p>

**Issuing instructions**  
Issue the EMD CDET/TCVT for the value of the existing ticket or Paid option (Ancillary)

See guidelines "AFKL Trade COVID-19 Rebook Policies & Instructions" in agentconnect.biz

**Additional information**  
The EMD CDET or EMD TCVT is valid for redemption up to 1 year from date of issuance for any future Travel date in system range.  
  
EMD CDET or EMD TCVT can be applied to any AFKLDLVS fare.

### 3 REFUNDS

For all Reservations ticketed on/before 28 February 2022	For all reservations ticketed on/after 01 March 2022
<p><b>With a travel date on/after 03 March 2020 and on/before 30 June 2022</b> Full Refund with waiver code</p> <p><b>With a travel date beyond 01 July 2022</b> Refund according to Ticket Conditions</p>	<p><b>With any travel date in the future</b> Refund according to Ticket Conditions</p>

**Issuing instructions**  
Please refer to AFKL Trade COVID-19 Rebook Policies & Instructions on how to apply the waiver for the tickets issued on/before 28 February 2022 with a travel on/after 03 March 2020 and on/before 30 June 2022

**Additional information**  
Direct Refunds in GDS  
  
NO SHOW is not permitted  
  
EMD CDET are refundable. EMD CDET refund can be done directly via the GDS if NOT issued by the airline.  
  
Refunds are applicable for fully unused and partially used tickets. Only open coupons (If there was no NO SHOW) can be refunded for tickets issued on/before 28 February 2022 with a travel on/after 03 March 2020 and on/before 30 June 2022, by applying the waiver code.

#### ! PNR Live

PNRs can be kept live up to 1 year by adding a MEMO segment manually in the GDS, respecting the ticket validity, note that the ticket validity overrules the PNR live. NO SHOW is not permitted, so flight segments must be cancelled before the departure date.

#### ! Ticket Validity

Ticket validity is extended up to 560 days from the last flight segment date mentioned in the ticket. Reissuance, issuance of EMD or Refund must occur within the ticket validity.