

Air France and KLM Voluntary Rebook and Refund Policy for Trade

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GENERAL INFORMATION

This policy only applies to **voluntary situations**, when the customer is no longer able or willing to travel and when the flight is NOT cancelled by the airline and still operating.

For **involuntary cancellation** (flights cancelled by the airline) please refer to the Air France and KLM Standard Schedule Change Guidelines on AgentConnect.biz → News & Promotions → Schedule Changes

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

- ❖ All tickets/EMDs plated on 057 (AF) should be exchanged or redeemed for a 057 (AF) document
- ❖ All tickets/EMDs plated on 074 (KL) should be exchanged or redeemed for a 074 (KL) document

CONTACT INFORMATION

For all point of sales (excluding Canada, Mexico & U.S.A) please contact:

- AFKL Trade Support.

(*) For point of sale Canada & Mexico please contact:

- **Contracted BSP-member agencies (Mexico, Canada)** may contact the Delta Global Sales Support.
- **Non-contracted/unmanaged agencies who are members BSP (Mexico, Canada)** may contact our Air France –KLM U.S., Canada and Mexico customer service centers for support
- **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 Delta Global Sales 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
- **Non-ARC member (U.S.)** agencies may contact your issuing agent

CHANGE OF TRAVEL DATES AND/OR ORIGIN / DESTINATION

#	Sales Period Tickets issued	Travel Period	Conditions
a.	on/before 28 June 2022	on/after 01 March 2020	Light/Leisure, Standard, Flex Fares: Changeable with no change fee. (All cabins, and published and private fares.)
b.	on/after 29 June 2022	on/after 29 June 2022	Light fares (or leisure fares in all cabins – Economy, Premium Economy and Business and for all published and private fares): change fee Applies Standard/Flex: will remain changeable with no change fees

General information:

- Reprice (ATC in Amadeus and equivalent in other GDSs) to calculate and collect any fare difference that may apply.
- If the new fare is lower, then an EMD RSVT (non refundable)/RSVR (refundable) according to ticket conditions can be issued for the remaining value.
- If the new fare is higher, then the fare difference needs to be collected.

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

TRAVEL VOUCHER (EMD)

#	Sales Period Tickets issued	Travel Period	Conditions
a.	on/before 28 February 2022	On/after 01 March 2020 and on/before 30 June 2022	EMD CDET – Refundable voucher
b.	on/before 28 February 2022	on/after 01 July 2022	EMD TCVT – Non Refundable voucher
c.	between 01 March 2022 and 28 June 2022 (incl.)	Any Travel.	EMD TCVT - Non Refundable voucher
d.	on/after 29 June 2022	Any Travel.	NO Voucher option

Voucher Issuance:

- Tickets can be exchanged towards an EMD CDET/TCVT according to the instructions above. Amadeus, Galileo and Sabre agents can exchange.
- EMD paid options: Amadeus users can issue voucher for the paid options, according to ticketing/travel as mentioned above. Other GDS users can contact AFKL Trade Support (*) for the issuance of a voucher for the paid options.
- For NDC agents a webform on AgentConnect.biz has been created, where you can request to cancel segments and select the option EMD. If the NDC webform is not available in your market, you can contact B2T support for assistance.
- A maximum of two vouchers can be used per person.

Voucher Validity:

- EMD CDETs issued on or before 31 December 2020 are valid until and including 31 December 2021. The endorsement box should state: ***YOUR VOUCHER VALID ON AF/KL/DL/VS UNTIL 31DEC21 OR REFUNDABLE IF UNUSED***
- EMD CDET Issued on or after 01 January 2021 are valid for 1 year from date of issuance. The EMD CDET issued is 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 FOR 12 MONTHS OR REFUNDABLE IF UNUSED***
- EMD TCVT are valid for 1 year from date of issuance. The EMD TCVT issued is for the purchase of an AF or KL ticket using AF/KL/DL/VS fare. The endorsement box should state: ***YOUR VOUCHER IS VALID ON AF/KL/DL/VS FOR 12 MONTHS FROM DATE OF ISSUANCE AND IS NON REFUNDABLE***

Voucher Redemption - Grace Period:

EMD CDETs issued between 01 March 2020 and 31 August 2021, that have reached the expiry date, can still be used (exchanged) until 31 August 2022, to book a new flight in the future (according to availability system range).

EMD CDETs issued as from 01 September 2021 will remain valid for 1 year from date of issuance and will not be applicable to a grace period.

- **The grace period does not apply for refunds of expired EMD CDETS.** However, Only for EMD CDETs that were issued for an involuntary cancellation, these refund requests must be done via BSPLINK and not through the GDS. If the refund is processed directly in the GDS for an expired EMD CDET, an ADM will be sent.
- The grace period does not apply for EMD TCVT's

Voucher conditions for Refunds:

- EMD CDETs are fully refundable within the validity period of the EMD CDET.
- EMD TCVT are **not** refundable

Voucher General Information:

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

For AF:

- SVC (CDET or TCVT)
- RM DUE TO REFUND REQUEST – FLIGHT SEGMENTS AUTOMATIC CANCELLATION - ROBOSCAR

For KL:

- SVC (CDET or TCVT)
- SK (CDET or TCVT)
- SK CORF

NO SHOW is not permitted, active flight segments in the PNR, should be removed before the initial departure date, if this is not done it will not be possible to issue a voucher.

Voucher Process for EMD CDET/TCVT issuance

For Sabre users only:

Issue the EMD CDET or EMD TCVT for the value of the existing ticket. For information on how to issue an EMD CDET or EMD TCVT this can be found in Sabre Finder (help/format pages).

For Galileo users only:

Issue the EMD CDET or EMD TCVT for the value of the existing ticket. For information on how to issue an EMD CDET or EMD TCVT this can be found in Travelport help pages.

Note: For Amadeus, Sabre and Galileo users it is possible to redeem EMD CDETs and EMD TCVTs towards a new ticket.

For all other GDS users:

The issuance of an EMD CDET or EMD TCVT for the value of the existing ticket is not possible. If you would like to offer an EMD CDET or EMD TCVT, please contact AFKL Trade Support ([*](#))

For Amadeus users:

Issue the EMD CDET or EMD TCVT for the value of the existing ticket.

Example for the EMD CDET issuance

(The same can be applied for EMD TCVT issuance, by replacing the CDET entries with TCVT):

1. Creation of the EMD in an existing PNR:

IUAF NN1 CDET CDG

NN1 : launch of the request

CDET : Service Element/Transportation Credit Voucher

SXB : Departure city

2. Entry for validating Carrier (AF or KL)

TMC/VAF

3. Introduce the ticket value including taxes:

TMI / REUR425.10/ WEURO.00/YI/CV-425.10/FP-O/CH

R EUR425.10: R for Reissue followed by the amount of the ticket including tax to be transferred to the credit voucher

WEURO.00 : W is to add the total amount (always 0)

Y : Y is for indicator followed by indicator code

CV : coupon value (amount of the note to be transferred to the credit voucher)

FP-O : old form of payment

TMI/FE – free flow text

FE in case of endorsement

TMI/ IC-TKT057230060170E1

IC : in connection with: introduction of the ticket number to be transferred to the credit voucher

N.B if an additional ticket:

TMI/IC-TKT0572300601779E1-6-TKT0572300601780

4. Enter the ticket number in the FO

TMI/FO-057-23006017E1PAR12JAN12/20254654

FO : FO for original issue followed by the ticket number to be taken in exchange

N.B if an additional ticket :

TMI/FO-057-2300601779E1-80MRS10DEC13/20345624

5. Free flow entry (121 characters) and personalization of the EMD passenger receipt:

To provide a reason

TMI/CR-DUE CORONAVIRUS

important free text should not contain specific characters: / ; *.....

6. Issuance of the EMD :

TTM

REFUNDS

#	Sales Period Tickets issued	Travel Period	Conditions
a.	on/before 28 February 2022	On/after 01 March 2020 and on/before 30 June 2022	A full Refund regardless of the fare conditions may be granted with a waiver code (provided below*)
b.	on/before 28 February 2022	on/after 01 July 2022	Fare conditions apply (to all types of fares): Light - nonrefundable Standard - nonrefundable Flex - Full refundable
c.	on/after 01 March 2022	Any Travel	

- For all refundable documents, it is possible to request a refund directly in your GDS (or in NDC for tickets), this applies to both tickets and EMD CDETs. EMD TCVTs are not refundable.
- Refund requests that are not possible via your GDS or NDC, example all documents issued or reissued (EMD/ETKT) by the (AFKL) airline on your behalf, that then need to be refunded on request of the customer will have to be requested via BSPLink or via webform for POS U.S.A.
- Refund requests can be done for fully unused tickets and partially used tickets, if the ticket coupon status is open "O".

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

*WAIVER

#	Sales Period Tickets issued	Travel Period	Conditions
a.	on/before 28 February 2022	On/after 01 March 2020 and on/before 30 June 2022	A full 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

GDS	ENTRY
Amadeus	TRFU/WA IRG COVID19
Sabre	WFRxxxxx. Mention the waiver code IRG COVID19 in the waiver box
Galileo/Travelport	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 or via webform for POS U.S.A. where the waiver "IRG COVID19" can be inserted in the comment box.

Concerning the EMD paid options the functionality of the refund via the GDS is not activated, so the refund request of these documents will need to be done via BSPLink or webform for POS U.S.A.

NB: If the waiver remark is not inserted or incorrectly inserted, an ADM will be sent.

NO SHOW is not permitted and cancellation of flight segments must be done before original departure and before requesting a refund.

PNR LIVE

- PNRs can be kept live up to 1 year, the flight segments must be removed or cancelled before the original departure date and a MEMO segment must be inserted manually via the GDS.
Note: A MEMO segment cannot be added with a year indication.
- Ticket validity must be respected (the ticket validity overrules the PNR live).
- This is applicable for all GDS's
- For NDC agents a webform "Flight Segment Deletion" on agentconnect.biz has been created, where you can request to cancel segments and select that you would like to keep the PNR live. If the NDC webform is not available for your market you can contact your Trade Support

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

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** Example: 0TURKLBK1AMS30SEP-**RETENTION LINE DUE CORONA**
Galileo (1G)	0 (= nul)TURZZ (= airline) BK1(=number of pax)AMS (= issuing office)30SEP (= valid until)-FREE TEXT Example: 0TURKLBK1AMS30SEP-RETENTION LINE DUE CORONA
Worldspan (1P)	TNZZ (= airline) MK1 (=number of pax)MIS30SEP (= valid until)/AN-RETENTION LINE DUE CORONA Example: TNKLMK1MIS30SEP/AN-RETENTION LINE DUE CORONA
Sabre (1S)	0OTH (=carrier code) GK1(=city code)30SEP (=valid until)- Free text related to Coronavirus Example: 00THKLGK1AMS30SEP- 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 Example: RU 1A HK1 AMS 30SEP/DUE CORONA

TICKET VALIDITY

#	Sales Period	Travel Period	Conditions
	Tickets issued		
a.	on/before 28 June 2022	on/after 01 March 2020	Extended ticket validity
b.	on/after 29 June 2022	Any Travel	IATA rules

a. Extended Ticket Validity:

AF and KL have an extended ticket validity 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, and only if the ticket was issued on/before 28 June 2022.

In most cases the exchange and refund can be done via your GDS.

In case it is not possible via the GDS, please contact AFKL Trade Support (*)

In case it is not possible via the GDS to proceed with refund, the refund must be processed via BSPLink or via webform for POS U.S.A.

b. IATA Ticket Validity:

IATA regulations tickets are valid for 12 months from date of issuance for fully unused tickets and valid for 12 months from the outbound travel for partially used tickets.

General Info:

No further actions can be taken if the ticket validity is exceeded, meaning the ticket will be lost.

If you exchange or request a refund of a ticket outside of the set validity you will receive an ADM.

For involuntary cases, a refund can be requested via BSPLink.

Formats on how to calculate the validity date per GDS:

Amadeus : DD20DEC20/560

Galileo : *TAA/20DEC20/+560

Sabre : T#12JUL#560

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