

Air France and KLM Voluntary Rebook and Refund Policy for Trade

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 available on Business Solutions; for more info go to AFKL.biz / Policies / Flight disruption / Schedule change guidelines.

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	Ticket fare conditions apply

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.

NOTE:

Due to technical issues, tickets issued with a **Light fare on 28 June 2022 and 29 June 2022** were filed with a change fee, while the fare conditions indicated ‘**no change fee**’.

The change fee can be waived only for tickets issued on 28 June 2022 and 29 June 2022, by inserting an endorsement in the ticket “**CHANGE FEE WAIVER**” when reissuing the ticket.

TRAVEL VOUCHER (EMD)

AF KL do no longer allow EMD CDET issuance. The following option has been replaced by the EMD TCVT new functionality.

a.	on/before 28 February 2022	On/after 01 March 2020 and on/before 30 June 2022	EMD CDET – Refundable voucher (no longer available)
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Follows updated and current travel voucher overview:

#	Sales Period	Travel Period	Conditions
	Tickets issued		
a.	on/before 28 June 2022	on/after 01 March 2020	EMD TCVT – Non Refundable voucher to be issued within the ticket validity period
b.	on/after 29 June 2022	Any Travel.	NO Voucher option

Voucher Issuance:

- Tickets can be exchanged towards an EMD 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 Business Solutions (AFKL.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 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 reminder:

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

EMD CDETs issued according to this policy 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 for a new booking 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 TCVT issuance

For Sabre users only:

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

For Galileo users only:

Issue the EMD TCVT for the value of the existing ticket. For information on how to issue an 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 or EMD TCVT for the value of the existing ticket is not possible. If you would like to offer an or EMD TCVT, please contact AFKL Trade Support (*)

For Amadeus users:

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

Example for the EMD TCVT issuance

1. Creation of the EMD in an existing PNR:

IUAF NN1 TCVT SXB

NN1: launch of the request

TCVT: 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/ WEUR0.00/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

WEUR0.00: 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 – YOUR VOUCHER IS VALID ON AF/KL/DL/VS FOR 12 MONTHS FROM DATE OF ISSUANCE AND IS NON REFUNDABLE

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*) according to the ticket validity
b.	on/before 28 February 2022	on/after 01 July 2022	Fare conditions apply
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
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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
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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

#	Sales Period Tickets issued	Travel Period	Conditions
a.	before 01 April 2023	On/after 01 March 2020	PNR Live applicable
b.	on/after 01 April 2023	Any Travel	PNR Live no longer applicable

- As per 01 April 2023 PNR live is no longer applicable. All PNRs where PNR live has been applied before 01APR2023 require an action by the end of the memo segment date previously inserted (1 year).
- Note: A MEMO segment cannot be added with a year indication.

- Ticket validity must be respected (the ticket validity overrules the PNR live).
- The PNR Live allows you to rebook, to request a voucher (EMD TCVT), or to request a refund ,as specified in the dedicated chapters of this document.

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

TICKET VALIDITY

#	Sales Period Tickets issued	Travel Period	Conditions
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 TCVT), or to request a refund, as specified in the dedicated chapters of this document, 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: Tα12JUL¥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.