



## Latest changes in our Flexible Sales Policy

Due to COVID-19, the world is constantly changing and it has had a great impact on our lives. Air France and KLM understand the uncertainty customers currently face towards travel and has adapted its Rebook & Refund Policy accordingly.

These are the latest Air France and KLM Sales Policy changes:

### **Voluntary rebooking**

Customers who have a ticket for travel from March 3, 2020 and onwards have the option to change their travel date and/or destination. Air France and KLM will waive the change fee, a new fare price will be calculated and the fare difference needs to be paid. If there are still future flights in the reservation, the rebooking needs to be completed before the initial departure date to avoid no show. If your customer has a reservation with past flights not flown, please check the section 'Exceptions in the Rebook & Refund Policy' below. The option to request a voucher that is also refundable has not changed.

### **Involuntary rebooking**

The following rebook options are available for your customers, with a ticket for travel from March 3, 2020 and onwards:

#### *Customer wants to change the travel date*

Rebook in the **same cabin** if:

- The initial departure date is before or on November 30, 2020 and the new travel commences before or on November 30, 2020.
- Travel is within 30 days before or after initial departure date.

Rebook in the **same booking class** as original ticket if:

- Travel is not within 30 days before or after initial departure date.
  - If the same booking class is available, the fare difference and change fees are waived.
  - If the same booking class is not available, the change fee is waived but a recalculation is needed and the fare difference needs to be paid.

#### *Customer wants to change the destination*

If your customer wishes to change the destination in their reservation, with an original travel date from March 3, 2020 and onwards, the change fee can be waived. However, the new route fare will need to be recalculated and the fare difference must be paid.

### Exceptions in the Rebook & Refund Policy

Customers with a ticket issued before or on April 21, 2020, with a scheduled departure date before or on August 31, 2020 can still benefit from the Cabin to Cabin rebook option. Please check the Air France and KLM COVID-19 Flexibility Policy on [AgentConnect.biz](https://AgentConnect.biz) for the specific rebook details.

### Refund Waivers

Of course, Air France and KLM encourage customers to rebook, but we also understand if your customer would like to request a refund. The refund is applicable for all tickets with travel from March 3, 2020 until and including March 31, 2021. You can now directly request the refund without having to request an EMD CDET voucher first. However, the refund request must be done before the initial departure date to avoid no show.

For more details about refund waivers for customers that do not want to travel and how to include it in a reservation, please check the Air France and KLM COVID-19 Flexibility Policy on [AgentConnect.biz](https://AgentConnect.biz).

### More information

For a clear overview, please check the updated [flow chart](#) and if you need more details about the Rebook & Refund Policy check [AgentConnect.biz](https://AgentConnect.biz) or the [Air France](#) and [KLM](#) websites.

[SEE FLOW CHART](#)

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## Reminder: request EMD CDET refunds directly in GDS

You can now request a new refund for your customer directly via your GDS. All EMD CDET vouchers have a refundable status. This will make your work more convenient by simply requesting the refund directly through your GDS without having to change the status of the voucher first.

**Tip:** If the BSPLink refund request for your customer has not yet been processed, you can now resubmit the refund request directly through your GDS. Once the refund via the GDS is processed, Air France and KLM will reject the initial BSPLink refund request. This way your customer will receive their refund without further delay.

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