

AF/KL global travel rebook policy for tickets issued before 31 March, 2020

Further to the constantly evolving situation related to the coronavirus (covid-19), the following **voluntary rebooking** options (the flight operates) may be offered to **all customers (irrespective of origin/destination) ticketed on 074-stock and 057-stock** with valid ticket issued until **31 March 2020**, whatever the fare paid.

This rebook policy applies for AF/KL/DL and partner operating flights

Travel dates impacted: **from 03 March to 31 May, 2020**

Outbound Travel should occur no later than **31 May, 2020** – the original duration of the stay may be preserved.

Rebooking and Revalidation must be completed on or before: **31 May, 2020**

Reissue / Refund must be completed on or before: **31 May, 2020**

Please note:

This policy complements and does not replace specific policies in place for travel to/from China, Korea, Singapore and Italy

1. Rebooking:

Free Rebooking is only permitted for travel on AF/KL/DL and partner operated flight in **the same booking class**. A fare difference applies if a higher booking class is used.

Please note:

- When disruption occurs on the outbound flight, the inbound date may be changed to preserve the original duration of the stay.
- New date of travel may be earlier than original ticketed, within above guidelines.
- **All penalties/change fees may be waived, even if required by the fare basis.**
- When no additional collection applies if revalidation is not possible, the tickets must re-issue using FXI/SC via AFKL direct sales office.

- In case of reissue by Travel agents, DUE CORONA to be added in endorsement box. No remark is required in case of revalidation

2. Change point of origin / destination

Use the total value of the unused flight coupons towards the purchase of a new ticket to any AF/KL origin/destination, using the following guidelines:

- All penalties/change fees may be waived, even if required by the ticketed fare basis.
- Fare difference must be refunded with a non-refundable EMD or collected

3. Refund

If fare is refundable with or without penalties, proceed to refunds directly in GDS.

- Penalties waived.
- Ticketing fees are not refundable.

If fare is not refundable and ticket is completely unused, issue a **non-refundable EMD** (CDET type) of the full value of unused flight coupons, with 1 year validity on AF/KL.

If fare is not refundable and ticket is partially used, the value of the remaining coupons may be transferred to a **non-refundable EMD**.