

11MAR2020 - Health situation : global travel rebook policy for tickets issued before 31 March, 2020 / Update #3

Update on 11 March 2020, at 07:00 pm Paris local time

*** Update #3: Detail on paid options / Anticipation of the return trip if the flight has started ***

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** with valid ticket issued until **31 March 2020**, whatever the fare paid.

This rebook policy applies for all Air France tickets (057)

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

Rebook travel date: **until 31 May, 2020 included**

Rebook / 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:

Rebook 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.
- If a journey has begun, it is possible to anticipate the return journey with a new fare calculation and collection of the difference if necessary.
 - All penalties/change fees may be waived, even if required by the fare basis, as well as any re-issuance fees.
- **Reward tickets:** same services as revenue passengers.
- Tickets with a non-commercial discount with a reservation: detailed measures on GPNNet in the Flash Update - Health situation (coronavirus).
- Paid options are transferable if customer postpones its journey/or makes a reservation for another date

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/DL 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/DL.

If fare is not refundable and **ticket is partially used**, the value of the remaining coupons may be transferred to a **non-refundable EMD**. For travel agents, EMD requests should be done via BSP link.

If the fare is non-refundable, paid options remain transferable to a future trip.

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Please note: for cases of **involuntary rebooking**, please refer to the involuntary rebook policy.

The involuntary rebooking options may be offered from H-24 to H to customers with valid ticket on flights / dates concerned, whatever the fare paid (including fares subject to special conditions)

- whose flight was **cancelled**
- or delayed for **more than 5 hours** on long-haul
- or delayed for **more than 3 hours** on short and medium-haul.

In all cases, enter an RM element in the PNR specifying the cause and date of the irregularity.