



## KL Operational Update

KLM continues to operate its global schedule to the extent possible. However due to the constantly evolving situation related to the coronavirus (covid-19), the following **VOLUNTARY** rebooking options may be offered to all customers (irrespective of origin/destination) **ticketed on 074-stock, before 31 Mar 20 for travel until 31 May 20.**

***Please note this policy complements and does not replace specific policies in place for travel to/from China, Korea, Singapore and Italy.***

## KL Rebook Policy

Customers ticketed to travel globally on an 074 ticket issued before 31 Mar 20 for travel until 31 May 20 may be offered the following rebook options:

### Change of Travel Dates

Customers may re-schedule their travel, using the following guidelines:

- Outbound Travel should occur no later than **31 May 20**– the original duration of the stay may be preserved.
- **Free Rebooking is only permitted in the ticketed booking class, a fare difference applies if a higher booking class is used. This applies to any AF/KL/DL and partner operated flight.**
- **Change fees are waived.** Re-booking and Revalidation/Re-issue must be completed by 31 May 20.
- Travel Agents should apply the KLM Standard Schedule Change Handling Guidelines.
- In case of reissues by Travel agents, DUE CORONA to be added in endorsement box. No remark is required in case of revalidation.

### Change of Destination

Customers may use the full value of their existing tickets towards the purchase of new tickets to any destination using an AF/KL/DL/VS fare using the following guidelines:

- EMD issuance must be completed by 31 May 20.
- Non-refundable EMDs may be issued at KL/AF/DL Direct Sales points only for the full value of unused coupons (1/2 RT basis if applicable) of the existing ticket.
- Travel Agents should apply the KLM Standard Schedule Change Handling Guidelines.

- **AFKL Direct Sales & Travel agents may directly apply the value of an existing unused ticket towards the purchase of a new one, collecting only any applicable fare difference as additional collection.**

### **Please note:**

- The above rebook policy offers alternatives in addition to the KLM Standard Schedule Change Handling Guidelines in case of cancelled or delayed flights.
- The standard AF and KL rebook matrix, service recovery and refund policy applies in case of cancelled/delayed flights.
- Full refunds may be offered in case of cancelled flights and flights delayed more than three hours.
- Travel agents can process refunds for fully un-used tickets directly in their GDS – refunds for partially used tickets may be requested via BSP link.
- The 'trip in vain' principle applies to refunds, when customers choose to return to their point of origin.

Please note: All the information given is subject to change.