TRAVELING SAFELY AND HEALTHY DURING COVID-19

HEALTH, SAFETY, NETWORK AND COMMERCIAL POLICY MEASURES

FOR TRAVEL PARTNERS - 25 MAY 2020

AIRFRANCE KLM

OUR COMMITMENT

The current unprecedented COVID-19 health crisis is affecting us all. At Air France and KLM, the comfort, well-being and health of our customers remain our main priority. We are constantly monitoring the situation and are committed to ensure you can travel safely and healthy during COVID-19. Special measures are taken and result in adjusted products and services:

HEALTH AND SAFETY MEASURES

AT THE AIRPORT **3**

HEALTH AND SAFETY MEASURES

ON BOARD **3**

ADJUSTED NETWORK

AFRICA **5**
ASIA **6**
CILA **7**
COI **8**
EU **9**
FRANCE **11**
MEGI **12**
NAM **13**

TRAVEL POLICIES

REBOOK AND NEW BOOKING POLICIES **14**

WE ARE HERE FOR YOU

STAY UP TO DATE **15**

Air France-KLM Group statement video

As the overarching entity, the Air France-KLM Group has recently (May 26) published a video that covers the way the Group is tackling the current COVID-19 crisis and is planning for the future. This includes of course health safety, but also sustainability, including CO_2 emission commitment, and establishing the utilization of second-generation aviation biofuels in the European aviation biofuel industry.

The current situation may change rapidly, therefore please check the airline website for the latest and most detailed information.

AIRFRANCE KLM

ON THE GROUND, AT THE AIRPORT

HEALTH AND SAFETY MEASURES

To ensure the health and safety of travelers and our ground staff at the airport, we are in continuous contact with various local and governmental authorities and pro-actively adjust our products and services to the latest insights. Extra precautionary hygiene, safety and social distancing measures are taken, creating a safe travel environment during check-in, at the gate and while boarding.

Our health and safety measures are also shown in these Air France and KLM videos.

CLEANING	Cleaning and disinfecting counters and self-service machines regularly throughout the day with approved detergents.
SOCIAL DISTANCING	Creating physical distance between travelers and ground staff whenever possible for instance during check-in, at the gate or while boarding.
ADJUSTED SERVICE IN LOUNGES	Adjusting the opening times and services offered at our lounges. For now, the KLM Non-Schengen Crown Lounge at Amsterdam Airport Schiphol is open for resting and relaxing at our hubs. For opening times and service in lounges at other airports, please check our websites.
BOARDING PROCEDURES	Reorganizing boarding procedures to create physical distance and avoid queueing where possible, for example by boarding the aircraft from back to front.
MANDATORY FACE MASKS	Adding an extra layer of protection by requiring face masks while boarding. Travelers have to bring their own face masks.
HEALTH AND TEMPERATURE CHECKS	Depending on country/airport, health checks may take place, for example temperature checks, health questionnaires and observations. Air France uses contactless temperature checks for all its departing flights, only accepting travelers with a body temperature below 38°C.

In some cases Air France and KLM have slightly different measures in place which could be related to local government requirements.
The current situation may change rapidly, therefore please check the airline website for the latest and most detailed information.

AIRFRANCE KLM

ON BOARD, IN THE AIR

HEALTH AND SAFETY MEASURES

To protect the health and safety of passengers and our crew on board, we are in continuous contact with various health and aviation authorities and pro-actively adjust our products and services to the latest insights. Extra precautionary hygiene, safety and social distancing measures are taken on board, bringing you safely and healthy to your destination.

Our health and safety measures are also shown in these Air France and KLM videos.

CLEANING AIRCRAFT	Cleaning and disinfecting our aircraft with approved detergents, giving special attention to seats, tray tables, armrests and lavatories.
AIR QUALITY	Ensuring excellent air quality onboard by filtering the air every three minutes via High Efficiency Particulate Air (HEPA) filters, which remove more than 99.999% of viral and bacterial contaminants and are also used in medical operating rooms.
SOCIAL DISTANCING	Creating physical distance on board between passengers whenever possible with special seating patterns, for instance by leaving seats open.
ADJUSTED SERVICE	Creating social distance by minimizing contact moments between passengers and our crew by simplified service on board. This means that catering, inflight sales and newspaper services can be adjusted or suspended.
MANDATORY FACE MASKS	Adding an extra layer of protection by requiring face masks on board for both passengers and crew. Passengers have to bring their own masks.
CORONA KITS	Our Air France and KLM crews are trained to be alert throughout each flight and special Corona kits are available in case of unexpected signs of illness during the flight.

In some cases Air France and KLM have slightly different measures in place which could be related to local government requirements.
The current situation may change rapidly, therefore please check the airline website for the latest and most detailed information.

AIRFRANCE KLM

REBOOK AND NEW BOOKING POLICIES

TRAVEL POLICIES

Setting your own priorities in assisting your customers is key during these hectic times. To support you in your daily work and your customer in their travel plans, we've made temporary adjustments to both our rebook as well as new booking policies. Giving you more time, simplicity and flexibility.

Check the rebook options you can offer your customer in this flowchart. For more information about the policies in general, please check AgentConnect.biz and the Air France and KLM websites.

RESERVATIONS /PNR'S	Giving you what you need most right now; extra time. You can now secure reservations to stay active until 30 June 2021.
DATES AND/OR DESTINATION	Providing you simplicity by the option to change travel dates and/or destination until 30 June 2021. For all flights ticketed before or on 21 April 2020 and with a scheduled departure before or on 31 August 2020. And, for all flights booked on or after 22 April 2020.
CABIN TO CABIN	Giving the flexibility to rebook a trip in the same cabin at no extra charge.
EMD CDET VOUCHER	Of course, we're encouraging your customers to rebook, but understand if they cannot yet reschedule. Keep the reservation alive or offer an EMD CDET voucher for a future trip, valid for redemption until 31 December 2021. Vouchers can be reimbursed if they have not been (fully) used after 12 months.
NO CHANGE FEE	Offering those that still need or would like to travel, the flexibility in the change conditions of their new booking as they are not being charged with a change fee.

The current situation may change rapidly, therefore please check the airline website for the latest and most detailed information.

AIRFRANCE KLM

AIRFRANCE
KLM