



## 29JAN2020 - Health situation in China #Update 7

Update on 29 January 2020, at 02:00 pm Paris local time

### Update #7:

\* Section C -3.3: rebooking options for customers travelling via China station

Further to the health situation in China (coronavirus), and the **Wuhan (WUH) airport closure** upon the Chinese request until February 02, 2020, as a precautionary measure, flights to and from this destination **are cancelled until February 29, 2020**, the following rebooking options may be offered:

**A-** The **involuntary** rebooking options may be offered to customers on **cancelled flights** to/from Wuhan (WUH), whatever the fare paid (including fares subject to special conditions)

#### 1. For all customers: Refund

Refund the full value of unused flight ticket using the following guidelines:

- Without collecting change fees.
- Ticketing fees are not refundable.
- **Reward tickets:** in the case of journey cancellation, total recredit of the Miles (or half reward at point of turnaround) in after sales. Refund unused taxes (AFKL agents only).

#### 2. For customers that have started their journey (ticket is partially used):

Possibility to rebook them on any other AF/KLM station in China:

- **until 29 February 2020**, in the same cabin
- **from 01 March to 31 May 2020** in the same booking class

In this case, the cost of going from initial station to new station rebooked will be at customers' expense.

NB: ROC will not rebook the customers on cancelled flights

**B -** Further to instruction of Chinese authorities to suspend the sale and travel of tourist groups departing from China, the following commercial instructions are offered for group customers with valid ticket issued on or before **26 January 2020** whatever the fare paid.

Destinations impacted: **all domestic or international flights to and from China** (including **Hong Kong** and **Taipei**)

Travel dates impacted: **26 January to 29 February, 2020**

Reissue / refund must be completed on or before: **29 February, 2020**

Refund the full value of unused flight ticket using the following guidelines:

- Without collecting change fees.
- Ticketing fees are not refundable.

**C-** The **voluntary** rebooking options may be offered to customers with valid ticket issued on or before 23 January 2020 whatever the fare paid.

Destination impacted: all flights to / from and via: **China** (including **Hong Kong** and **Taipei**)

Travel dates impacted: **until 29 February 2020**

Reissue / refund must be completed on or before: **29 February, 2020**

### **1. Rebooking:**

Rebook for travel on AF/KL/DL only:

- **until 29 February 2020**, in the same cabin
- **from 01 March to 31 May 2020** in the same booking class

### **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.
- Tickets will be reissued without collection of penalty of modification if exist.
- **Reward tickets:** same services as revenue passengers.
- Tickets with a non-commercial discount with a reservation: same services as revenue passengers.

### **2. Refund**

Refund the full value of unused flight ticket using the following guidelines (paid options included):

- Without collecting change fees.
- Ticketing fees are not refundable.
- **Reward tickets:** in the case of journey cancellation, total recredit of the Miles (or half reward at point of turnaround) in after sales. Refund unused taxes (AFKL agents only).

### **3. Destination changes are allowed in the following situations:**

#### **3.1 For customers that have started their journey (ticket is partially used):**

Possibility to rebook them on any other AF/KLM station in China, until 29 February 2020, in the same cabin. In this case, the cost of going from initial station to new station rebooked will be at customers' expense.

#### **3.2 For customers residing in Wuhan with a flight departing from another China**

**Airport:** They will also be able to benefit from the above instructions, provided they can prove that they are domiciled in Wuhan.

#### **3.3 For customers connecting in a China station (including Hong Kong and Taipei) with a final destination outside China:**

Possibility to report them via any other AF/KL station but **only in the same booking class** for a travel no later than **31 May 2020**. Final destination must remain the same.

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

## **Commercial instructions (Involuntary rebook Policy) - Scope: from H-24 to H**

The following **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.

### **1. Rebooking / Rerouting**

#### **1. a - Rebook for travel in the same cabin on the first available flight.**

- **Travel agents:** rebook on AF/KL/DL only
- **Direct sales points:** rebook on the first available flight scheduled within 24 coming hours as invol reroute according to the following flight priority: AF/A5/KL/DL, then other Skyteam airlines, finally other non-Skyteam airlines. Otherwise, outside the 24 hours window, rebook on AF/A5/KL/DL only

#### **1. b - Rebook for travel within a maximum of 30 days in the same cabin on AF/KL/A5/DL only.**

#### **Rebooking conditions:**

- When disruption occurs on the outbound flight, the inbound date may be changed to preserve the original duration of the stay.
- New schedule may be earlier than original ticketed.
- For tickets issued with connecting flights, involuntary change can be done for all the flights (domestic or international), according to the above instructions.
- Rebooking/Reissue must be completed within 72 hours beyond day of disruption.
- All penalties/change fees may be waived, even if required by the ticketed fare basis.
  
- If AF proposes a rerouting to a nearby station, AF pays for collective transport to final destination (train, bus, collective taxi). If AF is unable to organize surface transportation, the customer may rent a car (A category only) and ask for a refund in after sales by providing the invoice and itinerary receipt.

#### **Specificities:**

- **Update PNR for SSR and EMDA:** Make sure that the initial special request(s) (UM, MEDA, etc.) and the EMDA are always associated with the ticket(s).
- **Reward tickets:** same services as revenue passengers. Rerouting priority is depending on the tier level.
- **Tickets with a non-commercial discount with a reservation:** rebooking on AF flights. If no availability on AF flights, the rerouting can be done on another carrier, in line with the rebooking matrice (cf. PAN 4.1.6.4). For rebooking on other non Skyteam airlines, at station only, make sure that the FIM agreement includes staff passengers (cf. PAM 4.1.7.5).

### **2. Change point of origin / destination**

## **2. a - Change of destination origin within authorized limits**

The change of the Origin to another airport in case of operational irregularities is permitted provided the followings limitations are respected:

- 300 miles for long-haul flights (482km)
- 100 miles for medium-haul & short-haul (160km)
- Cross boarder as long as it remains logical and due to proximity of the airports and at least in the above limits

The same applies if Destination is concerned.

The cost of going from initial station to new station rebooked will be at customer's own expense. AFKL will not pay for it or refund in after sales.

## **2. b - Change of destination origin beyond the authorized limits**

If the change of Origin or Destination is beyond the authorized limits, take the original ticket in exchange for the total value of the unused flight coupons, and use it as payment for a new ticket on a new Origin/Destination, on AF/KL under the following conditions:

- All change fees may be waived, even if required by the ticketed fare basis.
- Fare difference must be collected or refunded with a non-refundable EMD accordingly.
- Rebooking/Reissue must be completed within 72 hours beyond day of disruption.

## **3. Refund**

### **3. a - Flight is cancelled or delayed for more than 5 hours on short, medium and long-haul**

Refund the full value of unused flight ticket using the following guidelines:

- Without collecting change fees.
- Ticketing fees are not refundable.
- For customers in connection and coming from an EU/EEA or Switzerland and Morocco, who refuse the proposed re-routing, the return to the point of origin is handled by AF. Include in the refund the routing flight coupon used to arrive at the connecting station.
- **Reward tickets:** in the case of journey cancellation, total recredit of the Miles (or half reward at point of turnaround) in after sales. Refund unused taxes (AFKL agents only).

### **3. b - Flight is delayed for more than 3 hours on short and medium-haul**

If refund is permitted by the fare conditions, travel agents can process the refund.

If the fare is not refundable, in exchange of the ticket, travel agents may issue a non-refundable EMD of the full value of unused flight coupons, with 1-year validity on AF/KL.

In both cases:

- Without collecting change fees.
- Ticketing fees are not refundable.

## **Please note:**

Standard commercial instructions Schedule AF adjustment (J-365 to H-24) are available on [AgentConnect.biz](https://agentconnect.biz) site by clicking the link below:

[https://wadis.airfrance.fr/US/en/local/newspromotions/process/OCC/consignes\\_irregularites.jsp#77626](https://wadis.airfrance.fr/US/en/local/newspromotions/process/OCC/consignes_irregularites.jsp#77626)