



Coronavirus

At KLM, we're closely monitoring the developments of the Coronavirus outbreak in China. We base our decision-making on the information that KLM Health Services receives from globally recognised institutions, such as WHO (World Health Organisation), ECDC (European Center of Disease Control), RIVM (National Institute for Public Health and the Environment), IATA (International Air Transport Association), and CDCs (Centers for Disease Control and Prevention) in China. We're taking all necessary (precautionary) measures to ensure the health of our passengers and staff to the best of our abilities.

Based on the information that the authorities have currently provided us with, there doesn't seem to be an immediate need to suspend the entire operation of our flights to China. We have, however, decided to make changes to our ordinary flight schedule.

As of Thursday 30 January 2020:

- Direct flights to Chengdu and Hangzhou are suspended.
- The number of weekly flights to Shanghai is reduced from 11 to 7 a week.

As of Friday 31 January 2020:

- Direct flights to Xiamen are suspended.
The number of flights to Beijing remains unchanged at 7 per week. The above-mentioned flight adjustments will be effective until Saturday 29 February 2020.

Furthermore, we have taken various additional precautions. For example, upon request, we provide face masks to our crew members, which may be used on board and at destinations. Also, general hygiene measures - such as frequent hand-washing, consuming animal products only when they're well-cooked and avoiding contact with animals - have once again been brought to the attention of our staff. The general guidelines of WHO and RIVM are being followed.

China – Rebook policy Coronavirus

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To comply with the requirement of the Civil Aviation Administration of China to assist with the prevention and control of the Coronavirus, we are offering rebook and refund options. If you have a flight to or from China on or before Saturday 29 February 2020, please see below rebook and refund options we can offer you. These options are only valid if you have a ticket originally issued until Saturday 29 February 2020.

You can check your [flight status](#) or view your flight details in [My Trip](#).

Rebook your flight

Is the departure date of your flight to or from any of the above mentioned destination(s) until Saturday 29 February 2020? Then your new departure date should be no later than Sunday, 31 May 2020. You can rebook your flight at the latest on Saturday 29 February 2020. Please see below options and rules:

1. Change your travel dates

- You may change your travel dates of KLM, Air France and/or Delta Air Lines flights once.
- You can only change your travel dates if the same travel class as mentioned on your original ticket is available. Upgrading your ticket to Business Class is only possible by contacting us directly via Twitter, Messenger or Facebook or by telephone.
- You will not have to pay the change fee.

2. Change your destination

- You may use the full value of your original tickets for new tickets on KLM, Air France and/or Delta Air Lines.
- You will not have to pay the change fee.

How to rebook

You can rebook in the following ways:

- Log in to [My Trip](#) and change your travel dates and/or destination yourself if:
- you have a KLM, Air France and/or Delta Air Lines ticket,
- your journey has not started yet,
- you are not travelling with a baby (0-1 years),
- you did not request a special service (e.g. ordered a special meal, are travelling as an unaccompanied minor, have requested transportation of a wheelchair or pet, or the use of a bassinet).
- We can help you rebook your journey via social media:
- Go to [Facebook](#) ✓
- Go to [Messenger](#) ✓
- Go to [Twitter](#) ✓
- Go to [WeChat](#) ✓ (If you need our help, we can be reached 24/7 via WeChat. However, due to the Coronavirus outbreak, the Chinese line is very busy at this moment. If you're able to communicate in English, please use the English line so we can help you more quickly.)
- If you don't want to arrange the rebooking online or if you need assistance, contact the [KLM Customer Contact Centre](#).
- Did you book your ticket via a travel agent? Please contact them directly to rebook.

Apply for a refund

You are entitled to a full refund of your ticket if you meet all requirements listed:

- you are travelling to or from the above mentioned location(s) until Saturday 29 February 2020
- you did not travel

How to request a refund

- If you bought your ticket via KLM.com, a KLM ticket office or the KLM Customer Contact Centre, and your ticket number starts with 074, you can [apply for a refund online](#) ✓ in just a few steps. You can also call us, but lines may be quite busy.
- If you booked via a travel agent, please contact them directly to request a refund.