



Air France and KLM extend ticket validity

To give your customers more time, Air France and KLM have extended the general ticket validity to 560 days*. Tickets are now automatically valid for 560 days from the last flight segment date. During that time, your customers can rebook, request a voucher (EMD CDET), or request a refund.

- For rebooking: a reprice to calculate and collect the fare difference is required.
- For refund: if allowed, you can directly request a refund via the GDS. In case of an error message, please continue the request via BSPLink.

Important: an extension is not possible in case of a No Show. After the 560 days, the PNR may still be live, but the ticket will expire and can no longer be used – In case the validity is exceeded, an ADM will be issued.

* For travel from March 3, 2020, until further notice.

Air France and KLM PNR live extension

Your Air France and KLM customers can now enjoy even more flexibility. 'PNR live' can be extended by one year, offering extra peace of mind in uncertain times. Simply add a MEMO segment manually in the GDS. This applies to all GDS's and:

- All PNRs with a MEMO segment expired on June 30, 2021: you can extend the PNR by removing the expired MEMO segment and inserting a new MEMO segment in the GDS.
- All new ticketed PNRs: remove or cancel the flight segments **before the original departure date** and insert a MEMO segment.

Important: the ticket validity is leading. Also, No Show is not permitted, and so flight segments must be removed from the PNR **before the initial departure date**.

Air France and KLM Involuntary Policy updates

As of July 15, 2021, the Air France and KLM COVID-19 Rebook & Refund Policy is updated. The update includes that when Air France or KLM cancels a flight, you can now offer your customer a rebooking or refund according to the Involuntary Schedule change guidelines on agentconnect.biz.

The difference between the COVID-19 policy and the general schedule change guidelines is the removal of the EMD CDET voucher option for involuntary rebookings. The COVID-19 voluntary policy remains unchanged on agentconnect.biz.

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Travel prepared with Air France and KLM

well as keeping them informed. Now that more and more people are vaccinated, governments are loosening the rules for traveling abroad. For a smooth journey, it is important to be well aware of the latest requirements. Before your customers travel, please make sure they still check [Air France](#) and [KLM](#) TravelDocs. The TravelDoc pages will give customers all the information they need in a simple overview.

Recently, the [French](#) and [Dutch](#) authorities have changed the restrictions for travel to and from several countries.

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