

A photograph of an airport check-in area. In the foreground, a man in a dark blue blazer and a striped face mask is using a self-service kiosk. He has a dark blue bag with 'AIRFRANCE' and 'LE MONDE' written on it. Behind him, a woman in a dark blue top and a patterned skirt is also at a kiosk, wearing a face mask. In the background, another man in a blue polo shirt and a green face mask is visible. The kiosks are blue and white. The text 'TRAVELING SAFELY AND HEALTHY DURING COVID-19' is overlaid in large white letters.

TRAVELING SAFELY AND HEALTHY DURING COVID-19

**HEALTH, SAFETY, NETWORK AND
COMMERCIAL POLICY MEASURES**

FOR TRAVEL PARTNERS - 25 MAY 2020

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**



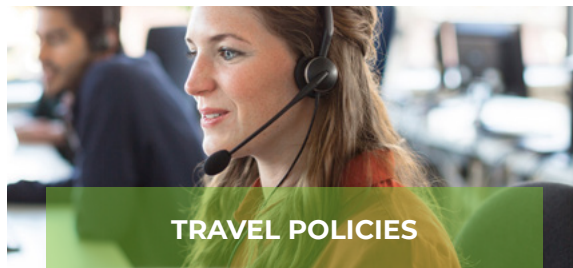
HEALTH AND SAFETY MEASURES

ON BOARD **3**



ADJUSTED NETWORK

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



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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 CO₂ 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.



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.



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.

Air France and KLM indicative network update

Until the end of June

NOUAKCHOTT

CONACKRY

COTONOU

DOUALA

YAOUNDE

Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
Benin								
Cotonou								
AF	CDG	COO	1	1	1	1	1	1
Cameroon								
Yaounde & Douala								
AF	CDG	NSI - DLA		1	1	1	1	1
Mauritanie & Guinee								
Nouakchott & Conackry								
AF	CDG	NKC - CKY		1*	1*	1*	1*	1*

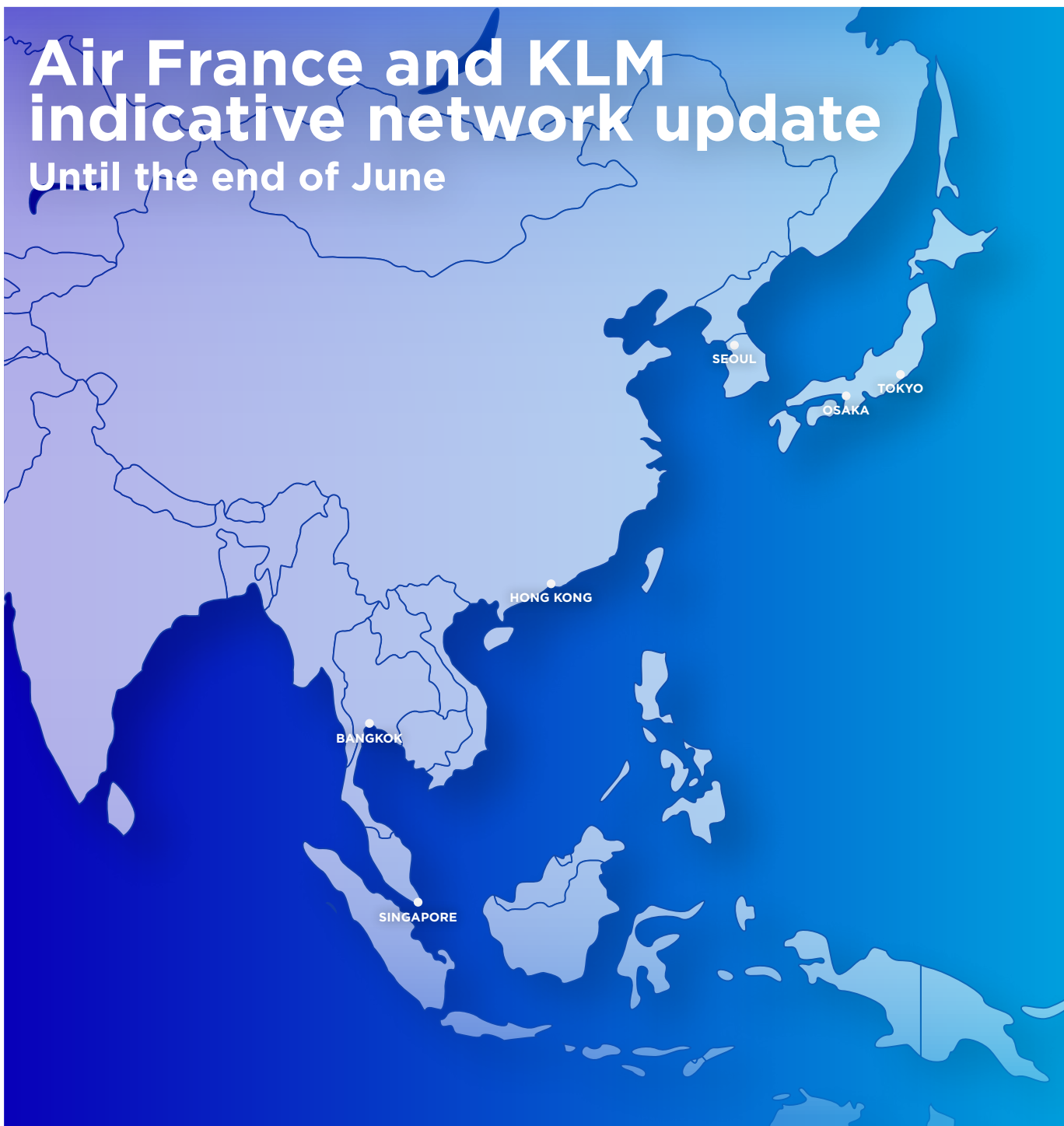
* no passengers outbound

Note: The number of flights are the total number of return flights per week.

Above information has been gathered with utmost care. Nevertheless, in our current dynamic world, things can change rapidly. The flight schedule is, for instance, depending on permission of air traffic and government authorization. Entry restrictions for travelers vary per country. Please check the Air France and KLM websites or your reservation system for the most actual and accurate information. Last update of the information above: **18 May 2020**

Air France and KLM indicative network update

Until the end of June



Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
China								
Hong Kong								
KL	AMS	HKG	7	7	7	7	7	7
Japan								
Tokyo								
AF	CDG	NRT	3	3	3	3	3	3
KL	AMS	NRT	2	2	2	2	2	2
Osaka								
KL	AMS	KIX	2	2	2	2	2	2
Singapore								
Singapore								
KL	AMS	SIN	6	7	7	7	7	7
South Korea								
Seoul								
KL	AMS	ICN	3	3	6	7	7	7
Thailand								
Bangkok								
KL	AMS	BKK	4*	4*	4*	4*	4*	4*

* no passengers outbound

Note: The number of flights are the total number of return flights per week.

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Air France and KLM indicative network update

Until the end of June



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CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
Argentina								
Buenos Aires								
KL	AMS	EZE	1	2	2	2	2	2
Brazil								
Rio de Janeiro								
AF	CDG	GIG		1	1	1	1	1
KL	AMS	GIG	2	2	2	2	2	2
São Paulo								
AF	CDG	GRU	3	3	3	3	3	3
KL	AMS	GRU	2	4	4	4	4	4
Colombia								
Bogota								
KL	AMS	BOG		2	2	2	2	2
Panama								
Panama City								
KL	AMS	PTY		4	4	4	4	4
Peru								
Lima								
KL	AMS	LIM		1	2	2	2	2

Note: The number of flights are the total number of return flights per week.

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Air France and KLM indicative network update

Until the end of June

POINTE-À-PITRE

FORT DE FRANCE

CURAÇAO

CAYENNE

REUNION

Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
Cayenne								
AF	CDG	CAY	2	2	2	2	3	5
Curaçao								
KL	AMS	CUR	1	1	1	1	1	1
Fort de France								
AF	CDG	FDF	2	2	3	3	5	7
Pointe-à-Pitre								
AF	CDG	PTP	2	2	3	3	5	7
St Denis de la Reunion								
AF	CDG	RUN	1	3	2	2	4	5

Note: The number of flights are the total number of return flights per week.

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Air France and KLM indicative network update

Until the end of June



Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
Armenia								
Yerevan								
AF	CDG	EVN						1
Austria								
Vienna								
AF	CDG	VIE			2	2	3	4
KL	AMS	VIE	4	7	7	7	7	7
Belgium								
Brussels								
KL	AMS	BRU	7	7	7	7	7	7
Czech Republic								
Prague								
AF	CDG	PRG			1	2	3	4
KL	AMS	PRG	7	7	7	7	7	7
Denmark								
Aalborg								
KL	AMS	AAL			7	7	7	7
Billund								
KL	AMS	BLL	7	7	7	7	7	7
Copenhagen								
AF	CDG	CPH	2	2	3	5	7	9
KL	AMS	CPH	7	7	7	7	7	7
Finland								
Helsinki								
KL	AMS	HEL	6	7	7	7	7	7
France								
Bordeaux								
KL	AMS	BOD			5	7	7	7
Lyon								
KL	AMS	LYS				7	7	7
Paris - CDG								
AF	AMS	CDG	7	7	7	13	14	14
KL	AMS	CDG	7	7	7	7	14	14

Note: The number of flights are the total number of return flights per week. For Paris and Amsterdam we publish the total number of weekly return flights between the two cities.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
Germany								
Berlin - TXL								
AF	CDG	TXL	2	2	2	3	5	7
KL	AMS	TXL	7	7	7	7	7	7
Dusseldorf								
KL	AMS	DUS	7	7	7	7	7	7
Hannover								
KL	AMS	HAN			7	7	7	7
Hamburg								
AF	CDG	HAM			2	3	5	7
KL	AMS	HAM	7	7	7	7	7	7
Frankfurt								
AF	CDG	FRA	1	3	2			
KL	AMS	FRA	7	7	7	7	7	7
Munich								
AF	CDG	MUC	1	2	2	3	5	7
KL	AMS	MUC	7	7	7	7	7	7
Nuremberg								
KL	AMS	NUE				7	7	7
Stuttgart								
KL	AMS	STR	7	7	7	7	7	7
Greece								
Athens								
AF	CDG	ATH	1	1	2	4	7	11
KL	AMS	ATH			2	2	7	7
Heraklion								
AF	CDG	HER						1
Hungary								
Budapest								
AF	CDG	BUD			1	3	5	7
KL	AMS	BUD	7	7	7	7	7	7
Ireland								
Dublin								
AF	CDG	DUB	3	3	3	5	6	7
KL	AMS	DUB	7	7	7	7	7	7
Italy								
Bari								
AF	CDG	BRI				1	3	3
Bologna								
AF	CDG	BLQ				1	3	4
Florence								
AF	CDG	FLR			2	3	5	7
KL	AMS	FLR			7	7	7	7

Note: The number of flights are the total number of return flights per week.

For Paris and Amsterdam we publish the total number of weekly return flights between the two cities.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
Milan								
AF	CDG	MXP			2	4	7	11
KL	AMS	MXP	7	7	7	7	7	7
Naples								
AF	CDG	NAP				2	4	7
Rome								
AF	CDG	FCO	3	3	3	5	7	11
KL	AMS	FCO	7	7	7	7	7	7
Venice								
KL	CDG	VCE	7	7	7	7	7	7
Netherlands								
Amsterdam								
AF	CDG	AMS	7	7	7	13	14	14
KL	CDG	AMS	7	7	7	7	14	14
Norway								
Bergen								
AF	CDG	BGO					2	3
KL	AMS	BGO			7	7	7	7
Oslo								
AF	CDG	OSL			1	2	4	7
KL	AMS	OSL	7	7	7	7	7	7
Poland								
Krakow								
KL	AMS	KRK			7	7	7	7
Warsaw								
AF	CDG	WAW	1	3	3	4	5	7
KL	AMS	WAW	1	7	7	7	7	7
Portugal								
Lisbon								
AF	CDG	LIS	7	7				
KL	AMS	LIS	7	7	7	7	7	7
Porto								
AF	CDG	OPO			1	3	5	7
Romania								
Bucharest								
AF	CDG	OTP			1	3	5	7
KL	AMS	OTP					7	7
Spain								
Barcelona								
AF	CDG	BCN	2	2	4	7	11	14
KL	AMS	BCN	7	7	7	7	7	7

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
Madrid								
AF	CDG	MAD	3	3	4	7	11	14
KL	AMS	MAD	7	7	7	7	7	7
Palma de Mallorca								
AF	CDG	PMI						1
Sweden								
Goteburg								
KL	AMS	GOT	7	7	7	7	7	7
Stockholm								
AF	CDG	ARN	3	3	3	5	7	9
KL	AMS	ARN	7	7	7	7	7	7
UK								
Aberdeen								
KL	AMS	ABZ	7	7	7	7	7	7
Birmingham								
AF	CDG	BHX	6	7	7	7	7	7
Edinburgh								
AF	CDG	EDI	2	2	2	3	4	6
KL	AMS	EDI	7	7	7	7	7	7
Glasgow								
KL	AMS	GLA			7	7	7	7
London - Heathrow								
AF	CDG	LHR	4	4	5	7	11	14
KL	AMS	LHR	7	7	7	7	7	7
Manchester								
AF	CDG	MAN	2	3	3			
KL	AMS	MAN	7	7	7	7	7	7
Newcastle								
KL	AMS	NCL			5	5	5	5
Switzerland								
Basel								
KL	AMS	BSL			7	7	7	7
Geneva								
AF	CDG	GVA	2	2	3	5	7	10
KL	AMS	GVA	7	7	7	7	7	7
Zurich								
AF	CDG	ZRH				1	2	4
KL	AMS	ZRH	7	7	7	7	7	7

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Air France and KLM indicative network update

Until the end of June

BREST

PARIS

BORDEAUX

BIARRITZ

PAU

TOULOUSE

MONTPELLIER

MARSEILLE

TOULON

NICE

BASTIA

CALVI

AJACCIO

FIGARI

Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

The schedule is dynamic and will be updated regularly.

CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
France								
Ajaccio								
AF	CDG	AJA			6	7	9	9
Bastia								
AF	CDG	BIA			6	7	9	9
Biarritz								
AF	CDG	BIQ				7	10	14
Bordeaux								
AF	CDG	BOD	2	2	4	7	10	14
Brest								
AF	CDG	BES	2	2	4	7	10	14
Calvi								
AF	CDG	CLY			2	2	4	4
Figari								
AF	CDG	FSC			2	2	4	4
Marseille								
AF	CDG	MRS	12	17	28	35	35	42
Montpellier								
AF	CDG	MPL	2	2	4	7	14	21
Nice								
AF	CDG	NCE	17	18	34	35	42	49
Pau								
AF	CDG	PUF					2	2
Toulon								
AF	CDG	TLN			4	7	10	14
Toulouse								
AF	CDG	TLS	12	13	26	28	34	41

Note: The number of flights are the total number of return flights per week.

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Air France and KLM indicative network update

Until the end of June

BEYROUTH

CAIRO

DUBAI

Overview of weekly return flights that Air France and KLM expect to operate for the coming weeks

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CARRIER	FROM	TO	WEEK 21 (18 MAY)	WEEK 22 (25 MAY)	WEEK 23 (1 JUNE)	WEEK 24 (8 JUNE)	WEEK 25 (15 JUNE)	WEEK 26 (22 JUNE)
Egypt								
Cairo								
AF	CDG	CAI			1	1	1	1
Lebanon								
Beyrouth								
AF	CDG	BEY					2	2
United Arab Emirates								
Dubai								
AF	CDG	DXB				2*	2*	2*
KL	AMS	DXB		4*	4*	4*	4*	4*

* no passengers outbound

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Air France and KLM indicative network update

Until the end of June



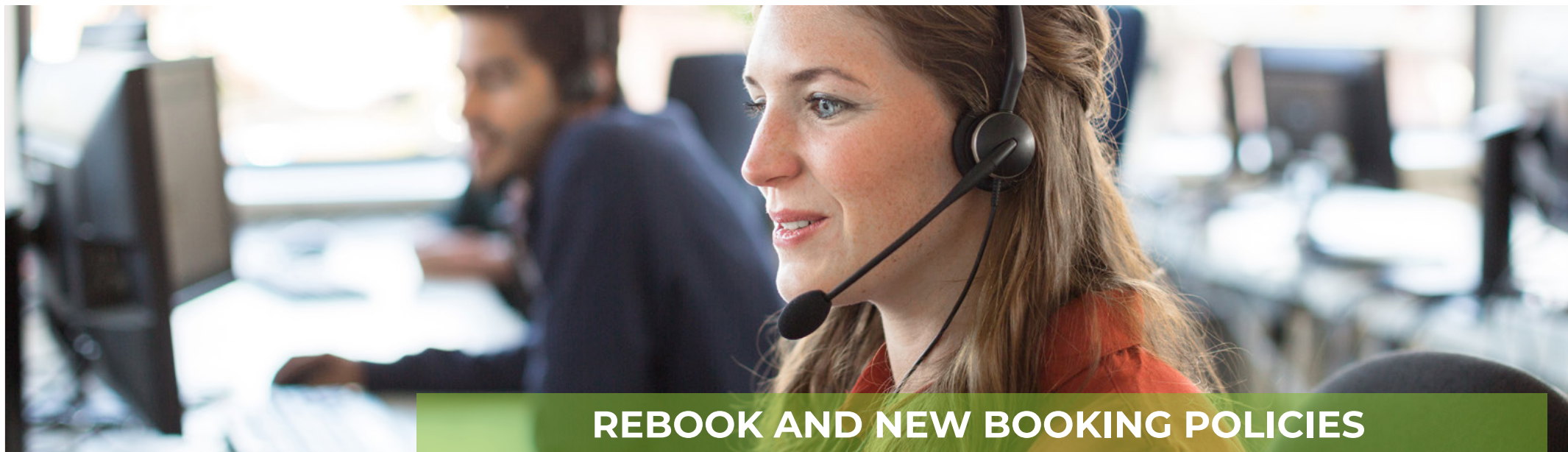
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Canada								
Montreal								
AF	CDG	YUL	3	3	4	4	5	7
Toronto								
KL	AMS	YYZ	3	5	5	5	5	5
Mexico								
Mexico City								
AF	CDG	MEX	3	3	3	3	5	5
KL	AMS	MEX	3	4	4	4	4	4
United States								
Atlanta								
AF	CDG	ATL	2	2	3	3	3	3
KL	AMS	ATL	3	3	3	3	3	3
Boston								
KL	AMS	BOS		2	2	2	2	2
Chicago								
AF	CDG	ORD					3	3
KL	AMS	ORD	2	7	7	7	7	7
Houston								
KL	AMS	IAH		2	3	3	3	3
Los Angeles								
AF	CDG	LAX	3	3	5	5	7	7
KL	AMS	LAX	3	5	5	5	5	5
New York								
AF	CDG	JFK	3	3	6	5	7	7
KL	AMS	JFK	7	10	10	10	10	10

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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.

WE ARE HERE FOR YOU

Should you have any questions or concerns, we are here for you at any time. You can check our websites to stay informed about the latest updates or contact our service centers. As the current situation may change rapidly, it could be that some information in this document is not up to date. Please check our websites for the latest and most detailed information.



AIR FRANCE

AIR FRANCE - COVID-19



KLM

KLM - COVID-19



AGENTCONNECT.BIZ

SIGN UP FOR TRAVEL
PARTNERS NEWSLETTER

