



# Traveling safely and healthy during COVID-19

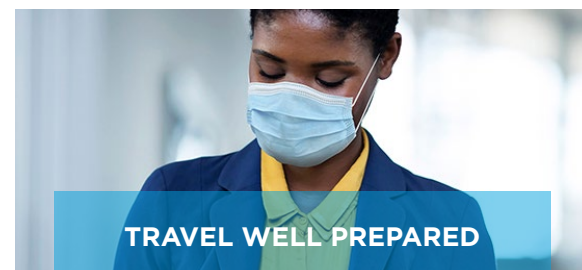
Always taking care

**ALL YOU NEED TO KNOW ABOUT THE COVID-19 MEASURES OF AIR FRANCE AND KLM**



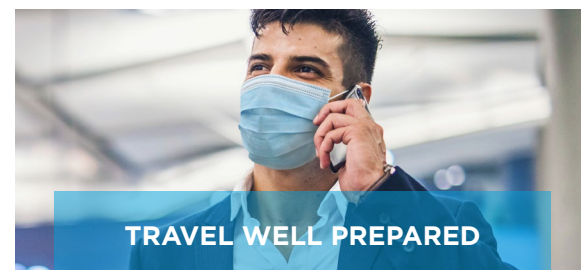
# OUR COMMITMENT

The current COVID-19 situation 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 travelling safely and healthy during COVID-19. Special measures are taken and result in adjusted products and services:



**TRAVEL WELL PREPARED**

TRAVELDOC



**TRAVEL WELL PREPARED**

TEST FACILITIES



**TRAVEL WELL PREPARED**

PRE-CHECKED DOCUMENTS



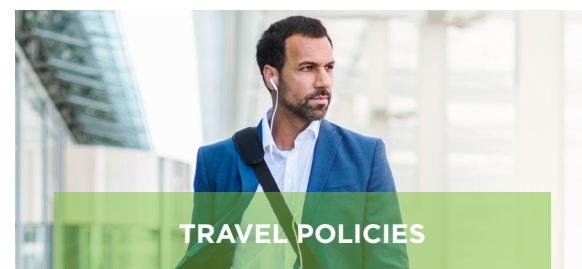
**HEALTH AND SAFETY MEASURES**

AT THE AIRPORT



**HEALTH AND SAFETY MEASURES**

ON BOARD



**TRAVEL POLICIES**

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**PARTNERS**

DELTA AIR LINES & VIRGIN ATLANTIC



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**WE ARE HERE FOR YOU**

STAY UP TO DATE



# TRAVELDOC: ALL YOU NEED TO KNOW WHEN TRAVELING IN TIMES OF COVID-19

## TRAVEL WELL PREPARED

To travel nowadays, having the right documentation is essential.

That is why Air France and KLM use TravelDoc. This reliable and independent source, used by many airlines, verifies the essential documentation you need to travel. You simply fill in the details of your trip and you directly get an overview of the required documentation and COVID-19 tests that you need to travel to your destination.

## HOW DOES IT WORK:

- STEP 1** Go to the Air France or KLM TravelDoc site for access. The traveldoc sites are not part of airfrance.com or klm.com.
- STEP 2** Fill in the details of your trip (incl. origin, destination, departure date and return date) and travel documentation (incl. document type, issue date, nationality and expiry date).
- STEP 3** Directly see all ins and outs of your trip in one overview: rules, regulations, travel alerts and documentation.

## GO TO:

**AIR FRANCE  
TRAVELDOC**

**KLM  
TRAVELDOC**





## TEST FACILITIES AT PARIS-CDG AND PARIS-ORY

### RT-PCR TEST

A RT-PCR test can be taken by appointment via [Doctolib](#), with a booked ticket at the screening centers of Cerballiance laboratories at the airport itself or in town. Test results are available within 48 hours.

### ANTIGENIC TEST

An antigenic test can be taken by appointment via [Doctolib](#), with a booked ticket at the screening centers of Cerballiance laboratories at the airport itself or in Paris. Test results are available within one to two hours.

## TEST FACILITIES AT AMSTERDAM AIRPORT SCHIPHOL

### PCR TEST

[KLM Health Services](#) offers PCR tests by appointment at the airport and at several other locations. Test results are available within 24-32 hours.

## TRAVEL WELL PREPARED: TEST POSSIBILITIES

To travel nowadays, having the right test results is essential. The easy to use TravelDoc application of [Air France](#) or [KLM](#) instantly gives an overview of all required documentation and needed COVID-19 tests of the countries you are entering. Travel well prepared, especially in times with constantly changing (local) regulations and requirements.

Our hubs in Paris and Amsterdam offer several COVID-19 test possibilities such as RT-PCR test, antigenic test and PCR test. Make use of [this](#) page to find a COVID-19 test provider near you.



## AIR FRANCE - READY TO FLY

### Available on flights to:

#### Africa

Gabon  
Mali  
Sénégal

#### Europe

Denmark  
France  
Germany  
Greece  
Italy  
Portugal  
Spain  
Sweden  
Ukraine

#### North America

Canada  
United States

#### South America

Argentina  
Brasil  
Chili

#### Overseas territories

French Guiana  
French Polynesia  
Guadeloupe  
Martinique  
Reunion

## KLM - READY TO FLY

### Available on flights to:

#### Africa

Ghana  
Kenya  
Nigeria  
South Africa

#### Caribbean

Bonaire  
Curacao  
St. Maarten

#### Europe

Germany  
Netherlands  
Portugal  
Spain  
Sweden  
Switzerland  
Turkey  
UK

#### Middle East

Dubai

#### North America

Canada  
United States

#### South America

Costa Rica  
Peru

#### Asia

India

## TRAVEL WELL PREPARED: PRE-CHECKED DOCUMENTS FOR EASY DEPARTURE

Customers can start their journey well prepared by checking and uploading all the required health-related documents already at home. With Air France's and KLM's 'Ready to Fly' services, customers can check their travel documents before departure and upload them to ensure an easier process at the airport. These services are available for an increasing number of destinations - now also including the United States.

If one of the destinations in the table is the final destination, customers will receive an e-mail or SMS from the airline to invite them to upload their required documents which will be reviewed. Customers will be informed if everything is correct before arriving at the airport, where they then can proceed through various document checks without hassle.





## 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. 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.

<b>CLEANING</b>	Cleaning and disinfecting counters and self-service machines regularly throughout the day with approved detergents.
<b>SOCIAL DISTANCING</b>	Creating physical distance between travelers whenever possible for instance during check-in, at the gate or while boarding.
<b>AVAILABILITY OF ONLINE BOARDING PASSES</b>	Depending on the departure airport, online boarding passes might be unavailable as travel requirements are verified at check-in. You will receive your boarding pass at the check-in desks at the airport.
<b>ADJUSTED SERVICE IN LOUNGES</b>	Adjusting the services offered at our lounges. At our hubs, three long haul, two medium haul and the La Premiere lounges at Paris-CDG and the KLM Non-Schengen Crown Lounge and the KLM Schengen Crown Lounge at Amsterdam Airport Schiphol are open for resting and relaxing. For opening times and service in lounges, please check our websites.
<b>BOARDING PROCEDURES</b>	Boarding via zone boarding and reorganize the boarding process where needed to avoid queueing if possible
<b>MANDATORY FACE MASKS</b>	Adding an extra layer of protection by requiring face masks while boarding. Travelers have to bring their own face masks. On Air France flights, surgical masks are mandatory.
<b>HEALTH AND TEMPERATURE CHECKS</b>	Depending on country/airport, health checks may take place, for example temperature checks, health questionnaires and observations.

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.





## 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. 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 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. On Air France flights, surgical masks are mandatory.

#### 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.



# BOOKING POLICIES

## TRAVEL POLICIES

Setting your own priorities is key during this period. To support customers with their travel plans we offer more flexibility with our booking policy. Giving you more time, simplicity and flexibility.

We are one of the few carriers that offers you the possibility to rebook, cancel your travel plans or request a travel voucher for future bookings.

For more information, please check the [Air France](#) and [KLM](#) websites and travel agents can check [AgentConnect.biz](#).

### RESERVATIONS/ PNR'S

Giving you what you need most right now: extra time. Travel agencies can secure reservations up to 1 year respecting the ticket validity, which has been extended.

### TICKET VALIDITY

Giving you reassurance by extending ticket validity to 560 days from the last flight segment in your ticket.

### NO CHANGE FEE

Offering the flexibility to change your booking to new travel dates and/or destination where no change fee is charged.

### EMD CDET VOUCHER

Travel agents may offer a refundable voucher (EMD CDET) for tickets purchased before February 28, 2022 with a travel date before June 30, 2022. If your customers decides to choose this option, it may be used for a future trip. This voucher is transferable when under the same corporate contract (OIN) and is valid for redemption until December 31, 2021, for vouchers issued in 2020. Vouchers issued on or after January 2021, are valid for 1 year from the date of issuance.

### EMD TCVT VOUCHER

Travel agents may offer a non refundable voucher (EMD TCVT) for tickets purchased from March 01, 2022 with any travel date and for tickets purchased before February 28, 2022 with a travel date beyond July 01, 2022. If your customers decides to choose this option, it may be used for a future trip. This voucher is transferable when under the same corporate contract (OIN) and is valid for 1 year from the date of issuance.





## COVID-19 COURTESY MEASURES

### FLYING BLUE

With borders reopening one after another, travel is back on the agenda. Slowly but surely, Flying Blue members are making plans to explore the world again. Flying Blue is looking forward to welcoming back all members worldwide, generously offering them 50% XP and 50% UXP on AF and KL marketed flights from January 1, until June 30, 2022. This offer is for all Flying Blue members on all eligible flights, regardless the destination.

This industry leading promotion gives members a fast track in upgrading to the next level or reaching their current Elite level's threshold more easily while also boosting their surplus XP.

For more information or if you have any questions about the consequences regarding your specific situation, please visit the [Flying Blue](#) website or contact your dedicated account manager, your TMC or our support desk.

FLYING  
BLUE  
FOR ME

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

#### REWARD TICKETS

The Air France and KLM COVID-19 Flexible rebook policy is also applicable on Reward tickets. Giving you more time and flexibility to rebook your trip.

#### MILES

Preventing Miles from expiring until 31 December 2022 for all Explorer members. As always, Miles of our Elite members are valid for life.

#### FLYING BLUE ELITE LEVEL STATUS

Removing any uncertainty you may have about your Flying Blue Elite level, by maintaining the Flying Blue Elite level of Flying Blue Elite members for another period automatically in case the qualification period is ending between January 1, 2022 and June 30, 2022.

#### SURPLUS XP SUPPORT FOR ELITE MEMBERS

Automatic top up surplus XP for Elite members with a qualification period ending between January 1, 2022 and June 30, 2022, if it's lower than last year. The surplus XP will be added within a month after the start of the new qualification period.





## DELTA AIR LINES & VIRGIN ATLANTIC

### MEASURES OF OUR PARTNERS

Our partners are also doing everything they can to reassure that you can travel safely in these difficult COVID-19 times. Check out their websites for more information on the measures they take for example on health, safety, travel policies and network.

#### HEALTH & SAFETY

Find more information about the health, sanitary and social distancing measures [Delta](#) and [Virgin](#) took.

#### REBOOK POLICY

Read more about the [Delta](#) and [Virgin](#) rebook policy.

#### NETWORK

Discover which flights [Delta](#) and [Virgin](#) are operating.

Air France and KLM proudly partner with



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







## PARTNER UPDATES

For all relevant partner news, please have a look at the following pages:

### MEASURES OF OUR PARTNERS

Our partners are also doing everything they can to reassure that you can travel safely in these difficult COVID-19 times. Check out their websites for more information on the measures they take for example on health, safety, travel policies and network.

<a href="#">DELTA AIR LINES</a>	<a href="#">VIRGIN ATLANTIC</a>	<a href="#">CHINA EASTERN</a>	<a href="#">CHINA SOUTHERN</a>	<a href="#">GOL</a>	<a href="#">TRANSAVIA</a>
<a href="#">XIAMEN AIR</a>	<a href="#">AIR MAURITIUS</a>	<a href="#">VIETNAM AIRLINES</a>			



# 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 your account manager or service center/desk. 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 via the links below:



**AIR FRANCE**

**AIR FRANCE - COVID-19**



**KLM**

**KLM - COVID-19**



**CORPORATE TRAVEL WEBSITE**

**SIGN UP FOR CORPORATE  
CUSTOMER NEWSLETTER**

**AGENTCONNECT.BIZ**

**SIGN UP FOR TRAVEL  
PARTNERS NEWSLETTER**

**FLYING  
BLUE  
FOR ME**

**FLYING BLUE**

**FLYING BLUE - COVID-19**



