



## Operational Update

Because of the worldwide Microsoft IT outage occurred at 19 July 2024 we are facing mayor disruptions at Schiphol Amsterdam Airport. Therefore we are issuing the following voluntary rebook policy for customers ticketed to fly to/from/via Amsterdam on 19 July 2024 – 20 July 2024

### KL Rebook Policy

The following voluntary re-book options may be offered to customers travelling to/from/via Amsterdam (AMS) on **19 July 2024 up to and including 20 July 2024**.

This is eligible only for customers with an original ticket issue date on or before **19 July 2024**.

### Change of Travel Dates

- Customers may re-schedule their travel, using the following guidelines:
  - Re-booking is permitted on KL/AF/DL/VS.
  - Outbound Travel should occur no later than **26 July 2024**– the original duration of stay may be preserved.
  - All penalties/change fees must be waived, even if required by the ticketed fare basis.
  - One outbound and one inbound change is permitted.
    - Re-booking is only permitted within the same cabin of travel, i.e., re-book in the ticketed class and if not available, the lowest class in the same cabin.
  - Re-booking/Re-issue must be completed by the end of the day on 26 July 2024.
  - Travel Agents should apply the AFKL Standard Schedule Change Handling Guidelines.

### Change of Destination

- Customers may use the full value of their existing tickets towards the purchase of new tickets to any destination at any AF/KL/DL/VS fare, using the following guidelines:
  - Change of Origin or destination is permitted. Additional fare charges will apply. All penalties/change fees must be waived. Re-booking/Re-issue must be completed by the end of the day on **26 July 2024**.

- EMD issuance must be done by the end of the day on **26 July 2024**.
- Non-refundable TCVT EMD's may be issued at KL/AF/DL/VS Direct Sales points only for the full value of the unused coupons (1/2 RT basis if applicable) of the existing ticket.
- Travel Agents should apply the AFKL Standard Schedule Change Handling Guidelines.

### **Please note:**

- The above rebook policy offers alternatives in addition to the AFKL Standard Schedule Change Handling Guidelines in case of cancelled or delayed flights.
- Full refunds may be offered in case of cancelled flights, long haul flights delayed more than five hours and medium haul flights delayed more than three hours.
- Travel agents can process refunds for fully un-used tickets directly in their GDS – refunds for partially used tickets may be requested via BSP link.
- The 'trip in vain' principle applies to refunds when customers choose to return to their point of origin.

Please note: All the information given is subject to change.