



Extension Air France and KLM Book with confidence

Due to the ongoing COVID-19 pandemic, Air France and KLM continues to offer customers reassurance and more time for planning future travels. We are extending our current flexible COVID-19 'Book with confidence' policy for travel before or on March 31, 2022. Customers who have a ticket or book a new ticket for travel within this period will still benefit. They have the flexibility to rebook with no change fee or get a refund, please refer to the COVID-19 Rebook policy published on Air France and KLM [AgentConnect.biz](https://www.agentconnect.biz). It is also possible for you to keep your customers' PNR live. For more details, please see the updated [flow chart](#).



Air France and KLM COVID-19 travel info pages

Customers can now easily prepare for their journey and travel with peace of mind. The renewed [Air France](#) and [KLM](#) COVID-19 information pages offer everything they need to know in one overview: including travel requirements, health and safety measures, FAQs and the rebook policy.

COVID-19 related entry rules and restrictions may vary per country and change regularly. Please see the [Air France](#) and [KLM](#) TravelDoc sites for updated information. We recommend that customers check these pages regularly. For example, you will find there the recently updated UK requirements for traveling from Europe and the US.



Air France offers 'Ready to Fly' document check

Air France now offers your customers an even smoother departure with a free check of the health documents required by the authorities of their destination country. A few days before departure, your customers can upload their documents, which will be checked by Air France. If complete and correct, your customer receives a confirmation. Boarding passes are marked 'Ready to Fly' for a quicker check in. If a document is missing, the customer is informed in time to make sure a hard copy of that document is brought. The check is available for all Air France flights from Paris to French overseas destinations and an increasing number of flights to various destinations in Europe. Please check [AgentConnect.biz](#) for a detailed overview. KLM offers a similar service, called 'Upload@Home'.

[READ MORE](#)



KLM introduces 'Upload@Home' document check

Your customers can now use KLM's 'Upload@Home' to save time at the airport and enjoy a smoother journey. This free option lets them pre-validate required COVID-19 entry documents through KLM.com. Eligible customers will receive an invitation to upload documents before travel, such as negative PCR test results. KLM will check the documents and confirm via e-mail when everything is in order. Uploading must be done at least five hours before departure. Please check AgentConnect.biz to see for which destinations 'Upload@Home' is available. Air France offers a similar service, called 'Ready to Fly'.



Air France and KLM baggage rules at a glance

No more doubts about the allowed number, weight, and dimensions of your customers' baggage. A new online Air France and KLM tool lets customers find all baggage rules for their specific itinerary. This new tool is available on the Air France and KLM websites.

depending on flight date, currency, and the selected fare. The tool can be found under 'Your baggage' on KLM.com and under 'Vos bagage' on airfrance.fr. An English version will soon be available on airfrance.fr.



New Air France winter season flights

As of October 31, 2021, Air France offers your customers flights to several new destinations: Tenerife and Rovaniemi (Finland) from Paris-CDG, and Algiers, Berlin, and Munich from Paris-Orly.

Also new are two weekly flights between Point-a-Pitre and Montreal as of November 23 and between Point-a-Pitre and New York-JFK as of November 24. Just recently, Air France resumed its twice-weekly service between Miami and Pointe-à-Pitre.



Tour operator joins Air France and KLM SAF program

The first non-corporate partner globally has joined Air France and KLM's Sustainable Aviation Fuel (SAF) program! Spain's Icarion, a tour operator of World2Meet, has joined the corporate



contributions in the supply and use of sustainable aviation fuel. Companies such as ABN AMRO, Arcadis, Lavazza, Kuehne&Nagel, and Bolloré already participate.



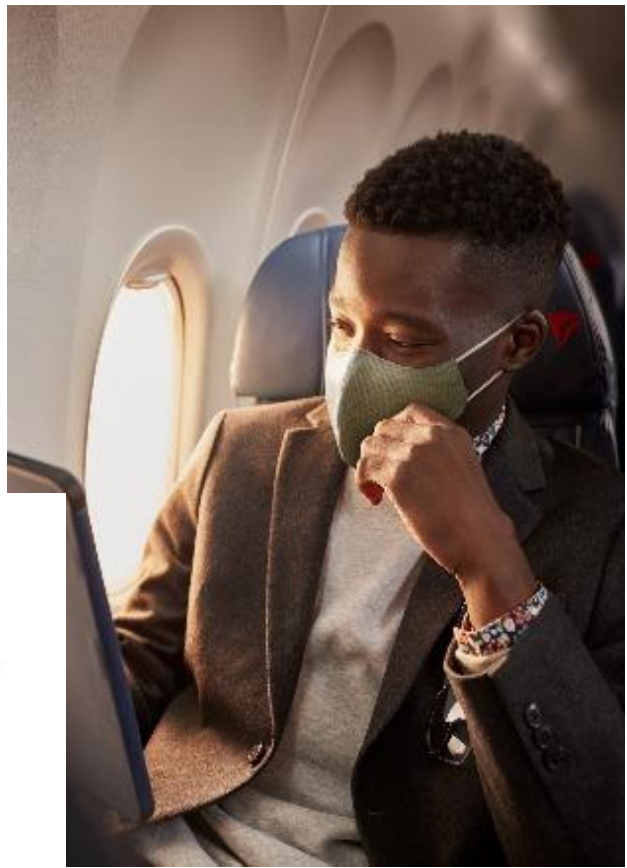
New Agent Booking Tool release

The latest Air France and KLM Agent Booking Tool release (ABT - 1.18) lets you retrieve and confirm new flight options and provide further voluntary services for an NDC booking that has been affected by schedule changes or a disruption caused by Air France or KLM. It also lets you note any customers who do not want their personal contact details disclosed (following GDPR).

ABT users can find a presentation of these new functionalities in French and English through AgentConnect.biz.

Delta Air Lines extends Medallion & SkyMiles perks

To thank loyal customers for traveling despite the associated challenges in COVID-19 times, your Delta SkyMiles Medallion Member customers can now enjoy the benefits of their status longer. The extension applies until January 31, 2023, in addition to the extension of other benefits, such as more flexibility.



Jin Atlantic reopens New York-JFK Clubhouse

Jin Atlantic has reopened its Clubhouse at New York-JFK! It once again offers your members a complimentary à la carte menu, five-star dining, tapas dishes, and afternoon tea, plus a wide selection of cocktails, wine, and soft drinks. More information about eligibility can be found [here](#).

Air France and KLM proudly partner with

