



Air France & KLM introduce new European fare structure

Light, Standard, Flex

Q&A

Index	Page
Scope	2
Fares & bookings	3-5
After Sales	5
Corporate Accounts (including BlueBiz)	5-7
Groups	7
Flying Blue Accrual Scheme	7
Flying Blue Platinum, Gold & Silver members with OPC (baggage) on ticket (KL only)	8-9



Scope

1. What is the scope of the change in the new fare structure?

Air France & KLM fares in Economy class on Medium-haul flights within Europe (including North Africa).

The current Business Class structure remains unchanged.

2. What are the names and attributes of the new fare structure?

The names of the three fare products are **Light, Standard and Flex**.

Light

This offers the customer the lowest available fare, including cabin baggage. The fare does not include any checked-in baggage allowance; however, if the customer wishes to purchase baggage later, it is possible to do so as a paid option. Dependent on the market the ticket is either non-changeable or changeable at a fee. Customers will continue to earn Flying Blue Miles.

Standard

This fare offers the convenience of including 1 piece of checked-in baggage, so that this does not need to be purchased separately. The ticket is changeable at a fee. Customers will continue to earn Flying Blue Miles.

Flex

This is completely flexible with the full benefits package. This offers the customer free changes and is fully refundable. During check-in, customers can change to an earlier flight on day of departure when travelling on AF operated flights and an earlier or later flight when travelling on KL operated flights (Go Show). SkyPriority benefits are also included in the Flex product when travelling on Air France or KLM operated flights. The Flex fare includes 1 piece of checked-in baggage. Customers will continue to earn Flying Blue Miles.

Please note: Customers travelling on Flex fares will be offered SkyPriority once a valid boarding document is issued via Internet Check-In (ICI), Mobile Check-In (MCI), kiosks and check-in desks.

3. Can customers still choose to purchase extra services separately?

Yes, customers can still choose to purchase individual services separately, for example paid option baggage & paid seating.

4. Will this affect the on-board product?

No. Air France and KLM continue to offer the same product on board including free refreshments and snacks.



Fares & bookings

5. Do the new fares apply in all cabins?

At this stage, it only applies to Economy class on the AF & KL Medium haul network within Europe (including North Africa).

6. Which booking classes are applicable for which fares?

All current fare booking classes can be used for every fare product. This means a broader availability to choose.

The booking class determines the condition of stay:

No minimum stay: Y, B, M, U, K, H, L, T

P&F will be added on KL in quarter 1 of 2017.

Minimum stay of 3 days or Friday or Saturday night: W, S, A, Q, E, N, R, V, X, G

W, S, A & G on KL only.

7. Does the Light fare replace the AF's MiNi fare?

Yes

8. Do Light & Standard fares replace KL's Basic & Plus fares?

Yes, Light replaces Basic and Standard replaces Plus.

9. Do these fares also apply to codeshare flights? (e.g. AF*/KL, KL*/AZ, etc.)

They apply to all AIR France & KLM marketed flights within Europe.

N.B. Dependent on the market, Air France & KLM may decide not to file Light fares.

10. Are these fares also filed on HOP! (A5) operated flights (Short to Medium-haul and v.v.) ?

Yes on AF* marketed / HOP! A5 operated flights.

11. When and in which sales channel will the fares be available for sale?

As KLM introduced branded fares earlier this year the system updates differ per airline.

Varies per market - By 9 Nov 2016

As soon as the fares are filed they can be sold for immediate travel.

- AF KL direct offline (i.e. any AF KL ticket offices & call centre)
- Travel Agents
- Indirect online (i.e. Self Booking Tools)
- On www.airfrance.com

Sales & travel on/after 7 December 2016

- PoS The Netherlands in all of the above mentioned channels



Phased implementation on www.klm.com as of mid January 2017.

Corporate

Sales & travel on/after 1 January 2017

All 3 fares, Light, Standard & Flex for both AF and KL will be filed for corporate customers in all of the above-mentioned sales channels.

For the remainder of 2016

Light, Standard & Flex will be filed for travel on KLM while the Standard & Flex fares will be filed for travel on Air France.

12. Will KL and AF fares be combinable?

Yes, AF and KL intra-product combinability is possible, i.e. AF and KL Light fares will combine, AF and KL Standard fares will combine and AF and KL Flex fares will combine.

13. Can you combine different fare products?

AF : Yes, Standard combines with Flex. Light does not combine with any other fare products.

KL : No inter-product combinability i.e. you cannot combine Light one-way with Flex on the other.

14. Does the (travel) agent have to book or quote in a different way?

When making a booking, the (travel) agent can choose between the Light, Standard or Flex fare. The (travel) agent can quote them in the usual way.

15. What are the fare basis codes of these fares?

Light: including cabin baggage only. First bag at a fee. Non-refundable. Dependent on the market the ticket is either non-changeable or changeable at a fee.

AF : Published: WK--9 or RD--9 or AR--9 or WAP--9 Corporate: 9FM--9

For AF , all the Light fare basis finish with a 9 (= no bag)

KL : Published: **WK or SR** Corporate: **9FM**

• **Standard:** including first bag, changeable at a fee.

AF : Published: **WK or SR or WAP or SAP** Corporate: **6FM**

KL : Published: **WK--6 or SR--6** Corporate: **6FM**

• **Flex:** Includes free changes, refundable, first bag free, SkyPriority and go show.

AF: Published: **FF or FAP** Corporate: **1FM**

KL: Published: **FF** Corporate: **1FM**



After Sales

16. Is it possible to buy the Light fare and change to a Standard or Flex fare later?

No, this will not be possible. The choice of fare type (Light, Standard, Flex) must be made at the time of booking.

17. Is it possible to buy extra benefits separately after buying a ticket?

Yes, paid option baggage and paid seat options can still be bought separately.

18. How does the new fare structure affect un-ticketed PNRs quoted prior to the launch of branded fares?

The fare is not guaranteed until it is ticketed; therefore, un-ticketed PNRs could now be eligible for the new fare structure. Specific grace periods for Tour Operators apply.

19. How does the new fare structure affect tickets issued prior to the launch of these fares?

The introduction does not affect tickets already issued. These tickets and booking classes remain unchanged.

The following applies to changes made to tickets issued prior to the introduction of the new fares:

Changes to completely unused tickets:

- change to outbound: new fare structure applies
- change to inbound: historical fare structure applies

Changes to partially used tickets: historical fare structure applies

Corporate Accounts (including BlueBiz)

20. How does the new fare structure affect Corporate contracted customers?

Corporate customers traditionally book close to departure date. This often means the purchase of fares in higher booking classes, even though the customer did not specifically require the fare benefits of these higher fares.

The (sub) booking class will no longer determine the product. ***It is the services and conditions chosen by the customer that determines the fare product.*** The new fare structure allows the Corporate customer to choose the fare product that best meets their specific travel requirements.

21. When will the fare structure be included in the Corporate offer?

The Corporate offer will include Light, Standard & Flex fare products for sales and travel on/after 1 January 2017.

In addition, for the remainder of 2016 Light & Standard & Flex will be filed for travel on KLM while the Standard & Flex fares will be filed for travel on Air France.



22. Do corporate customers still get the first piece of baggage free and access to SkyPriority benefits (in Y, B, M booking classes) when travelling on a Light product on KL flights?

Baggage waiver

For sales on/after 1 April 2017, the baggage waiver will no longer apply, however, one piece of checked-in baggage is free of charge for customers with SkyTeam Elite or Elite Plus status.

Alternatively, Corporate customers can choose to buy the Standard or Flex product that includes baggage as a benefit or buy baggage as a separate paid option when travelling on the Light product.

BlueBiz customers can even use their Blue Credits to buy baggage as a paid option.

SkyPriority

For sales on/after 1 January 2017 access to SkyPriority benefits (in Y, B, M booking classes) will no longer apply when travelling on a Light or Standard fare product on KL flights. Customers with SkyTeam Elite Plus status are entitled to SkyPriority.

23. Is the customer still entitled to the baggage waiver and SkyPriority benefits (in Y, B, M booking classes) when the ticket was bought before these changes?

Baggage waiver

Yes, if the corporate customer has booked and ticketed before 1 April 2017 for travel on/after 1 April 2017, the baggage waiver will be honoured.

SkyPriority

Yes, if the corporate customer has booked and ticketed before 1 January 2017 for travel on/after 1 January 2017, SkyPriority will be honoured.

24. Why are these benefits no longer available?

These changes enable a clear and consistent AF KL Corporate offer - offering competitive fares and the choice to decide which benefits best suit the customer's needs.

In addition, as more booking classes will be open to choose from, Corporate contracted customers will be able to benefit from lower fares by choosing the fare that meets their individual needs.

25. Is there any change in the seating benefits offered to Corporate customers?

No, the seating benefits for Corporate customers remain unchanged.

26. Does the Ticket Time Limit (TTL) for the corporate accounts change?

No. This remains unchanged.



27. Is there any improvement in the name change policy for Corporate customers?

Yes, the name change policy will be extended to also include T & L booking classes for Light, Standard and Flex fares, as of 1 January 2017.

Groups

28. Will group bookings also be able to use the new fare structure?

Group fares remain unchanged. The new fare structure will not be used for group fares.

Flying Blue Accrual Scheme

29. What is the new Miles accrual scheme for Flying Blue members?

Flying Blue will introduce a new Flying Blue Miles accrual scheme to complement the introduction of the new Economy Class fare structure within Europe. The amount of Miles earned is dependent on the fare type chosen (Light, Standard or Flex) and on the sub-booking class.

For a complete overview of the Miles scheme, please refer to:

Air France

<https://www.flyingblue.com/earn-and-spend-miles/airlines/partner/14/airfrance.html>

KLM

<https://www.flyingblue.com/earn-and-spend-miles/airlines/partner/39/klm.html>

30. What is the scope of the new Miles accrual scheme?

The new Miles accrual scheme applies to AF, KL marketed / AF, KL, A5 operated flights.

The new Miles accrual scheme does not apply to AF, KL marketed / other airline operated flights; the non-branded accrual scheme applies instead.

31. Will the accrual scheme of the operating or marketing carrier apply?

As is currently already the case, the Miles accrual scheme of the marketing carrier applies.

32. When is the new Miles accrual scheme for Flying Blue members applicable?

For travel on/after 6 December 2016 (regardless of when the ticket was issued).

33. Why is there a difference in the Miles accrual between Air France and KLM?

Historically this has always been the case; however, Air France & KLM are working to align on the Miles accrual in the future.



New section below

Flying Blue Platinum, Gold & Silver members with OPC (baggage) on ticket (KL only)

34. What is the current baggage allowance for Flying Blue Platinum, Gold & Silver members travelling on KLM within Europe?

Customers travelling KLM within Europe on tickets **with OPC** are currently eligible to 1 piece of free checked baggage due to their Flying Blue Platinum, Gold & Silver status PLUS 1 additional piece of checked baggage due to their SkyTeam Elite & Elite Plus status.

35. What will change exactly for Flying Blue Platinum, Gold & Silver members?

Flying Blue Platinum, Gold & Silver members travelling on KLM within Europe with tickets showing OPC will no longer receive 1 piece of free baggage due to their Flying Blue status, but they will still be eligible for 1 piece of additional checked baggage due to their SkyTeam Elite (E) & Elite Plus (EP) status, as shown in the table below:

Light	Standard	Flex
OPC on ticket	1PC on ticket	1PC on ticket
+1 due to Flying Blue Platinum, Gold & Silver status		
OPC on ticket + 1 due SkyTeam EP/E Status Total free checked baggage = 1	1PC on ticket + 1 due SkyTeam EP/E Status Total free checked baggage = 2	1PC on ticket + 1 due SkyTeam EP/E Status Total free checked baggage = 2

36. When will this change be effective?

For tickets issued on/after 8 February 2017.

Flying Blue Platinum, Gold & Silver members with tickets issued before 8 February 2017 are not affected.

37. Why will this change take place?

The 1st bag for free on KLM European flights was implemented 4 years ago to compensate our most valuable customers for the implementation of the 1st bag fee; however checked baggage is now a feature of the recently introduced European fare structure.

The introduction of an aligned fare structure offers the customer clarity and choice when travelling on AF and KL Medium-haul flights (including North Africa).



38. Does this change mean that Flying Blue Platinum, Gold & Silver customers have the same checked baggage benefit when travelling on Air France or KLM?

Yes, Air France & KLM now offer these customers the same checked baggage benefit.

39. Is there any impact on tickets issued before 8 February 2017, but reissued (voluntary or involuntary) on/after 8 February 2017?

No, the customer will continue to be eligible to their original baggage benefit.

40. Are Flying Blue Ivory members still entitled to up to EUR 10 discount on KLM when travelling on a Light fare?

Flying Blue Ivory members are still entitled to up to EUR 10 discount on their first piece of additional baggage.

For example:

When travelling on a Light fare with one piece of checked baggage => up to EUR 10 discount.

When travelling on a Standard or Flex fare and wish to take two pieces of checked baggage = 1 is included in the fare, the 2nd piece of checked baggage => up to EUR 10 discount.