

28 April 2020

## **Air France – KLM to adjust schedule from/to South Africa due to COVID-19 pandemic**

**In compliance with the measures of the South African government to keep the borders closed for international travel, Air France – KLM suspends passenger commercial flights from South Africa to Europe until further notice.**

In cooperation with the different European embassies, repatriation flight can be organized if there is enough demand.

→ Please make yourself known to your embassy in case you need to return to either South Africa or Europe

Dutch nationals can contact the assistance line of the Dutch Ministry of Foreign Affairs: +31 247 247 247.  
French nationals can contact:

- Johannesburg Consulate: +27 (0) 82 467 25 88 or [admin-francais.johannesburg-fslt@diplomatie.gouv.fr](mailto:admin-francais.johannesburg-fslt@diplomatie.gouv.fr)

- Cape Town Consulate: +27 (0) 21 423 1575 or [consulat.le-cap-fslt@diplomatie.gouv.fr](mailto:consulat.le-cap-fslt@diplomatie.gouv.fr)

At this stage, only South African citizens and permanent residents are allowed to enter South Africa and EU citizens and Schengen passport holders are allowed into the EU.

→ For more information on this please contact the South African or authorities EU countries on the immigration regulations

As the situation is constantly changing, Air France – KLM will continue to monitor the situation will adjust our flight schedule as and when required. Updates for Air France and KLM schedules will be communicated once confirmed.

### **If you have an Air France or KLM ticket and your flight has been cancelled**

If you purchased your ticket directly from our website or at an Air France agency, you can:

1. Postpone your trip until 30 November 2020 without any fee in the same cabin of transport on Air France, KLM, Delta Air Lines, Virgin Atlantic and Kenya Airways flights. For new trip after 01 December, a fare difference might apply.
2. Apply for a refund before 30 June 2021. Complete the online form (see link below) to obtain a travel voucher. This voucher is valid for 1 year from date of issue on all Air France, KLM, Delta Air Lines, Virgin Atlantic and Kenya Airways flights. This voucher will be refundable for cash after one year from date of issue if it is not used.
  - <https://www.airfrance.co.za/trip> for Air France
  - <https://apps.isc.klm.com/voucher/Forms/frmMain.aspx> for KLM

If you have purchased a ticket at a travel agency, please contact them directly for further information.

### **If your flight has been cancelled and you already know when you want to travel**

Our Sales and Service Centre can assist you with the rebooking, you could reach us via email or by phone.

- for Air France: [mail.esales.za@airfrance.fr](mailto:mail.esales.za@airfrance.fr) or 010 205 01 00 (Monday to Friday 09:00 – 16:00).

- for KLM: [esales.za@klm.com](mailto:esales.za@klm.com) or 010 205 0101 (Monday to Friday 09:00 – 16:00).

For further information on flight reservations, changes, refunds and re-bookings, please consult the dedicated pages on the Air France and KLM websites: [www.airfrance.co.za](http://www.airfrance.co.za), [www.klm.co.za](http://www.klm.co.za).