

15 April 2020

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

The ongoing coronavirus Covid-19 crisis has forced Air France – KLM to reduce its flight capacity by almost 90%. This reduction impacts the flights from/to South Africa and are expected to last until the end of May for Air France and until the end of June for KLM.

- All Air France flights between Johannesburg and Paris & Cape Town and Paris remain suspended until 31<sup>st</sup> May 2020.
- All KLM flights between Cape Town and Amsterdam remain suspended until 3<sup>rd</sup> July 2020.
- KLM flights between Johannesburg to Amsterdam will be resumed after the lockdown ends.

Per 01<sup>st</sup> May 2020, KLM expects to operate 3 flights per week between Johannesburg and Amsterdam. This schedule is valid until 3<sup>rd</sup> July 2020.

Flight number	Routing	Frequency	Departure time (LT)	Arrival time (LT)
KL591	AMS – JNB	Tuesday, Thursday and Saturday	18h20	05h05 (+1)
KL592	JNB – AMS	Wednesday, Friday and Sunday	20h40	07h50 (+1)

*Please note that the schedule overviews might be subject to change due to unforeseeable operational or regulatory reasons.*

As the situation is constantly changing, Air France – KLM will continue to monitor the situation will adjust our flight schedule as and when required. The Air France schedule for June and onwards and the KLM schedule for July and onwards 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 (before 30 September 2020) 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.
2. Apply for a refund. 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 Center can assist you with the rebooking. Please send an email with your choice of date to:

- [mail.esales.za@airfrance.fr](mailto:mail.esales.za@airfrance.fr) for Air France
- [esales.za@klm.com](mailto:esales.za@klm.com) for KLM

**If you are a Non South African resident and you do not have any way to reach Europe:**

If you are stranded in another city than Johannesburg, please make yourself known to your Embassy in South Africa.

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).