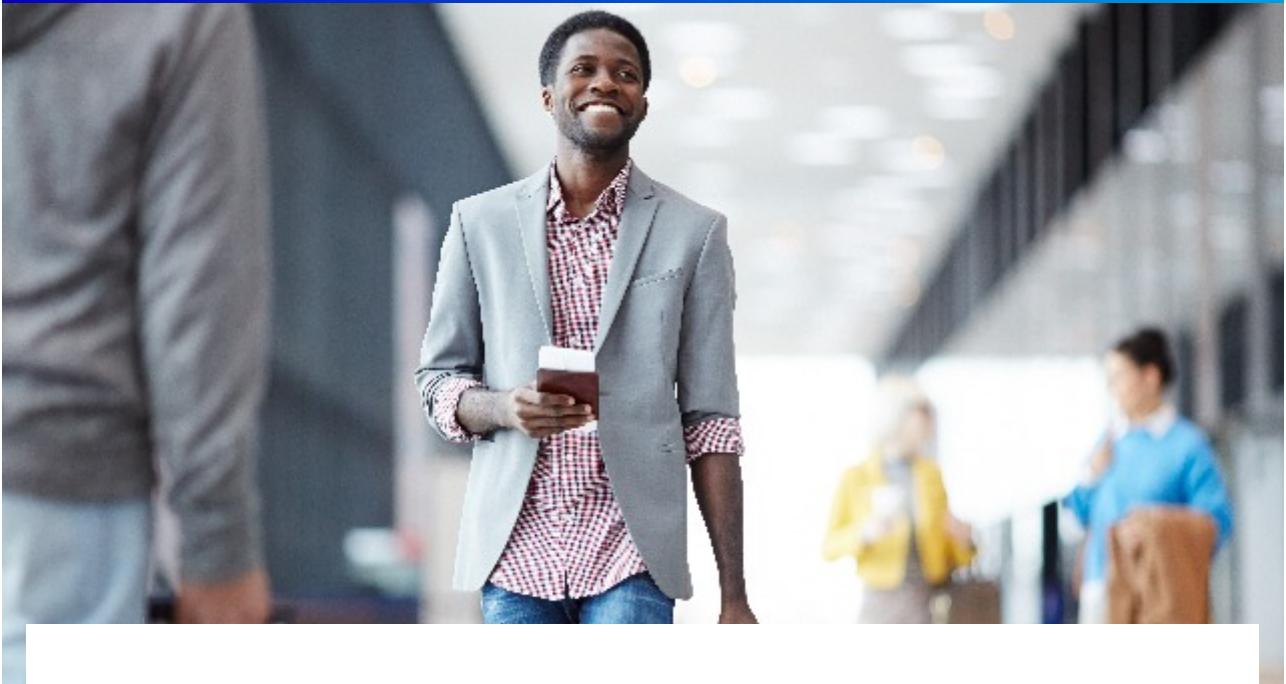


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Updated Airport Measures

When traveling with Air France and KLM we do our utmost best to make sure your customers' journey is as smooth as possible. Compared to this summer, airport operations are improving, but irregularities may still occur. Therefore, we have updated our airport measures for Paris-Charles de Gaulle (CDG) and Amsterdam Schiphol Airport to reduce as much inconvenience as possible.

Traveling via Paris:

From December 10 until January 8, for Air France, KLM and Delta Air Lines customers arriving at Paris-CDG, the minimum connecting time (MCT) is temporarily increased for the following connections:

- European flights arriving at Terminal E and with a connecting flight from Terminal F:
From 45 to 80 minutes
- Intercontinental flights arriving at Terminal E and with a connecting flight Terminal F:
From 60 to 80 minutes

For connections between Terminal E and Terminal G that affect customers with a connection from Europe to Intercontinental destinations (ICA) and vice versa, the MCT remains increased from 60 to 80 minutes until further notice.

Traveling via Amsterdam:

1. The MCT has returned to normal for all connections via Amsterdam:
 - From Europe to Europe: MCT is 40 minutes
 - From Europe to ICA and vice versa: MCT is 50 minutes

2. We are continuing to reserve a number of seats on KLM and KLM Cityhopper flights to European destinations so that passengers who missed their flights at Schiphol can be rebooked.

Before traveling, we advise you to remind your customer to always check Airfrance.com and KLM.com for the full overview of measures and latest information.

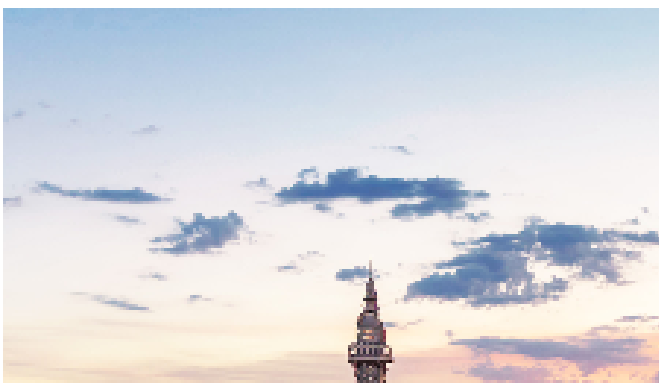
MEASURES OVERVIEW

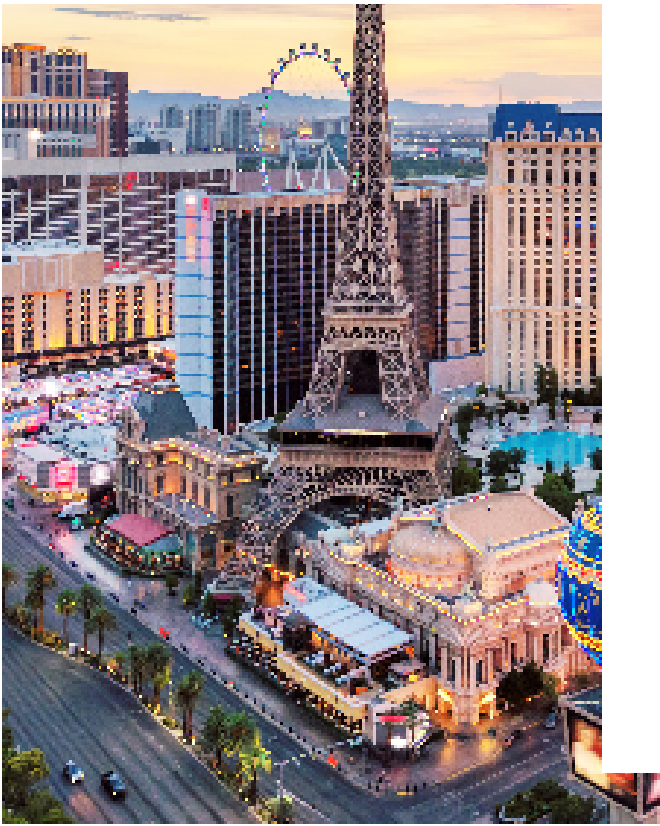


Change of Additional Bag Fee

As of December 1, Air France and KLM have increased the differentiated fee for the first additional bag with EUR 5. This applies when additional baggage is bought between seven days and one day before departure, for customers holding a ticket with a standard or non-branded fare. The fee for the first additional bag bought between 365 days until eight days before departure, and the second and/or more additional pieces remains unchanged.

SkyTeam Elite and Elite Plus customers, including Flying Blue Elite and Elite Plus members, keep the baggage allowance advantages of their tier level.





Visiting CES 2023?

Air France, KLM, and Delta Air Lines will take your customer straight to the Las Vegas Consumer Electronics Show (CES). We offer extra flights from Paris and Amsterdam to Las Vegas between 2 and 4 January 2023, especially for this event. Your customer can experience the future of innovation up close, do business, meet partners and get inspired at CES 2023.



New After Sales Capabilities with NDC

Air France and KLM recently released a new feature for NDC agents. The new functionality allows you to be more autonomous and rebook your customer yourself in case of a schedule change or a flight cancellation by Air France or KLM (UN/TK). The option for involuntary rebooking is available when:

- a flight was canceled more than 48 hours before departure
- the flight was rebooked by Air France and KLM rebook systems
- the flight segments have a UN/TK status

Any fees and fare differences are waived according to the applicable Air France and KLM commercial rebook policy.

For more information on the involuntary rebooking via NDC, please check the release notes in AgentConnect.biz.

As we are continually implementing NDC improvements, we have created a dedicated flyer with the latest overview of NDC functionalities. Find the NDC functionality flyer [here](#).



Air France's Train + Air: Improved check-in

Train + Air offers Air France customers the possibility to buy a combined ticket for a journey by air travel and train. With 18 railway stations connected to Paris-Charles de Gaulle airport and/or Paris-Orly airport, Train + Air provides access to the entire Air France international network including the French regions.

For an even better customer experience, online check-in is now available for your customers' complete airline and train trip. They no longer need to pass by the SNCF (French Rail Company) counter but can directly check-in online for the entire journey and receive their two e-tickets within 30 hours before departure. And did you know that your customer can also earn Flying Blue Miles on the train portion of their trip?

[FIND OUT MORE](#)



Celebrating 10 years of SkyPriority

This year, SkyTeam and its members are celebrating 10 years of SkyPriority. With SkyPriority, SkyTeam member airlines offer their Elite Plus members and First and Business Class customers a series of exclusive airport services across 970+ airports worldwide. When SkyPriority was launched in 2012, SkyTeam became the first airline alliance to align branded airport services for premium customers. Fast forward to today, SkyTeam remains the leading global alliance for priority services worldwide.

When eligible, your customer's journey through airports will be characterized by speed and ease, guided by the iconic red SkyPriority signs. From priority check-in, boarding and baggage handling to priority lanes at ticket offices, transfer desks, security and immigration, SkyPriority improves the airport experience at every step.

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Delta awarded best North American Airline

Readers of the Business Traveller magazine, the leading publication for frequent corporate travelers, voted our partner Delta Air Lines 'Best North American Airline', for the fifth year running. This Business Traveller Award is a great recognition of products and services that the readers judge as being the best in the industry.

> [Discover more](#)



Delta voted No. 1 in business travel survey

Corporate travel professionals have rated Delta No. 1 in the annual Business Travel News Airline Survey for the twelfth year in a row. The airline is recognized for their continuous response to evolving customer needs as well as its commitment to consistently communicate with its customers and business partners.

The annual survey asks corporate travel professionals to rank airlines on a variety of attributes, including customer service and the overall sales relationship, distribution, network, and products

and services. Among the valued actions is the launch of Delta Business, a robust set of business travel tools, products and services under one, all-encompassing travel solution.

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