

REBOOK POLICY OCC



REBOOK POLICY FOR VOLUNTARY REBOOKING

Version 4
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MIDDLE EAST REGION: VOLUNTARY REBOOK POLICY 28 FEBRUARY TO 09 MARCH, 2026

due to the security situation in the Middle East

ELIGIBILITY COMPARED TO THE INITIAL TRIP

| Involved destination to / from / via | Eligible flights KLM | Issuance date 02 March 2026 | Flight date(s) From 28 February to 09 March 2026 (inclusive) |
|---|-------------------------|--------------------------------|---|
| Dubai (DXB) | | | |
| Riadh (RUH) | | | |
| Dammam (DMM) | | | |

Comments: in the event of a cancelled flight, involuntary commercial instructions apply.

REBOOKING CONDITIONS

| Options Same cabin | Rebooking airline AF/KL/DL/VS | Last travel date permitted 20 March 2026 | Last re-issuance date permitted 20 March 2026 |
|-----------------------|----------------------------------|---|--|
| | | | |

Comments: Please note that any modification or refund is possible, provided that the initial booking has been cancelled no later than the day scheduled for the original flight.

GUIDELINES

| PARAMETERS | APPLICATION | CONDITIONS |
|---|-------------|---|
| Change point of Origin/ Destination | Yes | Authorize a change point of origin/destination up to 300 miles (482km). Beyond that, reprice the ticket manually and collect any fare difference. In all cases, any other expenses related to this change (travel, accommodation, etc.) will be the responsibility of the customer |
| Travel anticipation | Yes | Possible anticipation before the initial travel date, if flight is available |
| Change of return flight | Yes | When disruption occurs on the outbound flight, the return date may be changed to protect the original length of stay. |
| Collection of any penalties (change or refund fees) | No | Whatever the modification (change of date, flight or change of origin/destination), or refund request, all penalties/change fees must be waived. |
| Collection of reissue fees / refund fee | No | Do not collect any reissue fee / refund fee. |
| Refundable fare | Yes | Refund the full value of unused flight coupons in the ticket. |
| Non refundable fare | No | Only taxes are refundable. or |

| | | |
|--|-----|--|
| | | An EMD can be Issued for the full value of unused flight coupons in the ticket. (see Issue an EMD section) |
| Issue an EMD in exchange of the ticket | Yes | In the absence of refund, for non-refundable tickets, issue a non-refundable EMD type TCVT of the full value of unused tickets, valid 1 year on AF/KL/DL/VS |
| Refund of paid options | --- | Only if the service is not available on the new flight or if no new flight has been rebooked. Refund conditions of the option follow refund conditions of the ticket |
| If flight is delayed or cancelled by the airline | --- | Standard Schedule Change handling guidelines apply |

Please note: All the information given is subject to change.