

# WINTER SEASON PRODUCT BRIEFING

Jakarta, Indonesia

16 NOVEMBER 2023

Air France and KLM proudly partner with



# Part 1

- Key Highlights
- Business Solutions
- Network Updates
- Operational Updates
- Travel cabin
- Pricing Updates & Fare options



# Air France and KLM Business Solutions

All travel services in one portal



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# Air France and KLM Business Solutions: our portal with all the answers

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- All the information and procedures you need at your fingertips

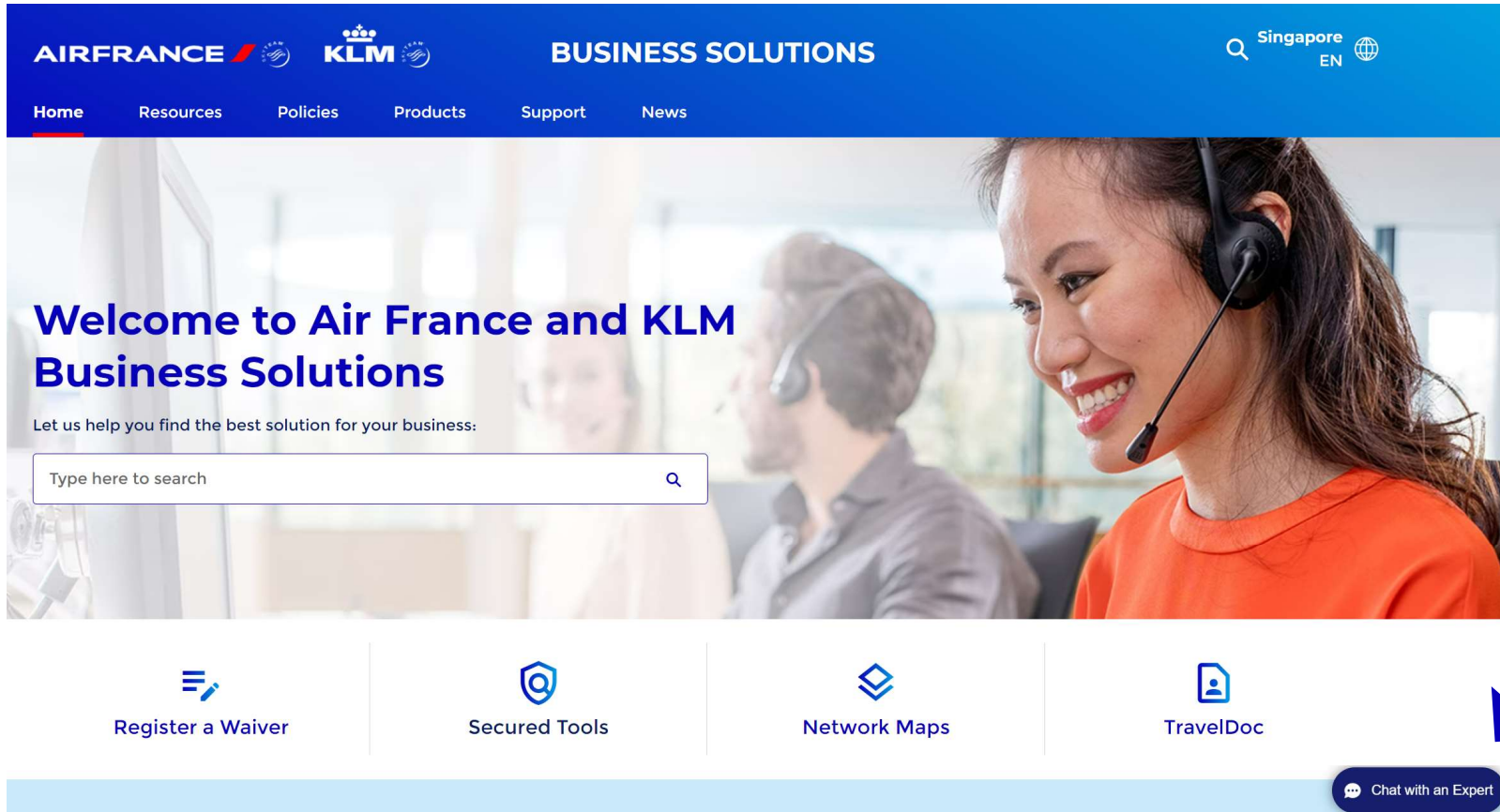





## NEW: Business Solutions Chat 24/7 trade support



- **24/7 trade support** via Business Solutions Chat
- Available in 128 countries in English
- Exclusively accessible to travel agents

# Simply click on CHAT WITH AN EXPERT





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## Welcome to Air France and KLM Business Solutions


Let us help you find the best solution for your business:

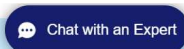
 

 Register a Waiver

 Secured Tools

 Network Maps

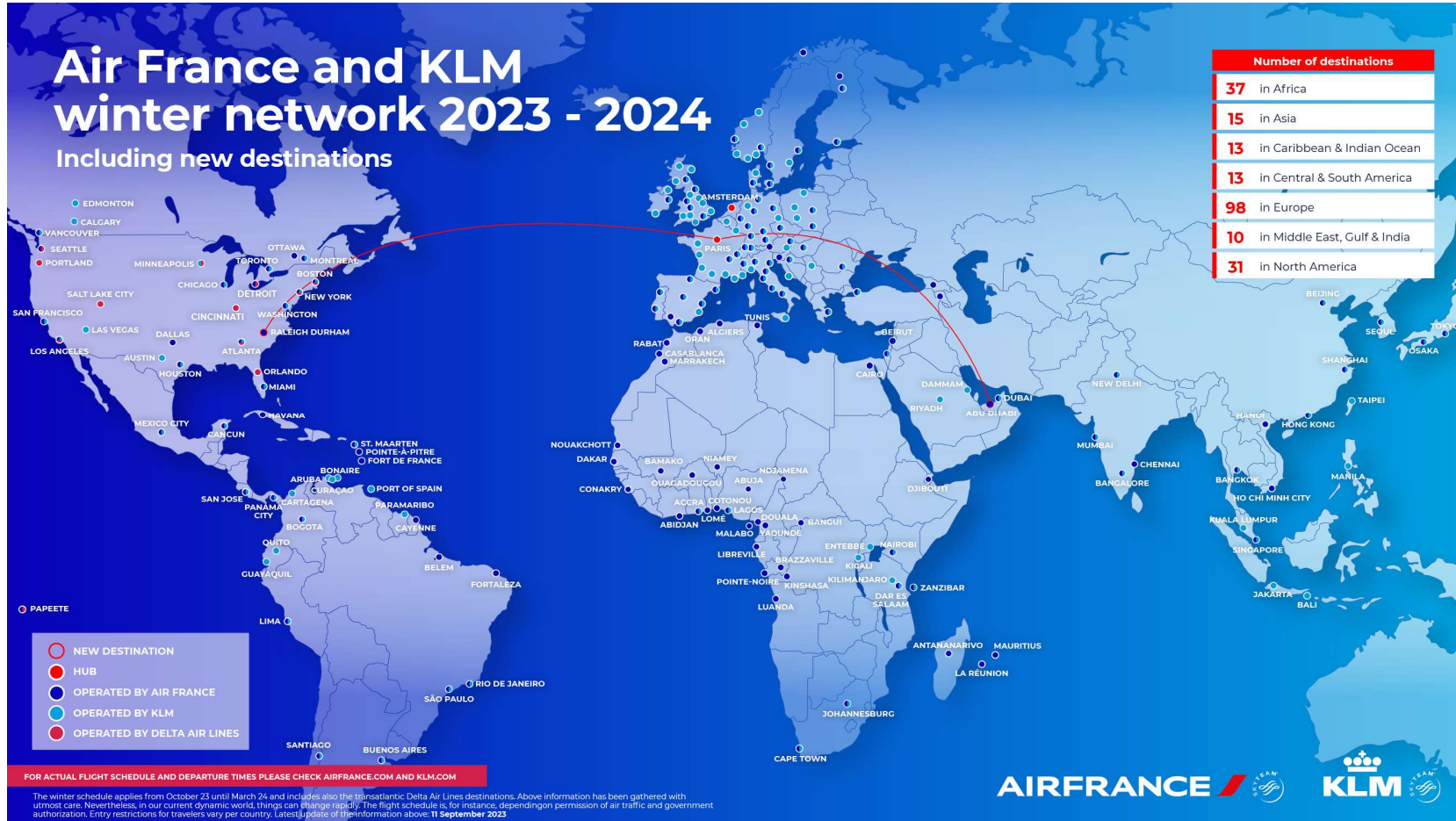
 TravelDoc

 Chat with an Expert

# AIR FRANCE KLM NETWORK

Winter 2023

# World



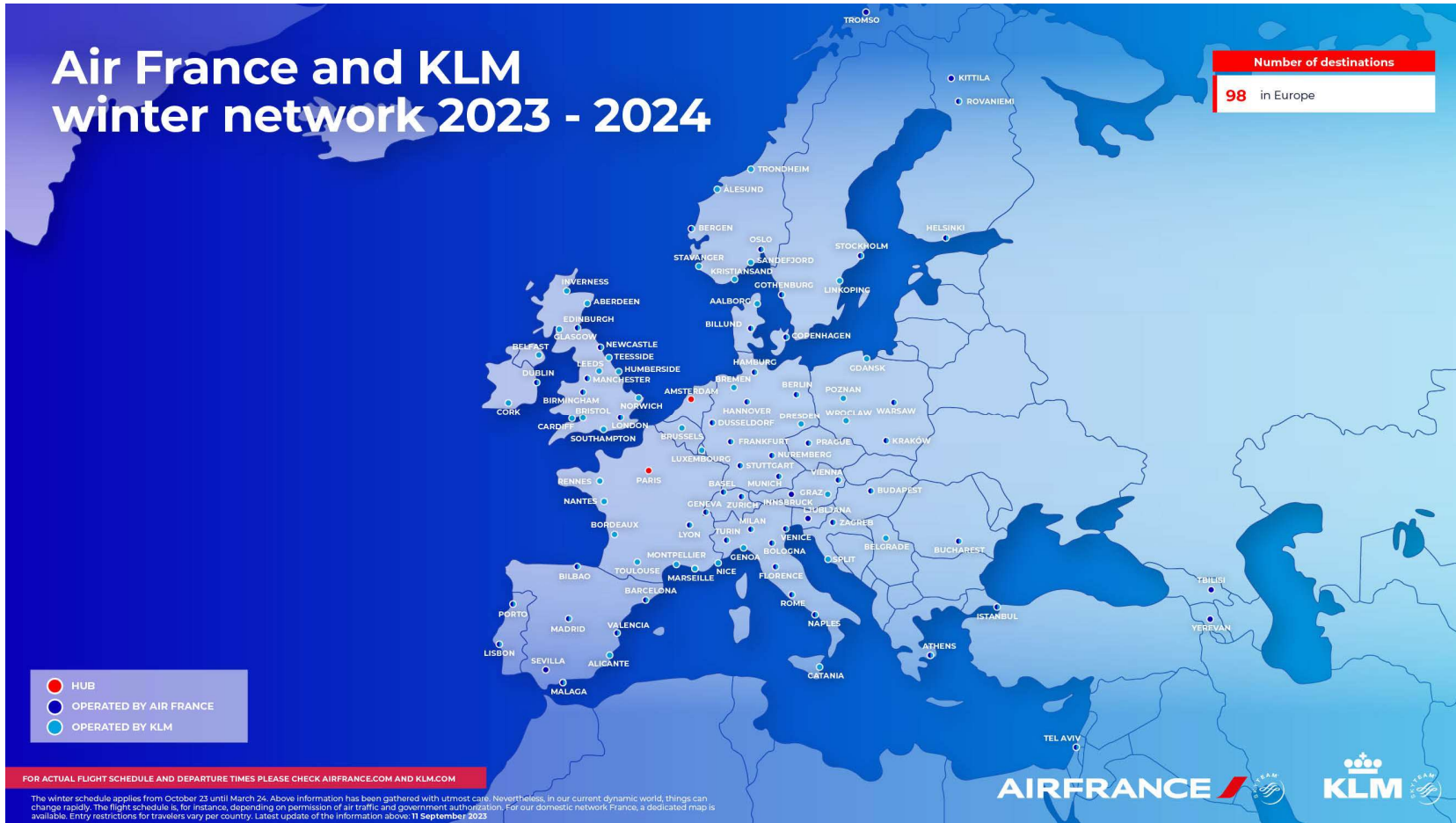
**For actual flight schedule and departure times please check AirFrance.com and KLM.com**

The winter schedule applies from October 23 until March 24 and includes also the transatlantic Delta Air Lines destinations. Above information has been gathered with utmost care. Nevertheless, in our current dynamic world, things can change rapidly. The flight schedule is, for instance, depending on permission of air traffic and government authorization. Entry restrictions for travelers vary per country.





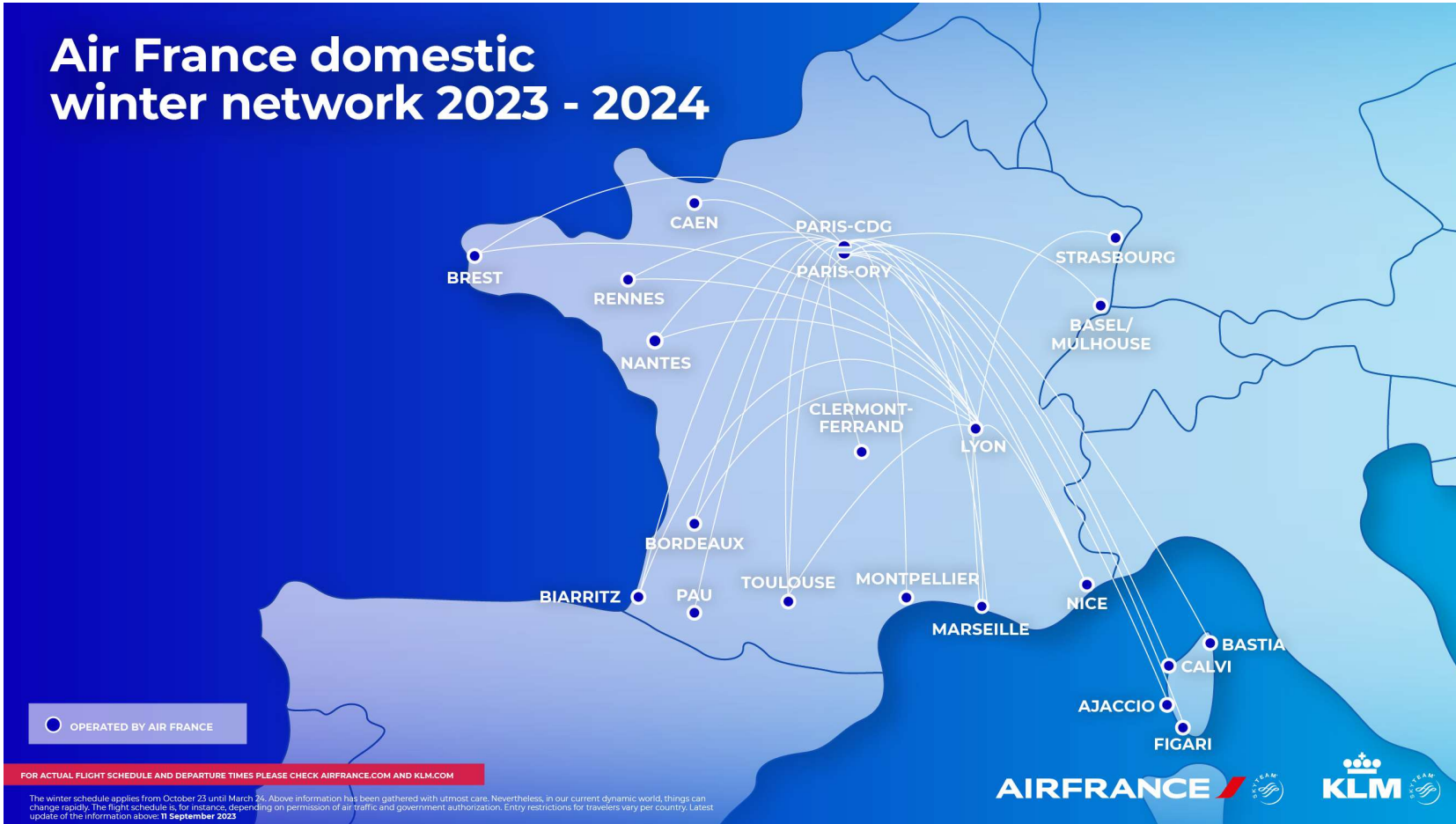
# Europe



**For actual flight schedule and departure times please check AirFrance.com and KLM.com**

The winter schedule applies from October 23 until March 24. Above information has been gathered with utmost care. Nevertheless, in our current dynamic world, things can change rapidly. The flight schedule is, for instance, depending on permission of air traffic and government authorization. For our domestic network France, a dedicated map is available. Entry restrictions for travelers vary per country.

# Domestic France



For actual flight schedule and departure times please check [AirFrance.com](https://www.airfrance.com) and [KLM.com](https://www.klm.com)

The winter schedule applies from October 23 until March 24. Above information has been gathered with utmost care. Nevertheless, in our current dynamic world, things can change rapidly. The flight schedule is, for instance, depending on permission of air traffic and government authorization. Entry restrictions for travelers vary per country.

# FROM JAKARTA

FLIGHT SCHEDULE

# Jakarta - Amsterdam (KLM)

## Winter schedule from End of October 2023 – March 2024

- **Five weekly flights between Jakarta and Amsterdam** via Kuala Lumpur
  - Business cabin in a 1-2-1 configuration of the Boeing 787-9, offering a **full flat, direct aisle access seat and increased privacy** **NEW**
  - Premium Comfort Class newly introduced in a separate cabin with comfortable seats offering more legroom **NEW**

Period	Route	Flight number	Day	Departure	Arrival	Aircraft
30 Oct. 2023 to 28 Mar. 2024	CGK-(KUL)-AMS	KL810	Mon_WedThu_SatSun	19:25	05:50+1	B789
29 Oct. 2023 to 30 Mar. 2024	AMS-(KUL)-CGK	KL809	_TueWed_FriSatSun	20:35	18:10+1	B789

(\* Departure and arrival time may vary on different days. Kindly check on your GDS for the most accurate timing.

- Flight schedule is subject to change without prior notice
- Entry restrictions for travelers vary per country



## Tail-End Destination during W23 Kuala Lumpur, Malaysia

- Five weekly flights between Kuala Lumpur and Jakarta
- Flights operated by a Boeing 787-9 Dreamliner

# Jakarta - Kuala Lumpur (KLM)

## Winter schedule from End of October 2023 – March 2024

- **Five weekly flights between Jakarta and Kuala Lumpur**

- Business cabin in a 1-2-1 configuration of the Boeing 787-9, offering a **full flat, direct aisle access seat and increased privacy** <sup>NEW</sup>
- Premium Comfort Class newly introduced in a separate cabin with comfortable seats offering more legroom <sup>NEW</sup>

Period	Route	Flight number	Day	Departure	Arrival	Aircraft
30 Oct. 2023 to 28 Mar. 2024	CGK-KUL	KL810	Mon_WedThu_SatSun	19:25	22:30	B789
30 Oct. 2023 to 31 Mar. 2024	KUL-CGK	KL809	Mon_WedThu_SatSun	17:05	18:10	B789

(\* Departure and arrival time may vary on different days. Kindly check on your GDS for the most accurate timing.

- Flight schedule is subject to change without prior notice
- Entry restrictions for travelers vary per country

# Jakarta – Paris (Air France) via Singapore

## Winter schedule from End of October 2023 – March 2024

- **Daily flight between Jakarta and Paris** via Singapore
- **Air France and KLM flights are fully combinable**, offering multiple options with interline partners between Jakarta and Paris

Period	Route	Flight number	Day	Departure	Arrival	Aircraft
30 Oct. 2023 to 30 Mar. 2024	CGK–SIN	AF3926 <sup>(1)</sup>	Daily	15:40	18:25	A333
		SQ963 <sup>(2)</sup>	Daily	18:00	20:45	A350
	SIN-CDG	AF257	Daily	23:05	06:10+1	B77W
29 Oct. 2023 to 29 Mar. 2024	CDG-SIN	AF256	Daily	21:05	16:55+1	B77W
	SIN-CGK	AF3931 <sup>(1)</sup>	Daily	19:30+1	20:30+1	A333

(1) Flights are operated by Garuda Indonesia

(2) Flights are operated by Singapore Airlines

(\* ) Departure and arrival time may vary on different days. Kindly check on your GDS for the most accurate timing.

- Flight schedule is subject to change without prior notice
- Entry restrictions for travelers vary per country

# Jakarta – Paris (Air France) via Abu Dhabi **NEW**

## Winter schedule from End of October 2023 – March 2024

- **Daily connection between Jakarta and Paris** via Abu Dhabi in conjunction with Air France’s interline partners.

Period	Route	Flight	Day	Departure	Arrival	Aircraft
02 Nov 2023 to 30 Mar 2024	CGK-AUH	AF3970 <b>NEW</b> <sup>(1)</sup>	Daily	00:40	05:50	B781
	AUH-CDG	AF639 <b>NEW</b>	Daily	08:45	13:15	A359
02 Nov 2023 to 30 Mar 2024	CDG-AUH	AF638 <b>NEW</b>	Daily	21:15	06:45+1	A359
	AUH-CGK	AF3827 <b>NEW</b> <sup>(1)</sup>	Daily	10:50+1	21:55+1	B781

*(1) Flights AF3970 and AF3827 are operated by Etihad Airways*

*(\*) Departure and arrival time may vary on different days. Kindly check on your GDS for the most accurate timing.*

- *Flight schedule is subject to change without prior notice*
- *Entry restrictions for travelers vary per country*





# FROM DENPASAR - BALI

FLIGHT SCHEDULE

# Denpasar-Bali – Amsterdam (KLM)

Winter schedule from End of October 2023 – March 2024

- **Daily flights between Denpasar-Bali and Amsterdam** via Singapore

Period	Route	Flight number	Day	Departure	Arrival	Aircraft
29 Oct. 2023 to 29 Mar. 2024	DPS-(SIN)-AMS	KL836	Daily	21:40	08:30+1	B777
29 Oct. 2023 to 30 Mar. 2024	AMS-(SIN)-DPS	KL835	Daily	21:10	20:30+1	B777

(\*) *Departure and arrival time may vary on different days. Kindly check on your GDS for the most accurate timing.*

- *Flight schedule is subject to change without prior notice*
- *Entry restrictions for travelers vary per country*

# Denpasar-Bali – Singapore (KLM)

Winter schedule from End of October 2023 – March 2024

- Daily flight between Denpasar-Bali and Singapore

Period	Route	Flight number	Day	Departure	Arrival	Aircraft
29 Oct. 2023 to 29 Mar. 2024	DPS-SIN	KL836	Daily	21:10	00:10+1	B777
29 Oct. 2023 to 31 Mar. 2024	SIN-DPS	KL835	Daily	17:45	20:30	B777

(\*) Departure and arrival time may vary on different days. Kindly check on your GDS for the most accurate timing.

- Flight schedule is subject to change without prior notice
- Entry restrictions for travelers vary per country

# Operational Updates

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## Minimum connecting time (MCT)



### Air France Paris-Charles de Gaulle Airport

Enlarged MCT for Air France, KLM and Delta Air Lines customers with connections between terminal E and F, terminal E and G, terminal G and F non-Schengen flights, and between F Schengen and non-Schengen flights at Paris-CDG.

Terminal 2E <-> Terminal 2F	Terminal 2F Schengen flights <-> non-Schengen flights	Terminal 2E <-> Terminal 2G	Terminal 2G <-> Terminal 2F non-Schengen flights
Until further notice 60 minutes	Winter 2023 – 2024 45 => 60 minutes	Winter 2023 – 2024 60 => 80 minutes	Winter 2023 – 2024 60 => 80 minutes
from 17 June to 1 September 2024 60 => 80 minutes		from 17 June to 1 September 2024 60 => 80 minutes	



### KLM Amsterdam Airport Schiphol

The MCT for Air France, KLM and Delta Air Lines customers with connections at Amsterdam Airport Schiphol is back to standard.

Europe to Europe	ICA to Europe and vice versa	ICA to ICA
40 minutes	50 minutes	50 minutes

# Updates on Paris-Charles de Gaulle airport

## Automated “PARAFE” system

- Automated border controls
- Available at all terminals in Paris-CDG airports
- Eligible to more than 55 nationalities

## Self-Service Skypriority

- A dedicated area in Terminal 2E
- Customers can print out their boarding passes, baggage tags, and drop off their baggage on their own

## ALLTHEWAY Product

- Baggage pick-up in the heart of Paris
- From 30 hours to 4 hours before the departure of Air France flight.

## Transfer at CDG

- Stronger signage with “Follow the Yellow”
- Reopening of priority access (Accès no 1) on connecting circuits

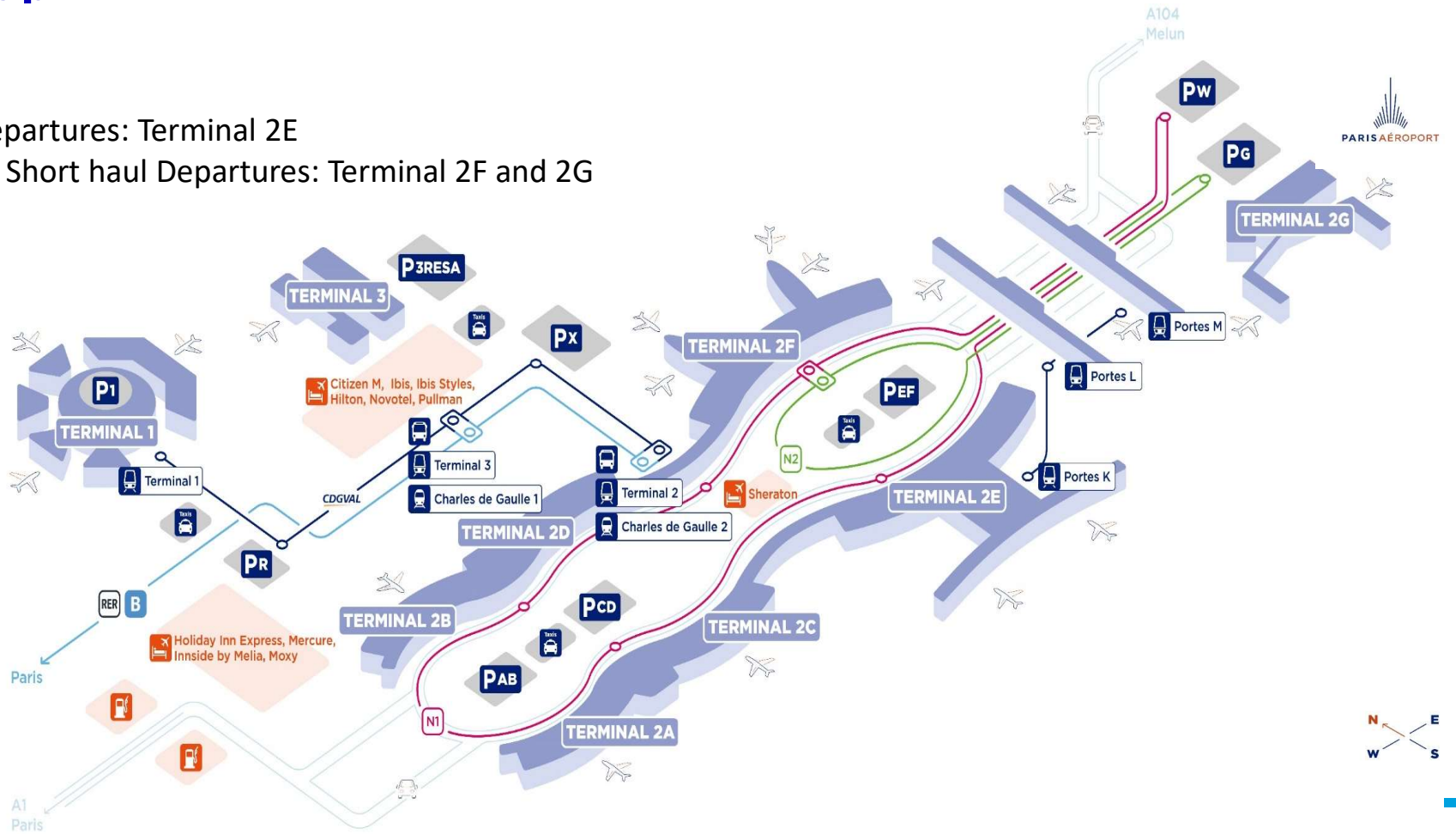


# Airport map

## Paris-CDG

AF Long-haul Departures: Terminal 2E

AF Medium and Short haul Departures: Terminal 2F and 2G

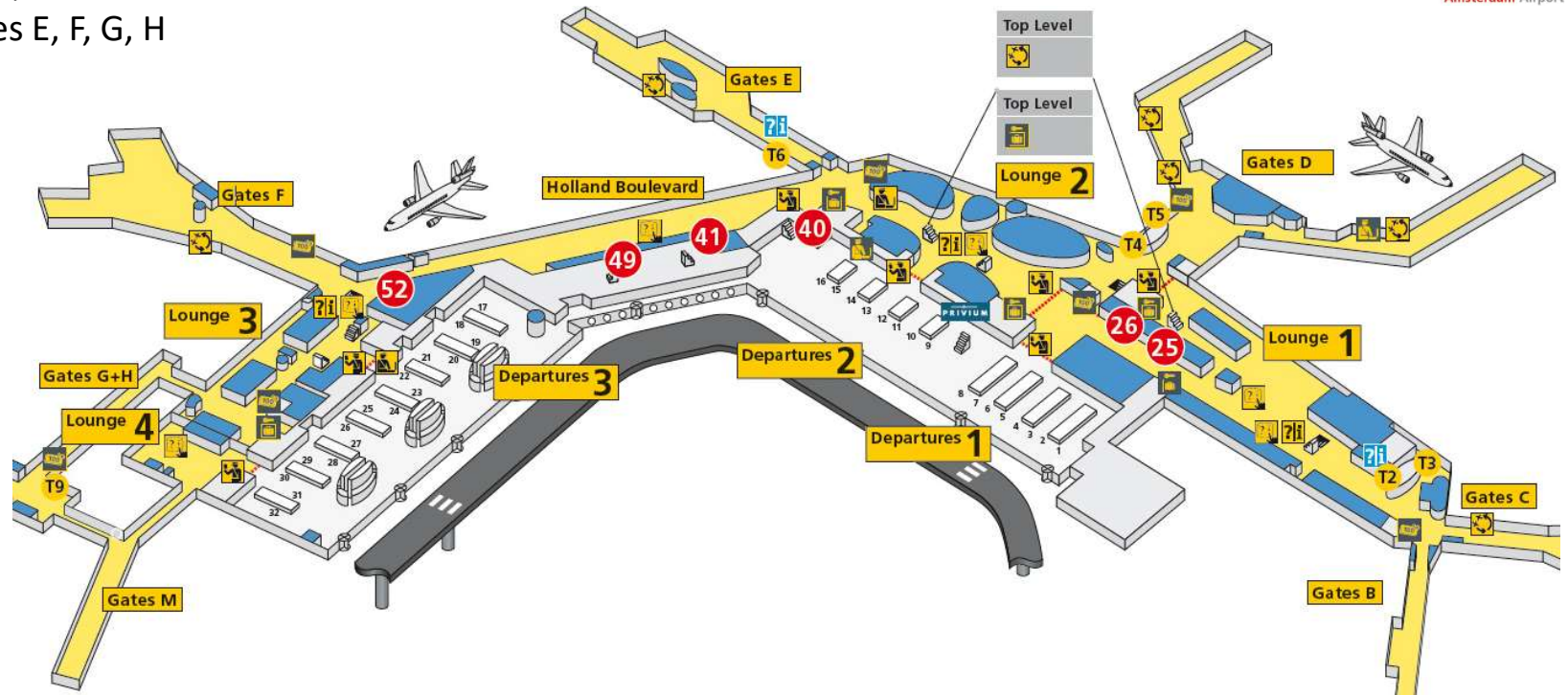


# Airport map

## Amsterdam-Schiphol

Schengen: Gates B, C, D

Non-Schengen: Gates E, F, G, H



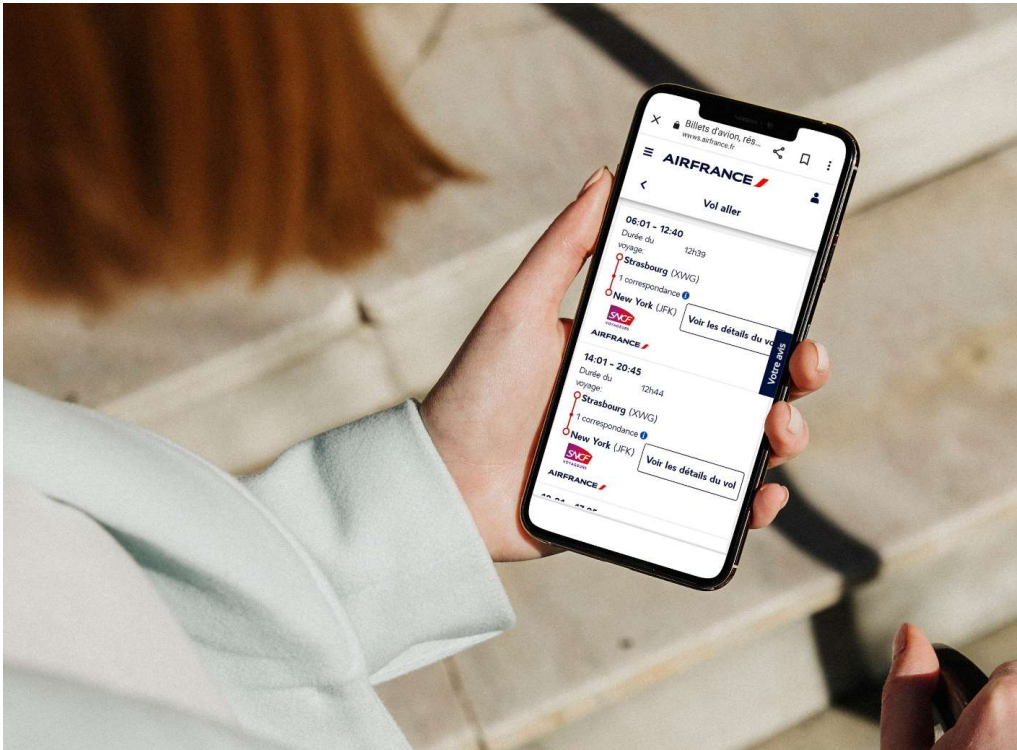


## Air and Rail travel benefits



- Air France and KLM offer passengers the option to combine train and air travel to optimize their trip.
  - **Reduce environmental impact:** By choosing a combined trip, travellers are opting for a travel option that emits less CO<sub>2</sub> on short trips.
  - **All-in-one travel:** 1 booking, 1 rate, 1 ticket number for the entire journey
  - **Seamless travel:** Air France and KLM guarantee to transfer passengers to the next available train or flight in case of a missed connection due to the delay of the previous trip segment (train or plane).
  - **More miles:** Gain Flying Blue Miles even on train segments.

# Combine Air and Train travel With Air France



AIRFRANCE 

 Train + Air

- Air France offer passengers the option to combine air and train travel with connections to many French cities and to Brussels, Belgium.
  - **Train + Air product:**
    - From/to CDG airport to/from French cities such as **Bordeaux** Saint-Jean (ZFQ), **Lille** Europe (XDB), **Lyon** Part-Dieu (XYD), **Marseille** Saint-Charles (XRF)...etc.
    - Passengers receive the boarding pass for both flight and train segments (via check-in online)
  - **Air + Rail product:**
    - From/to CDG airport to/from **Brussels-Zuid/Midi** (ZYZ)
    - Passengers collect their train ticket at AIR&RAIL desk
- **No through baggage check-in.**

## Combine Air and Train travel With KLM



- KLM offer passengers the option to combine air and train travel with connections to **Brussels and Antwerp**, Belgium, in cooperation with **Eurostar**.
  - From/to AMS Airport to/from **Brussels-Zuid/Midi (ZJR)** and **Antwerp Central Station (ZWE)**
  - Train ticket collection:
    - **From Amsterdam (AMS) to Brussels Midi (ZJR) and to Antwerp Central Station (ZWE):** : Passengers receive the boarding pass for both flight and train segments (via check-in online)
    - **From Brussels Midi (ZJR) to Amsterdam (ZJR):** Passengers collect the boarding passes for train and flight segment at **Air France KLM Air&Rail Terminal**
    - **From Antwerp Central Station (ZWE):** Passengers collect the train ticket at the SNCB (ZWE) or NS International (AMS) desk
  - **No through baggage check-in.**

AIR FRANCE TRAVEL CLASS

# La Première, Business Premium Economy and Economy Class



# Air France travel classes

- A private suite on board
- Personalized service
- Exceptional lounges
- Michelin-starred dining experience



## Air France La Première

- A separated cabin
- SkyPriority at every step
- A relaxing seat with more space
- A gourmet experience throughout the flight



## Air France Premium Economy Class

- A full-flat seat with direct access
- SkyPriority at every step
- Relaxing Business lounges<sup>1</sup>
- Exclusive menu by Michelin-starred chefs



## Air France Business Class

- Comfort, quality, and efficiency
- A comfortable and adjustable seat
- Newly redesigned entertainment offer
- Savory meal during flight



## Air France Economy Class

*(1) Lounge access is dependent on fare option*

*\*Available cabin features vary depending on aircraft type*

## Air France La Première: multiple Skytrax Awards

Air France wins multiple awards at the Skytrax World Airline Awards 2023 for its La Première class:

- Best First Class Airport Lounge
- Best First Class Airline Lounge Catering
- Best First Class Onboard Catering



KLM TRAVEL CLASS

# World Business Class, Premium Comfort and Economy Class

# KLM Travel Classes

## • KLM World Business class

- A full-flat seat that transforms into a bed
- SkyPriority at every step of the journey
- Access to lounge to work or relax<sup>1</sup>
- Delicious meals created by Dutch top chef

## • KLM Premium Comfort Class

- Separate quiet cabin with limited seats
- SkyPriority at every step of the journey
- Comfortable seat with more legroom
- 3 delicious meals, hot and cold beverages

## • KLM Economy Class

- Ergonomically designed seat
- More legroom on Economy Comfort<sup>2</sup>
- Meal with a warm dish, salad, and dessert
- 5 options of À la carte meals<sup>2</sup> for pre-order



(1) Lounge access is dependent on fare option

(2) Optional with a fee

Available cabin features vary depending on aircraft type



## New World Business Class cabin

From Denpasar-Bali to Amsterdam as of W23



**New broader seats with a sliding door ensuring greater comfort and privacy.**

- ✓ 1-2-1 configuration giving all passengers direct access to the aisle
- ✓ Every seat has a lightweight sliding door for privacy
- ✓ The seat can recline fully flat to form a comfortable, 198cm-long bed

*Available cabin features vary depending on aircraft type*

A photograph of the interior of a KLM Premium Comfort airplane cabin. Two passengers, a man and a woman, are seated in adjacent seats. The man, on the left, has a mustache and glasses, is wearing a grey sweater and a red tie, and has large black headphones around his neck. He is smiling and holding a glass of beer. The woman, on the right, has long red hair and is wearing a light blue top. She is also smiling and holding a glass of beer. They are both looking at a laptop screen in front of them. The cabin features large, oval-shaped windows with a view of a blue sky and white clouds. The seats are dark blue with light blue accents. The KLM logo is visible on the wall behind the man.

# KLM Premium Comfort

Our brand-new cabin offering more space and comfort

A photograph of the KLM Premium Comfort cabin interior. The seats are blue and grey with a textured fabric. The cabin is well-lit, and the KLM logo is visible on the back of the seats. A blue banner at the top left contains the text 'KLM Premium Comfort'.

## KLM Premium Comfort

- Separate cabin
- Comfortable seat with more legroom and recline
- SkyPriority service
- Two checked baggage items\* and two hand baggage items
- A wide choice of top-notch meals and drinks
- Designed with sustainability in mind

*\*Only for Standard or Flex fare*

## At the airport

### Exclusive privileges with SkyPriority



- Priority check-in at dedicated desks
- Priority baggage drop-off and pick-up
- Priority boarding
- Accelerated security at selected airports

**SKY  
PRIORITY™**

## Cabin and seats

### Pleasant tranquility in a quiet 21-28 seats cabin

- Up to 17 cm more legroom than a standard Economy seat
- Up to 20 cm recline
- 48 to 50 cm of space between armrests
- Movable leg- and footrest
- In-seat power supply
- Personal entertainment system of 13.3 inches screen
- Noise-cancelling headset
- Complimentary Wi-Fi onboard\*



*\*Complimentary Wi-Fi applicable for messaging only. Other paid Wi-Fi options are available.*

## Dining onboard and other services

### Premium meal and sustainable comfort kit

- Choice of 3 delicious meals (meat, fish, or vegetarian)
  - Selected wines and liqueurs available
  - Ice cream for dessert paired with coffee or tea
  - Variety of snacks offered between meals
- 
- Comfort kit made from recycled plastic with some essentials (toothbrush, sleep mask, and ear plugs)



# PRICING UPDATES

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New fare basis structure

## Air France and KLM fare basis structure

- On 17 October 2023, Air France and KLM launched enriched fare basis structure
- The revised fare basis structure gives more possibilities in coding a fare basis and filing fare products in different sales channels







## AIR FRANCE AND KLM FARE OPTIONS

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# Air France and KLM fare options



Air France and KLM offer 3 fare options: **Light, Standard, Flex** in all travel classes from Indonesia to Europe and beyond

- Business Class (AF & KL):
  - **LIGHT, STANDARD and FLEX**
  - Apply on **selected Business Booking Classes**
- Premium Economy Class (AF) & Premium Comfort (KL)
  - **LIGHT, STANDARD and FLEX**
  - Apply on **all Premium Economy, Premium Comfort Booking Classes**
- Economy (AF & KL):
  - **LIGHT, STANDARD and FLEX**
  - Apply on **selected Economy Booking Classes** (Y class is excluded)

# Fare options in Business Class

## from Indonesia to Europe and beyond

	Light	Standard	Flex
Booking class	O, Z	O, Z, I, D, C	O, Z, I, D, C
Fare brand indicator (7 <sup>th</sup> position)	*****R*	*****J*	*****K*
Hand baggage (Total 18kg)	2 pieces + 1 accessory	2 pieces + 1 accessory	2 pieces + 1 accessory
Check-in baggage (32kg/PC) <sup>1</sup>	1 Piece	2 Pieces	2 Pieces
Advance seat reservation <sup>2</sup>	At a fee	At a fee	Free
Change	At a fee	Free	Free
Refund	No	No	Free
SkyPriority	Yes	Yes	Yes
Lounge access <sup>1</sup>	At a fee	Yes	Yes
Combinability	Economy Light Premium Economy Light Premium Comfort Light Business Light Business Standard	Economy Standard Premium Economy Standard Premium Comfort Standard Business Standard	Economy Flex Premium Economy Flex Premium Comfort Flex Business Flex Full Flex (Y, W, J Class)

1. Flying Blue Elite/Elite Plus and SkyTeam Elite/Elite Plus members enjoy their regular benefits

2. Advance seat reservation is free of charge for: Flying Blue Elite/Elite Plus, SkyTeam Elite/Elite Plus members and Corporate customers (except bluebiz)

# Fare options in Premium Economy and Premium Comfort Class

## from Indonesia to Europe and beyond

	Light <sup>NEW</sup>	Standard	Flex
Booking class	A, S, W	A, S, W	A, S, W
Fare brand indicator (7 <sup>th</sup> position)	*****L*	*****J*	*****K*
Hand baggage (Total 12kg)	2 pieces + 1 accessory	2 pieces + 1 accessory	2 pieces + 1 accessory
Check-in baggage (23kg/pc) <sup>1</sup>	No	2 Pieces	2 Pieces
Advance seat reservation <sup>2</sup>	At a fee	At a fee	Free
Change	At a fee	Free	Free
Refund	No	No	Free
SkyPriority	Yes	Yes	Yes
Lounge access <sup>1</sup>	At a fee	At a fee	At a fee
Combinability	Economy Light Premium Economy Light Premium Comfort Light Business Light Business Standard	Economy Standard Premium Economy Standard Premium Comfort Standard Business Standard	Economy Flex Premium Economy Flex Premium Comfort Flex Business Flex Full Flex (Y, W, J Class)

1. Flying Blue Elite/Elite Plus and SkyTeam Elite/Elite Plus members enjoy their regular benefits

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# Fare options in Economy Class

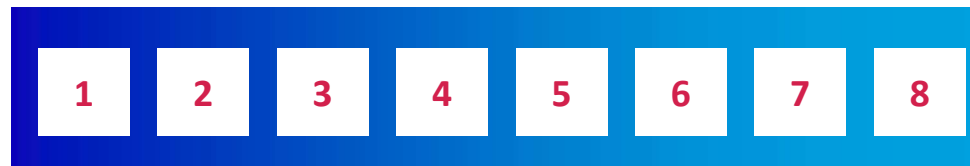
## from Indonesia to Europe and beyond

	Light	Standard	Flex
Booking class	X, V, R, N, E, T, Q, L, H, K, U, M, B	X, V, R, N, E, T, Q, L, H, K, U, M, B	X, V, R, N, E, T, Q, L, H, K, U, M, B
Fare brand indicator (7 <sup>th</sup> position)	***** <b>L</b> *	***** <b>S</b> *	***** <b>F</b> *
Hand baggage (Total 12kg)	1 piece + 1 accessory	1 piece + 1 accessory	1 piece + 1 accessory
Check-in baggage (23kg/pc) <sup>1</sup>	<b>No</b>	<b>1 Piece</b>	<b>1 Piece</b>
Advance seat reservation <sup>2</sup>	<b>At a fee</b>	<b>At a fee</b>	<b>Free</b>
Change	<b>At a fee</b>	<b>Free</b>	<b>Free</b>
Refund	<b>No</b>	<b>No</b>	<b>Free</b>
SkyPriority	<b>No</b>	<b>No</b>	<b>No</b>
Lounge access <sup>1</sup>	<b>At a fee</b>	<b>At a fee</b>	<b>At a fee</b>
Combinability	Economy Light Premium Economy Light Premium Comfort Light Business Light Business Standard	Economy Standard Premium Economy Standard Premium Comfort Standard Business Standard	Economy Flex Premium Economy Flex Premium Comfort Flex Business Flex Full Flex (Y, W, J Class)

1. Flying Blue Elite/Elite Plus and SkyTeam Elite/Elite Plus members enjoy their regular benefits

2. Advance seat reservation is free of charge for: Flying Blue Elite/Elite Plus, SkyTeam Elite/Elite Plus members and Corporate customers (except bluebiz)

# Published Fare Basis Coding Fare Brand is in the Position 7



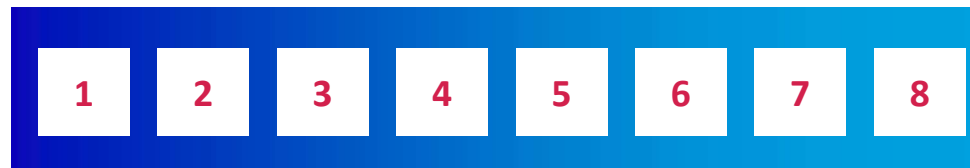
**Position 7: Brand / Fare Family**

Position 7	Long-Haul Brand/Fare Family
<b>N</b>	LA PREMIÈRE / FULL FLEX
<b>F</b>	ECONOMY FLEX
<b>S</b>	ECONOMY STANDARD
<b>L</b>	PREMIUM ECONOMY / PREMIUM COMFORT / ECONOMY LIGHT
<b>K</b>	BUSINESS / PREMIUM ECONOMY / PREMIUM COMFORT FLEX
<b>J</b>	BUSINESS / PREMIUM ECONOMY / PREMIUM COMFORT STANDARD
<b>R</b>	BUSINESS LIGHT

*\*The renewed fare basis applies to tickets issued as of 17 October 2023.*

# Corporate Fare Basis Coding

## Fare Brand is in the Position 7



Position 4 & 5: **CP**

Position 7: Brand / Fare Family

Position 7	Long-Haul Brand/Fare Family
<b>N</b>	LA PREMIÈRE / FULL FLEX
<b>F</b>	ECONOMY FLEX
<b>S</b>	ECONOMY STANDARD
<b>L</b>	PREMIUM ECONOMY / PREMIUM COMFORT / ECONOMY LIGHT
<b>K</b>	BUSINESS / PREMIUM ECONOMY / PREMIUM COMFORT FLEX
<b>J</b>	BUSINESS / PREMIUM ECONOMY / PREMIUM COMFORT STANDARD
<b>R</b>	BUSINESS LIGHT

\*The renewed fare basis applies to tickets issued as of 17 October 2023.



# Dining on board

Air France and KLM flights



# Dining onboard Air France & KLM

## Intercontinental flights

### Air France:

- **La Première and Business Class**
  - Exclusive menus designed by top French chefs
- **Premium Economy and Economy Class:**
  - Full meal service comprising a hot dish and hot and cold drinks

*\*Wine and champagne list by 2013 world's best sommelier, Paolo Basso available in all cabins.*

### KLM:

- **World Business Class (WBC)**
  - Exclusive menus designed by Dutch top chefs and wine specialists
- **Premium Comfort and Economy Class:**
  - Full meal service comprising a hot dish and hot and cold drinks



## Signature Chef Julien Royer

### Air France flights on departures from Singapore

- For Air France flights departing from Singapore, the menu in **La Première and Business cabins** are designed by **triple Michelin-starred Chef Julien Royer**
- French in DNA yet infused with Asian sensibilities, Julien Royer brings Odette's cuisine to Air France. His cuisine is guided by seasonality and artisanal produce
- 12 new dishes for La Première and 6 new dishes for Business Class until June 2024



## New Air France gourmet delights

### On departures from Paris

From November 2023 to April 2024, new menus designed by renowned French Michelin-starred chefs and top pastry chefs are available in the long-haul La Première cabin and Business cabin for flights departing from Paris

- **La Première:** menus by triple Michelin-starred chef **Emmanuel Renaut** and desserts by World's Best Pastry Chef **Angelo Musa**
- **Business Class:** menus by 3 Michelin-starred chef **Anne-Sophie Pic** and desserts by **Philippe Urraca**, Meilleur Ouvrier de France



## Ambassador of French fine dining On Air France



**17 talented chefs promoting French excellence serving exceptional dishes on board La Première, Business Class, and in Paris' airport lounges.**

✓ **A high-flying French dining experience**

Quality and diversity of France's gastronomic heritage

✓ **A more responsible catering offer**

Focusing on fresh, seasonal and local produce and a systematic choice of vegetarian dish

## Catering on board

### Short haul flights



- **Until 9:30 am**
  - Breakfast offer with traditional pastries
  - Selection of biscuits & crackers
  - Selection of hot drinks
  - Orange juice
  - Candies
- **Rest of day**
  - Selection of biscuits & crackers
  - Selection of hot drinks
  - Selection of juices
  - Selection alcoholic & non-alcoholic drinks

## KLM à la carte meals

More choice and control



In addition to standard meal choices, KLM offers a personalised travel experience:

- ✓ **Italian:** the authentic Mediterranean kitchen
- ✓ **Indonesian:** a journey for your taste buds
- ✓ **Veggie:** delicately balanced vegetarian experience
- ✓ **Celebration:** a fest for all occasions
- ✓ **Japanese delight:** a comforting Japanese menu

# Air France and KLM Lounges

In Paris-CDG and Amsterdam-Schiphol

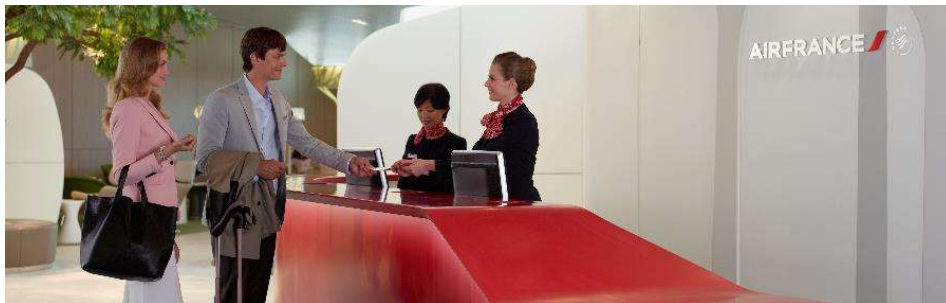


# Air France and KLM lounges

## Paris Charles de Gaulle Airport

- Terminal 2E (long haul)
- Terminal 2F (medium haul)
- Terminal 2G (medium haul)

Paid Lounge Access is also available



## Amsterdam Airport Schiphol

- Schengen
- Non-Schengen





# Air France long haul departure lounges

Paris-CDG Terminal 2E - halls K,L,M

- Personalized welcome
- Relaxing spaces equipped with sun loungers
- Co-working tables with free Wi-Fi access
- Catering area: the French way of life
- Wellness area in partnership with Clarins

## Amenities:

- Showers and saunas (only for T2EL)
- Mini suites to relax (T2EL)
- "Show Kitchen" to dine (T2EL)
- Movies, documentaries in 2D, 3D and virtual reality



# Air France departure lounge

Paris-CDG Terminal 2F

**Experience the best of French when travelling on short and medium haul Schengen network**

- Business Class travelers
- Flying Blue Elite Plus and Ultimate members
- Two levels spanning across an area of 3,000 sqm

**Catering offer illustrates French fine-dining:**

- Gourmet kiosks located on each level with daily lunch specials
- Cheeses and desserts in a “French bistro” style
- Wine and Champagne list chosen by renowned sommelier Paolo Basso

AIRFRANCE 



## Air France departure lounge

Paris-CDG Terminal 2G



### A privileged area at the service of customers

- Cold catering offer with French-style bakery
- Selection of wines, cold and hot drinks
- Magazines with free Wi-Fi access
- Movies, documentaries in 2D, 3D and virtual reality
- Showers for a soothing escape

## KLM Non-Schengen Crown lounge at Amsterdam Airport Schiphol



### Non-Schengen Crown lounge at Amsterdam-Schiphol

- Extraordinary, customer-centric and memorable experience – a destination on its own
- Personalised welcome or quick lounge access using a self-service pillar are available
- Completely relax in privacy and space

# KLM Non-Schengen Crown lounge

experience the unique atmosphere

The lounge is divided in 5:

- Polder - to work and relax
  - Dutch Mountain - to be inspired and entertained
  - City - to eat and drink
  - Sea - to refresh and recharge
  - Sky - for fine dining and drinking
- 
- Live cooking and Heineken Bar
  - Sustainable catering
  - Innovative service with self-service kiosks and digital queues
  - You can also find:
    - 20 showers
    - 20 sleep cabins (at a fee)
    - 2 sensory reality cabins
    - Expositions of Dutch art
    - 3 brand experience rooms with various themes
    - Terrace overlooking runway



# Amenity Kit onboard

Air France and KLM



## Caring on board Business Class

Renewed sustainable amenity kits



### Maximizing the comfort of Business Class travelers and minimizing single-use-plastics

- A stylish amenity kit, made of 96% recycled material combines durability and aesthetic design
- A genuine gift that can be kept, collected and reused after the flight
- Redesigned Clarins skin care products reformulated with more naturally-sourced ingredients

## New amenity bag on board KLM World Business Class flights



Rituals Cosmetics designed the new amenity kits for World Business Class passengers.

- Amenity Kit inspired by the famous Delft Blue vase on display in Amsterdam's Rijksmuseum
- The kit includes amenities from Rituals' Amsterdam Collection, inspired by the Dutch exploration around Asia in the 17th century



# Air France



## SKYTRAX 2023

World Best Airline ranking, moving from the 8th to the 7th position

Best Airline in Western Europe

Best First Class Airport Lounge, Best First Class Airline Lounge Catering and Best First Class Onboard Catering

AF- CDG as the Best Business Class Lounge in Europe

2<sup>nd</sup> rank for World's Best First Class



## WORLD TRAVEL AWARDS 2023

Air France was awarded three prizes

Europe's leading airline in Europe

Europe's leading airline – First Class La Première

Europe's leading airline brand



## APEX AWARDS 2024

Air France certified for the second year running as a "5-star airline" in the official 2024 APEX airline ranking for the quality of in-flight travel experience, recognizing its cabin comfort, catering, in-flight entertainment, connectivity services and excellent cabin service



## ONBOARD HOSPITALITY

Finalist for the business and bb/kids kit amenity, Sustainability on Board and Catering Innovation (partners head chef)



## TRAVEL PLUS AWARDS

Travel Plus Award for the business kit amenity

Travel Plus Readers Award for the kids kit Amenity



## CX AWARDS RELATION CLIENT

Silver Award for the Sustainable Experience Category



## RELATION CLIENT

Air France is awarded first prize in the Transport category for the 8th year running

# KLM



## APEX AWARDS 2024

For the third consecutive year, KLM has again won the APEX World Class Award. The World Class Award reflects service, guest experiences, safety, and sustainability performance.

Best-in-Class for Sustainability.



## IATA OPERATIONAL SAFETY AUDIT (IOSA) 2023

Leading airline in operational safety



## WORLD TRAVEL AWARDS 2023

Europe's Leading Airline to Asia



## THE POINTS GUY AWARD 2022

World's Best Premium Economy Class



## AMBASSADOR STATUS BY WORKPLACE PRIDE

KLM awarded Ambassador status by Workplace Pride due



## APEX HEALTH SAFETY DIAMOND AWARD 2021

KLM Recognized as leading Airline in health and Hygiene during COVID

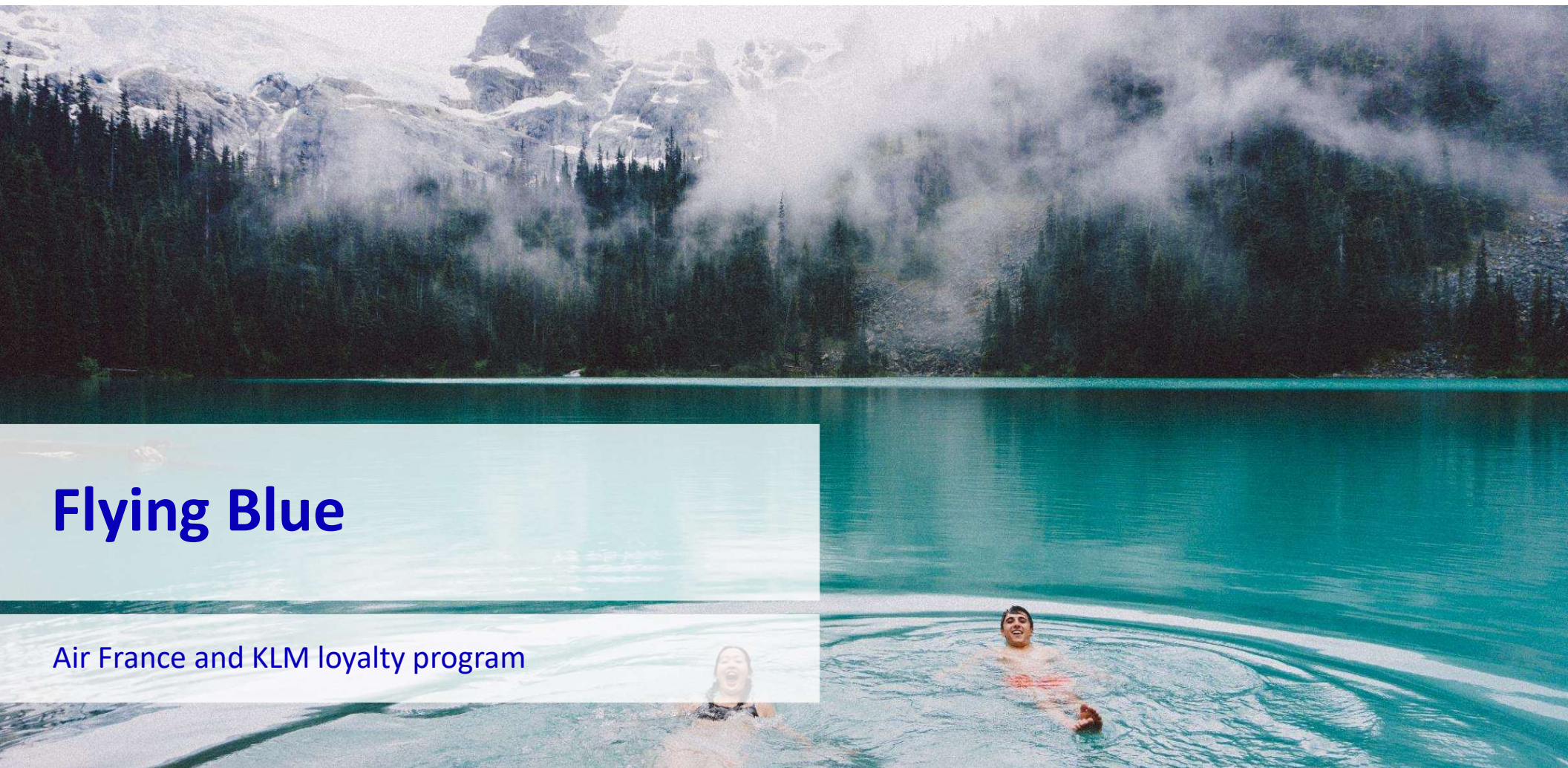


## SKYTRAX 2021 AWARDS

In various categories including an award for providing the highest health, hygiene and safety protocols during the pandemic

# Flying Blue

Air France and KLM loyalty program



# Flying Blue Program

## The benefits



### EXPLORER

- Earn 4 Miles per euro spent
- 10% discount on your first paid checked baggage item
- Miles and Cash (up to 25%) option

### SILVER (Elite)

- Earn 6 Miles per euro spent
- Priority check-in, baggage drop-off and boarding
- Some free seat options 24 hours before departure
- Free selection of standard seats
- One free extra checked baggage item on SkyTeam flights
- Miles and Cash (up to 25%) option

### GOLD (Elite Plus 2)

- Earn 7 Miles per euro spent
- Free access to SkyTeam lounges worldwide with a guest\*
- SkyPriority: priority access throughout the airport
- Free seat options 72 hours before departure
- Free selection of standard seats
- One free extra checked baggage item on SkyTeam flights
- Miles and Cash (up to 25%) option

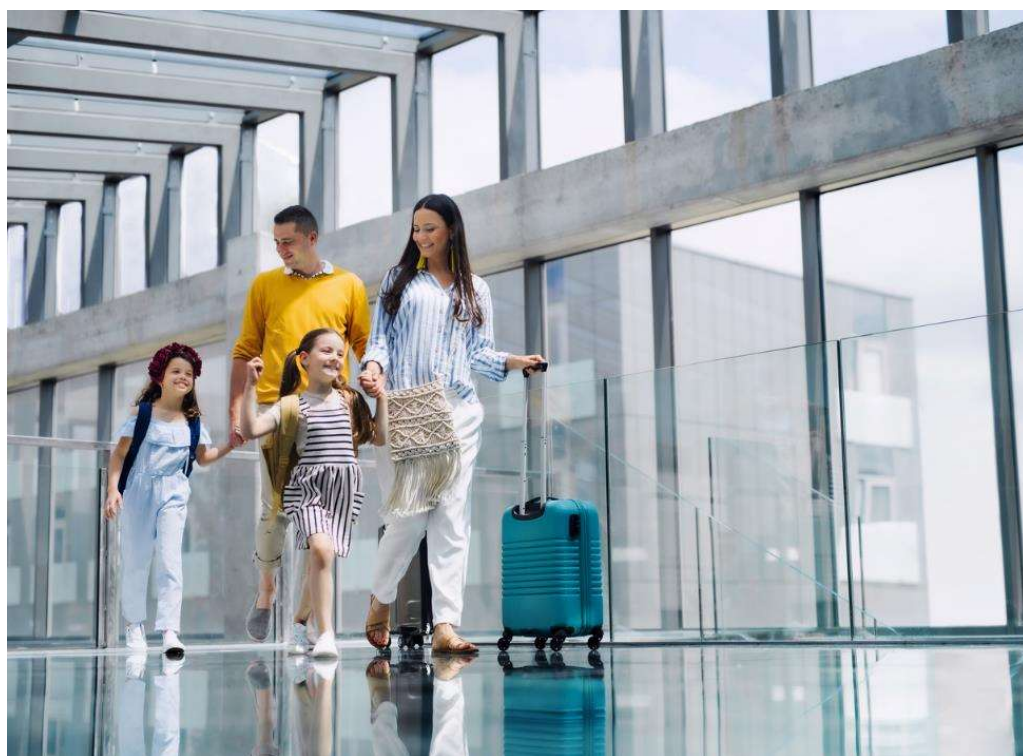
### PLATINUM (Elite Plus 4)

- Earn 8 Miles per euro spent
- Free access to SkyTeam lounges worldwide with a guest\*
- SkyPriority: priority access throughout the airport
- Free access to seat options
- One free extra checked baggage item on SkyTeam flights
- Call the exclusive Platinum Service Line for 24/7 assistance
- Stay Platinum 10 years in a row to be Platinum for Life
- Miles and Cash (up to 25%) option

\*As of 11 April 2023

## Flying Blue Family

Share your Miles, enjoy rewards sooner



Flying Blue members of 18 and over can invite other Flying Blue members to join Flying Blue Family Account\* to **share their Miles.**

- **25% discount** on reward tickets for 2 to 11 years old children, travelling with an adult
- **Non-expiration of Miles** for members under 18 years old

\*Up to 8 members, maximum 2 adults and 6 children for at least 6 months

Find out more on [Flying Blue website](#)

## Creating a Flying Blue Family

Setting up a Flying Blue Family account is easy

### Step 1

- Visit [airfrance.com](https://www.airfrance.com) or [klm.com](https://www.klm.com) and login to their Flying Blue profile (or sign up an account).

### Step 2

- Flying Blue members can invite up to 7 other members to join their Flying Blue Family account\*.

\*Up to 8 members of maximum 2 adults and 6 children for at least 6 months

### Step 3

- Once a member accepts, the Flying Blue family leader is able to start pooling the Miles of their family\*\*.

\*\*Miles transfer has no impact on status of Flying Blue Family members. Only their balance is updated. Experience Points (XP) are not transferrable.

Find out more on [Flying Blue website](https://www.flyingblue.com)



# Sustainability at Air France and KLM

Our commitments towards a more sustainable future

# In the air

Fleet modernization reducing up to 31% CO<sub>2</sub> emissions

**Boeing B787-9 (Air France)**



**Airbus A220-300 (Air France)**



**Airbus A350-900 (Air France)**



**Airbus A350F (Air France)**



**Embraer E195-E2 (KLM)**



**Boeing B787-9/10 (KLM)**



**Airbus A320/A321neo (KLM)**



**Airbus A320/A321neo (Transavia)**





## On the ground and in the air

Enhanced operational efficiency



- Eco-piloting
- Optimizing flight plans
- Weight reduction



## Onboard

Weight reduction, responsible catering & sustainable waste management



- Retrofitting lighter next-generation cabin
- Eliminating single-use plastics
- Locally sourced ingredients with pre-selection of dishes to reduce food wastage



# Sustainable Aviation Fuel (SAF)

A new standard for sustainable travel

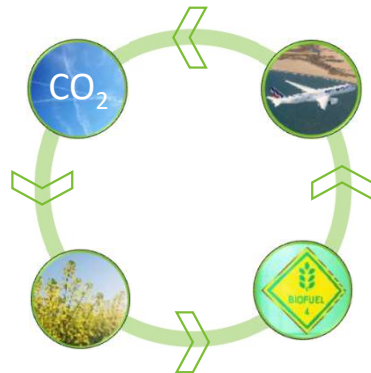
- **Up to 80% CO<sub>2</sub> reduction**

- **Strict sustainability criteria**

- Not competing with food supply
- Independent certifications



- **A circular process**



- **Drop in fuel**

- No impact on security nor operations
- No need for new aircraft nor infrastructure



- **Challenges**

- **SAF price gap to kerosene**  
x4 to x8



- **Volume availability**  
Production scale up underway



# SAF Contribution

Accelerating the transition to sustainable aviation

## Mandatory contribution

- At least 1% of SAF for departures from France or the Netherlands (from €1 to €24 depending on route and cabin)

## Voluntary contribution (via MyBooking on AF/KL websites)

- Contribute to SAF and reduce your CO<sub>2</sub> emissions in 3 levels (5%/25%/100%)

## Corporate SAF Program

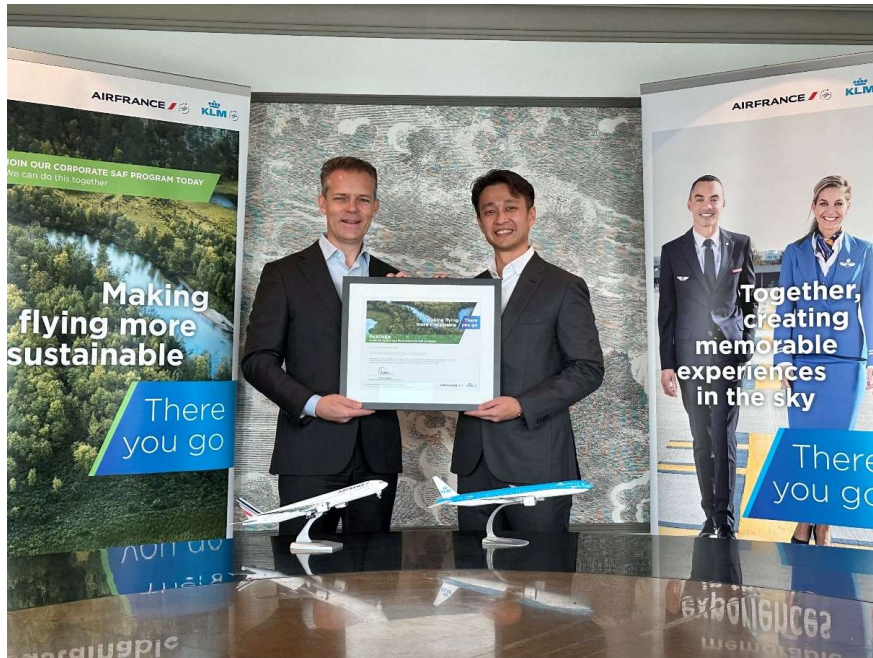
- Tailor made contribution
- Contract the partnership (calendar year)
- Achieve reduction in Scope 3 emissions

Sustainable Aviation Fuel	Sustainable Aviation Fuel	Sustainable Aviation Fuel
<p>✔ Contribute to the development of sustainable aviation fuel and reduce the CO<sub>2</sub> emissions of our future flights by <b>68</b> kg. Flying Blue members gain XP.</p>	<p>✔ Contribute to the development of sustainable aviation fuel and reduce the CO<sub>2</sub> emissions of our future flights by <b>342</b> kg. Flying Blue members gain XP.</p>	<p>✔ Contribute to the development of sustainable aviation fuel and reduce the CO<sub>2</sub> emissions of our future flights by <b>1372</b> kg. Flying Blue members gain XP.</p>

Sample contribution of Singapore-Paris round-trip

# Join our Corporate SAF Program Contribute to a sustainable future

Signing SAF contract with TOP International Holding in 2022  
(Singapore)



Signing SAF contract with Viet Nu Trading Corp. in 2023  
(Vietnam)



An aerial photograph of a lush green forest with a winding river or stream cutting through it. The image is dark and moody, with the green of the trees contrasting against the darker background. The text is overlaid on the left side of the image.

**LET'S WORK TOGETHER TOWARDS  
A MORE SUSTAINABLE FUTURE!**

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# Corporate Offers

Air France and KLM



# Air France and KLM Corporate Offers

## General overview

> IDR 82.5M	> IDR 300M	> IDR 750M
<b>bluebiz</b>	<b>bluebiz Upfront</b>	<b>Local Account</b>
-	Up-front Discounts	Up-front Discounts
Blue Credits at 3%*	Blue Credits at 3%*	-
Any Points of Origin Any booking classes	Any Points of Origin Any booking classes	Point of Origin Indonesia Selected booking classes
Lowest commitment	Low commitment	Minimum commitment
Bluebiz Service Desk	Dedicated Account Manager	Dedicated Account Manager
10 Corporate Benefits	10 Corporate Benefits	14 Corporate Benefits

\*on the ticket fare and carrier surcharge stated as YR excluding YR-F



# Corporate Benefits Program

## Benefits for bluebiz clients <sup>1</sup>

### Service Benefits

- Bluebiz service center
- A Call Center supporting travel agency



### Flexibility Benefits

- Flexible ticketing deadlines
- Complimentary name change
- Guaranteed seat in Economy Class <sup>3</sup>



### Priority Benefits

- Priority zone during boarding
- Priority treatment during flight irregularity
- Priority waiting list <sup>2</sup>



### Recognition Benefits

- During check-in, transfer & boarding
- On board



(1) OIN must be inserted to enjoy the benefits  
 (2) In selected booking classes  
 (3) On long-haul flights and Y booking class only

# Corporate Benefits Program

## Benefits for Local Account clients <sup>1</sup>

### Service Benefits

- Dedicated Account Manager
- Premium Service Line



### Priority Benefits

- Complimentary seat selection
- Priority boarding
- Priority treatment during flight irregularity
- Waiting list priority <sup>2</sup>
- Priority after sales service
- Priority in customer contact center



### Flexibility Benefits

- Flexible ticketing deadlines
- Complimentary name change
- Guaranteed seat in Economy Class <sup>3</sup>



### Recognition Benefits

- During check-in, transfer & boarding
- On board



### Corporate Value Report

- Clear overview of spending and savings, contribution in CO<sub>2</sub> emission reduction<sup>(4)</sup>



(1) OIN must be inserted to enjoy the benefits. All benefits are applicable to companies with an Air France and KLM Corporate Contract only

(2) In selected booking classes

(3) On long-haul flights and Y booking class only


(4) Overview of Contribution in CO<sub>2</sub> emission reduction is only available for global accounts.



# CONNECTING WITH YOU

Our contact points

# Air France and KLM Trade Newsletter



**Start your day with Business Solutions**

Don't want to miss out on the latest updates, news, policies, and more from Air France and KLM? Make sure to start each day by checking the news updates on our brand-new Business Solutions portal.

Supporting your customers is now even easier. Now that Business Solutions is live, you have all the answers at your fingertips within seconds.

[VISIT AFKL.BIZ](https://www.afkl.biz)



## TRADE E-NEWSLETTER

*Subscribe and stay updated about the latest Air France KLM news!*

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## Our contact points

Should you have any questions or concerns, contact your account manager, we are here for you at any time. Don't forget to subscribe to our Newsletter to stay informed and updated about us!



### ACCOUNT MANAGER

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### AIR FRANCE AND KLM TRAVEL AGENCY SUPPORT

Weekday (MON- FRI), 8AM – 5 PM Jakarta Time:

- Phone: +62 21 5085 1750
- E-mail: [afklbiz.id@airfrance-klm.email](mailto:afklbiz.id@airfrance-klm.email)
- GROUP DESK: [groups.ID@airfrance-klm.email](mailto:groups.ID@airfrance-klm.email)

### Business Solutions Chat (English) <sup>NEW</sup>

Opening hours: 24/7



Stay informed on the latest updates:

[AIRFRANCE.COM](https://www.airfrance.com)

[KLM.COM](https://www.klm.com)

[AFKL.BIZ](https://www.afkl.biz)

[FLYINGBLUE.COM](https://www.flyingblue.com)

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