

Consumer Protection Cooperation (CPC) network action on airlines' COVID-19 related cancellation practices

Implementation table submitted by KLM

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[NB: The Commission and CPC authorities may decide to publish this implementation table]

In the context of the CPC network's coordinated investigation into airlines' COVID-19 related cancellation practices, 16 major airlines operating on the EU market have made wide-ranging commitments to clear their reimbursement backlogs, offer cash reimbursement for unused vouchers that had been pushed on consumers in the early stages of the pandemic and better inform consumers about their cancellation-related passenger rights.¹

This implementation table outlines the commitments made by KLM, the measures taken by KLM to implement its commitments, the state of play of implementation as well as any issues encountered by KLM that still need to be resolved in order to achieve full implementation.

Commitment	Measures taken by the airline	State of play of implementation / currently remaining issues
<p>1. Clear remaining reimbursement backlog by 1 September 2021</p> <p><i>Which measures did the airline take to clear the backlog of pending reimbursement requests by 1</i></p>	<p>The initial refund backlog resulting from the massive flight disruptions due to Covid-19 has been resolved now that KLM flight operations are almost back at normal levels.</p>	<p>No remaining issues</p>

¹ [Airlines: reimbursement after flight cancellations \(europa.eu\)](https://europa.eu)

<p><i>September 2021? And what was achieved concretely?</i></p> <p><i>In case of remaining problems: Which measures did the airline take to address those problems and clear the remaining backlog of pending reimbursement requests? What is the expected timeline for full implementation?</i></p>		
<p>2. Refund passengers within 7 days as required under EU law (at the latest from 1 September 2021 onwards, since there should be no more reimbursement backlog from that date on [see point 1 above])</p> <p><i>Which measure has the airline put in place to allow all passengers to be refunded within 7 days as required under EU law? When was this achieved concretely?</i></p> <p><i>What is the current average time of reimbursement (in case it is above 7 days)? In case of remaining problems: Which measures has the airline put in place to tackle those problems and achieve the target of refunding passengers within 7 days</i></p>	<p>KLM refund processes are designed in such a way that refund requests, whether made directly at KLM or via a travel agent, are processed quickly and adequately.</p> <p>By streamlining processes and adding additional manpower, we have assured refund requests are handled within 7 days.</p>	<p>No remaining issues</p>

<p><i>and what is the expected timeline for achieving that target?</i></p>		
<p>3. Provide clear information to consumers about their passenger rights in the event of a flight cancellation by the airline</p> <p><i>How does the airline ensure such clear information in its communication to consumers about their cancellation-related passenger rights? (You may wish to detail by channel of communication, e.g. website, emails sent to passengers notifying them about a cancellation, flyers given at the airport, call centre routines, chatbot, ..)</i></p>	<p>In the unfortunate event of a flight cancellation, KLM will forward a notification message (email or text message) to all passengers that have provided us with their contact details. This notification will provide information about the rerouting options, the refund options and passenger rights.</p> <p>Contact information can be provided at the time of reservation and KLM will also request passenger to provide such information at the time of online check-in.</p> <p>Detailed information about passenger rights is available on the KLM website.</p>	<p>No remaining issues</p>
<p>4. Present the different options the passenger has in the event of a flight cancellation by the airline (rerouting, refund in money and – if offered by the airline – refund in a voucher), with equal prominence on the websites, e-mails and other communication to passengers</p>	<p>Options for rerouting at the earliest opportunity, or if so preferred by the passenger, at a later date, are both offered in KLM’s notification messages and are mentioned on the KLM website.</p> <p>Passengers who decide not to travel anymore can choose the refund option.</p>	<p>No remaining issues</p>

<p><i>How does the airline ensure that options that a passenger has when their flight is cancelled are presented with equal prominence?</i></p>	<p>All information on passenger rights is also clearly explained in KLM's Assistance and Compensation leaflet.</p>	
<p>5. Clearly distinguish in the in the communication to passengers flight cancellations by the airline (and the passenger's ensuing statutory rights) from flight cancellations by the passenger (and possible contractual rights that the passenger may have in those cases under the airline's terms and conditions of carriage)</p> <p><i>How does the airline ensure that in its communication to passengers there is a clear distinction between flight cancellations by the airline (and the passenger's resulting statutory rights) from cancellations by the passenger (and possible contractual rights that the passenger may have in those cases under the airline's terms and conditions of carriage)?</i></p>	<p>On KLM's website, a distinction is made between information regarding flight cancellations by the airline and flight cancellation by the passenger.</p> <p>In case of a flight cancellation by the passenger, the necessary information on refunds, extraordinary circumstances and other relevant aspects is clearly explained.</p>	<p>No remaining issues</p>

<p>6. Offering reimbursement in money to passengers holding unused vouchers that had been pushed on them (i.e. issued without the passenger having an effective choice to opt for reimbursement in money instead).</p> <p><i>NB: The CPC Network considers that vouchers that were issued by KLM between 1/03/2020 and 15/05/2020 had been pushed on passengers. KLM's commitment to offering reimbursement in money therefore concerns all unused vouchers that were issued by KLM between 1/03/2020 and 15/05/2020.</i></p> <p><i>How did the airline inform the holders of unused vouchers issued during the specified period?</i></p>	<p>Refund vouchers received for flights that were cancelled by KLM have a cash refund option in addition to the option to use the voucher for future travel.</p> <p>More detailed information on the refund of these vouchers has been provided by e-mail to the passengers in scope.</p> <p>In case a passenger needs additional information, our contact centres are happy to assist.</p>	<p>No remaining issues</p>

<p><i>Has this information campaign been completed and which results had been achieved by the end of 2021?</i></p> <p><i>In case the airline encountered any problems: Which measures has the airline put in place to tackle those problems?</i></p>		
<p>7. Inform passengers about the possibility of requesting a refund directly from the airline and any conditions for requesting a direct refund on their websites, for passengers who booked their flights through an intermediary and are experiencing difficulties</p> <p><i>How does the airline assist passengers having difficulties obtaining a refund from the intermediary they bought their ticket from? How this is reflected in the relevant communication to passengers? (Please break down by channel of communication, e.g. website, routines for call centre, instructions in self-management tools, chatbot, ...)</i></p>	<p>For tickets booked through the KLM website, a refund can be requested via the website. The request will be processed within 7 days. In case of questions, our Contact Centres will be happy to assist. Information on all contact options can be found on the website</p> <p>For tickets booked via a travel agent, the online refund system can, unfortunately, not be used. We advise passengers contacting their travel agent first, as they have all needed information to arrange the refund. Contact details can be found on the travel agent's website. However, if preferred, passengers can also contact KLM directly to help arranging a refund of a ticket booked via an agent.</p>	<p>No remaining issues</p>

