

Air France deploras the call for further strike action from 23 to 26 September

Rather than wait for the outcome of the negotiation currently taking place with trade unions, Air France proposes that its customers reschedule their flights or exchange their tickets free of charge.

From the beginning of the strike action, Air France commercial teams will be working to keep customers informed of any changes to the flight programme.

"Air France has maintained constant dialogue with its pilots in order to reach an agreement to benefit the Group's growth and competitiveness," said Frédéric Gagey, President and CEO of Air France. "I deplore that our concrete proposals to reassure our pilots have not been met with a reasonable response as yet. On behalf of the whole Company, I would like once again to apologise to all of our clients and their families. We are doing all we can to help them."

Air France flights operated by other airlines, including HOP!, KLM and Delta, are running as normal.

Regardless of ticket type, Air France is offering all its customers on flights operated by Air France between 15 and 26 September the opportunity to:

- Modify their ticket to reschedule their flight between 27 September and 8 October 2014 inclusive, free of charge, subject to available seats when choosing their rescheduled flight.

Or

- Receive a voucher valid for one year on Air France or KLM flights for a rescheduling flight for after 8 October 2014, a change of destination or departure point, or to cancel their tickets :

- at www.airfrance.com in the "Review/modify your reservations" section, on the Company's mobile sites,

- via Twitter using #Airfrance, at Facebook.com/airfrance, by calling 0800 240 260 (available from France and overseas departments) or on +33 1 57 02 10 58 (from abroad), or from customers' usual retailer

The Diard law allows the Company to provide a more accurate estimation of the number of people involved in industrial action 48 hours in advance.

The flight programme is updated 24 hours in advance and is communicated to customers on the day before their journey.