



Conditions KLM Holidays Money-back Guarantee

- The KLM Holidays Money-back Guarantee applies when the main booker contacts the Customer Service Center of Airtrade, followed by a confirmation of the cancellation by e-mail to klmholidays@airtrade.nl, at least 21 days before the travel date and when the conditions below are met.
- The KLM Holidays Money-back Guarantee applies to bookings made as from 22-03-2021 with departure dates up to and including 31-03-2022.
- Cancellation is allowed up to 21 days before the departure date.
- The following costs apply per cancellation:
 - Administrative fee of €35,- per person
 - SGR Contribution of 5,- per person
 - Booking fee of €10,- per booking
- The remaining amount will be refunded to the bank account known to us. This may take up to 6 weeks.
- The KLM Holidays Money-back Guarantee applies to bookings that include a flight operated by KLM, Air France, Delta Air Lines or Virgin Atlantic. KLM Holidays bookings that include a flight operated by Transavia are not part of the Money-back Guarantee. The regular cancellation policy as stated in the Airtrade Supplementary Conditions will apply.
- Cancellation insurance, activities or tour and credit card fees are not eligible for a refund. Commercial discount vouchers are also non-refundable and the voucher will not be reinstated. This does not apply to Corona-vouchers.
- The KLM Holidays Money-back Guarantee temporarily overwrites the cancellation policy as stated in the Airtrade Supplementary Conditions.
- It is not possible to cancel one component of your booking. At the moment of cancellation all components of the booking will be cancelled.
- The KLM Holidays Money-back Guarantee means that a booking may be cancelled regardless of the reason.
- In case you paid for extra KLM services, like check-in baggage or seat reservation via My Trip, you can request a refund of these costs on the website of KLM.