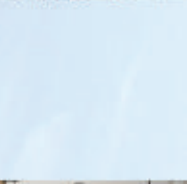
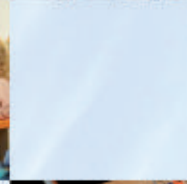


All you need to know for carefree travel with Air France



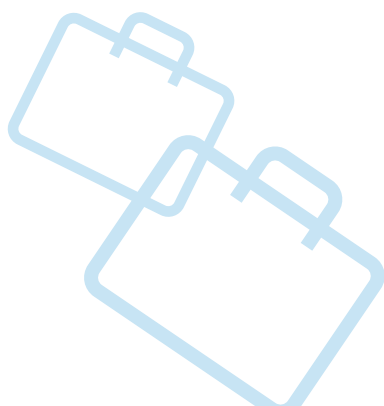
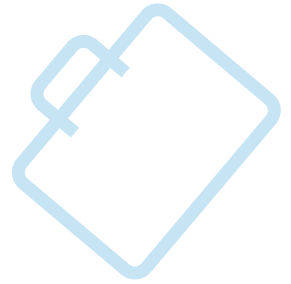
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PACKING

YOUR

BAGS



AV What you should and shouldn't put in your baggage

Before anything else: take off any old baggage tags and clearly indicate your name and address on the inside and outside of each piece of hold baggage.

To avoid overfilling the cabin baggage compartments, we recommend that you check in all your baggage and keep with you only fragile items (crockery, paintings, electronic equipment), valuables (money, ID papers, jewellery, cameras, etc.) and anything you may need during the flight.

Remember:


- some items are subject to specific regulations (lighters, matches, oils, etc.). For more precise information, contact your travel agent.
- don't forget to carry with you any medicines you may need during the flight, along with the prescription.
- read carefully the new security measures published concerning items which are forbidden in the cabin and transportation of liquids.

These new rules apply, whatever the destination, to all flights departing from and connecting via one of the 27 European Union countries (including the French Overseas Departments and Territories), as well as on departure from a large number of other countries.

If you are carrying heavy (i.e. unit weight of over 32 kg) or bulky items, you need prior authorization, so please point this out at the time of booking your flight.

Baggage and Weight

Air France and KLM extended their hold baggage transport rules that already apply for passengers travelling between Europe and the United States and Canada to the rest of the network. The policy is in line with industry standards.

| CLASSES OF TRAVEL | Air France / KLM long-haul cabin classes | Air France / KLM short- and medium-haul cabin classes | Allowance available starting 1 April 2011 | Flying Blue Silver, Gold, Platinum (Elite, Elite Plus) |
|----------------------|---|---|--|---|
| | Voyageur Economy (including Economy Comfort) | Voyageur Economy |  23 kg | +  23 kg |
| | Premium Voyageur Alizé | Premium Eco |  23 kg  23 kg | +  23 kg |
| | Affaires Business | Premium Affaires Business |  32 kg  32 kg | +  32 kg |
| | La Première | |  32 kg  32 kg  32 kg | +  32 kg |

| Description Checked baggage | Excess baggage charges (in euros on departure from Europe) ^{1, 2} | | | |
|---|--|---------|---------|---------|
| | Zone 1 | Zone 2 | Zone 3 | Zone 4 |
| 2nd piece of baggage (when allowance = 1 PC) | 55 | 55 | 75* | 100 |
| Per additional piece of baggage, in addition to the free allowance (excluding 2nd piece of baggage when allowance is 1PC : see above) | 200 | 200 | 200 | 200 |
| Baggage > 23 kg & ≤ 32kg | 55 | 55 | 75** | 100 |
| Baggage > 32kg | 100 | 200 | 300 | 300 |
| Baggage > 158cm (total of 3 dimensions) | 20 | 75 | 300 | 300 |
| • Surfboard >200 cm ≤ 300 cm • Tandem | 75 | 75 | 200 | 200 |
| • Scuba tank • Hunting trophy | 20 | 75 | 200 | 200 |
| One (1) golf bag (max 23 kg) | Free*** | Free*** | Free*** | Free*** |
| Animal in the baggage hold + container (max. 75 kg) Animal travelling in the cabin + container (max. 6 kg) | 20 | 75 | 200 | 200 |
| Transport of guide dogs for reduced mobility passengers if the animal travels with the passenger | Free | Free | Free | Free |

1 On flights departing from Brazil, a different excess rate applies, approved by the Brazilian Government.

2 If a piece of baggage is subject to various excess rates, add up the total charges applicable to this bag.

* €/55 except on flights to/from USA/ Canada: €/5/CAD 55 until 31 May 2011, then €/5/CAD 75 as from 1st June 2011.

** €/55 except on flights to/from USA/Canada: €/5/CAD 100 until 31 May 2011, then €/5/CAD 75 as from 1st June 2011.

*** only on flights operated by Air France or KLM.

On more than 50 long-haul routes, customers travelling in the Voyageur (AF) or Economy (KL) cabins will be able to check in a second bag free of charge.

A 20% discount on excess baggage charges is offered to customers who check in online (e.g.: €44 instead of €55 / €160 instead of €200)

Excess weight, a surcharge per geographic area

- zone 1: Short-haul & intra-French Overseas Departments

a/ French domestic flights (excluding to/from Corsica where the “weight” concept still applies) and the Netherlands

b/ AF intra-Caribbean flights (regional network between CAY / FDF / PTP / MIA / SDQ / PAP)

- Zone 2: Medium-haul / France-French Overseas Departments / legs

a/ Medium-haul: intra-Europe, between Europe and North Africa (Algeria, Morocco, Tunisia), between Europe and Israel

b/ French Overseas Departments flights (FDF / PTP / CAY / RUN) and Metropolitan France

c/ AF legs: SCL-BUE, BKK-HAN/SGN

- Zone 3 ‘short’ long-haul flights

a/ to/from USA/Canada

b/ Flights between Europe and Middle East (Bahrain, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Libya, Oman, Qatar, Saudi Arabia, Syria, United Arab Emirates, Yemen)

- Zone 4 Other ‘long’ long-haul flights

- Code-share flights: the baggage allowance indicated on the ticket or itinerary receipt applies.
- Infants under the age of 2: 10 kg baggage allowance and free transport of a stroller and a cabin bag.
- Reduced-mobility passengers: free transport of their equipment and one additional bag.
- Animals: only cats and dogs are accepted in the cabin or the hold. Their transport is not included in the baggage allowance and a set sum is charged.
- Other sports equipment (diving equipment, skis, surfboards, etc.)

Calculate your baggage allowance precisely at www.airfrance.com

The Air France website calculates your baggage allowance very precisely in accordance with your destination, your class of travel and, if you are a member, your Flying Blue status.

It is also possible to purchase excess baggage allowance online, between 30 hours before departure and the latest check-in time, at www.airfrance.fr.

A discount of 30% (compared with the price charged at the airport) is applied on all destinations subject to the weight concept. A discount of 20% is applied on all destinations subject to the piece concept.

How does it work?

When passengers check in online, their baggage allowance is displayed. This takes into account their destination (which determines the number or weight of bags transported free of charge) and their class of transport.

Over and above this set amount, the passenger can purchase an additional baggage allowance in just a few clicks and benefit from a discount off excess baggage charges.

- On destinations subject to the weight concept

Passengers choose the number of kilos they wish to purchase (in multiples of 5 kilos up to 50 kilos maximum). The price including the 30% discount is displayed instantly and compared to the price they would have paid at the airport.

- On destinations subject to the piece concept

Passengers choose the number of additional bags they wish to purchase. This additional allowance is sold at a 20% discount compared with the price charged at the airport.

Payment is online, by credit card only. Passengers scan and then print their receipt showing the details of their purchase and the flights concerned (the purchase of an additional baggage allowance is nominative and non-refundable).

This information is sent simultaneously to the passenger's reservation file and to staff in charge of baggage check-in.


At the airport, passengers go directly to the baggage drop-off counter with their printed-out boarding card to check in their baggage.

At the time of purchase, members of the Flying Blue Silver, Gold or Platinum frequent flyer programme are immediately recognized if they have given their card number. They automatically benefit from an additional baggage allowance.

Sports equipment

Sports equipment must be declared at the time of reservation. Sports equipment (diving gear, bicycles, surfboards (<107 cm), skis) is included in the baggage allowance.

For the carriage of any other specific item, customers should contact the Air France Cargo Department at +338 20 057 057 (0.12 euros per min. inc. tax).




Golf bags are accepted as hold baggage.

Golf bags are transported totally free of charge regardless of the number or weight of checked baggage (limited to one bag per person with a maximum additional weight of 23 kg) on flights operated by AIR FRANCE KLM only.

To best prepare your bicycle for travel in the hold, you should:

- remove or fold in the pedals,
- take off the front wheel and fix it to the frame,
- fix the handlebars sideways (parallel to the frame),
- place your bicycle in a protective container (box, rigid plastic).


Special boxes can be bought from the check-in counter for packing bicycles.



Surfboards must be adequately protected.

Windsurf (mast included) or long board measuring no more than 3 m may be accepted in the hold for an additional sum.

Air France has no specially designed cover or box for transporting surfboards.



For the carriage of any other specific item, customers should contact the Air France Cargo Department at +338 20 057 057 (0.12 euros per min. inc. tax).

Cabin baggage

All items considered to be dangerous (weapons, knives, scissors, razor blades, nail-cutters, etc.) will be removed at the security checkpoints.

Make sure you have a sealable transparent plastic bag (similar to a freezer bag) with a capacity of one litre (22cm x 20cm maximum). Only one such bag is authorized per passenger. Put all your liquids and similar products in the bag. Each container must hold no more than 100 ml. All other larger containers must be suitably packed in your hold baggage.

Air France offers travel kits suitable for carrying liquids in the cabin and compliant with security restrictions on its Baggage and Leatherwear website: eshopping.airfrance.fr.

This new regulation is applicable to all destinations and on all flights departing from and connecting via the 27 European Union countries (including the French Overseas Departments and Territories) as well as on departure from a large number of other countries.

The following items are also considered as liquids: gels, creams, pastes, lotions and the contents of pressurized containers such as: toothpaste, hair gel, drinks, soups, cordials, perfumes, shaving cream, sprays and any other item of similar consistency.

- Limitations for passengers travelling in the Voyageur or Premium Eco cabins:

Only one piece of baggage is allowed in the cabin, whose weight and total dimensions must not exceed:

- 12 kg,
- 55x35x25 cm. These dimensions include the wheels and handles.

Furthermore, passengers can take one accessory with them in the cabin such as a handbag, a laptop or a camera.

- Limitations for passengers travelling in the La Première, Business, Premium Business or Premium Voyageur cabins:

- 2 pieces of cabin baggage are allowed, one of 25x35x55 cm and another smaller item (45x20x35), providing the total weight of the two bags does not exceed 18 Kg.

NB: for reasons of security and/or available space, your carry-on baggage may be refused in the cabin and placed in the hold. Some government authorities may apply different rules for the acceptance of cabin baggage.

For example, on departure from the USA, only one carry-on bag is authorized.

Drat, I've left my glasses in the plane!

If a customer forgets something in the plane, he or she can send an email with all the useful details (description, flight number, date, etc.) to the following address:

- Flights to or from Orly: mail.objets.trouves.ory@airfrance.fr,

OBJECTS TROUVES AIR FRANCE

ORLY OUEST 114

94396 ORLY ARROGATES CODEX

TEL: +331 41 75 20 15

- Flights to or from Paris-Charles de Gaulle: mail.objets.trouves@airfrance.fr

TEL: +331 41 56 20 35 (ANSWERPHONE)



Damaged or lost baggage on arrival: don't panic!

- If you can't find your baggage on the carousel on arrival

Enquire at the Baggage Service desk at the airport. Missing baggage must be reported immediately.

On arrival of long-haul flights in the SkyTeam Alliance's main hubs, an electronic display unit informs customers whose baggage is missing on arrival that they must go to the Baggage Service desk, where various documents must be filled in (file number, local telephone number and list of contents).

Air France has an international tracing system (Worldtracer) which enables it to locate most delayed baggage within the first 24 hours.

On arrival, Air France gives customers whose baggage is missing:

- a basic necessities kit which contains toiletries,
- an allowance of up to 100 euros (or the equivalent in the local currency) for any immediate expenses, if the customer cannot return home.

These expenses are reimbursed on presentation of receipts.

To find out what progress has been made in tracing the missing baggage or to add any information likely to facilitate the search, the passenger can ring the following number:

0970 808 816 (0.15 euros incl. tax / min from a land line in France)

7/7 from 7:30am to 10pm

If you are phoning from abroad, call: +33 1 55 69 84 68

- If your baggage arrives damaged or pilfered

This should be reported, preferably on arrival, or in writing within seven days of receiving the baggage.

During transport, overloaded items of baggage may be scratched, marked, dented or damaged, for which we cannot be held liable. Moreover, Air France declines all responsibility regarding the normal conditions of wear and tear that baggage undergoes, and particularly the loss of or damage to parts protruding from the bag/suitcase such as belts, pockets, hooks, or any other part attached to the bag/suitcase.

- Compensation for lost or damaged baggage

Throughout the world, Air France applies the terms of the Montreal Convention, which, since 28 June 2004, has replaced the Warsaw Convention. The new measures do not take the weight of the baggage into account in calculating compensation, but do reflect all the information provided by the customer (inventory list, invoices, etc.).

Air France's liability is limited to around 1,131 DTS per passenger.

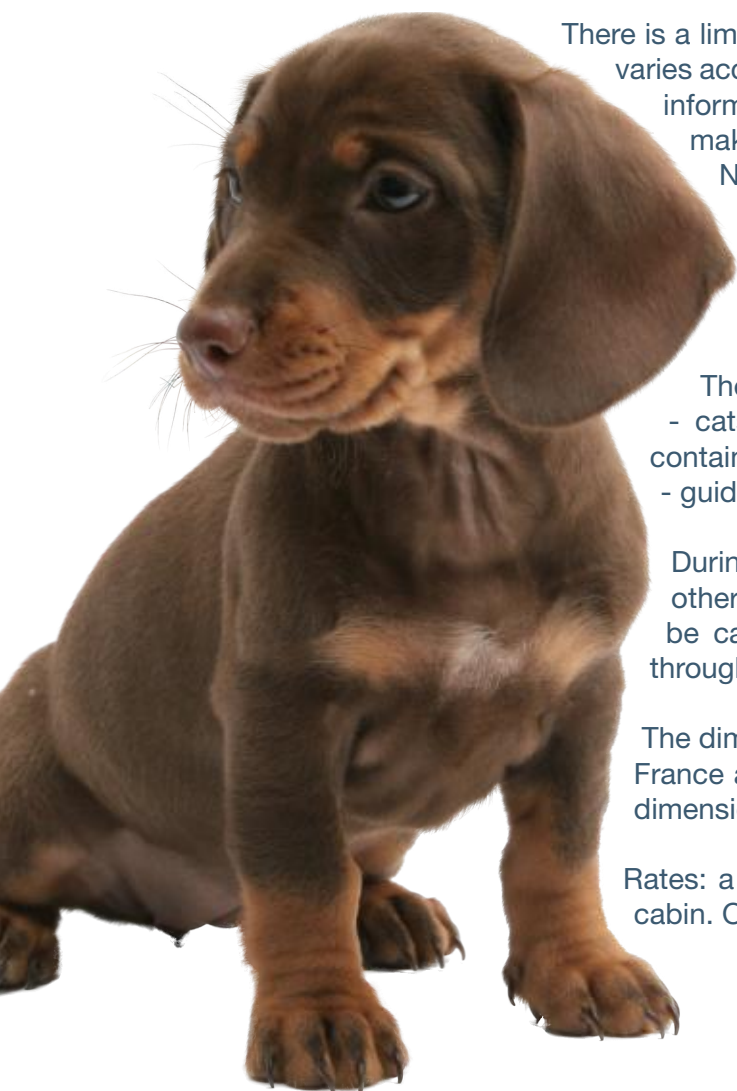
All baggage of a higher value than this amount should either:

- be declared to the carrier as being of special interest, before the latest check-in time, in return for payment of a supplement,
- or be privately insured by the passenger. In the case of an incident, the passenger then contacts the insurance company which will provide compensation.

The Montreal Convention stipulates a time limit of 21 days, after which the baggage is considered as definitively lost.

B/ And what do I do with Rex?

For most countries including French Overseas Departments and Territories, bringing in pets (cats and dogs only) is subject to very strict regulations and formalities. It is therefore necessary to make enquiries from the reservations office, at 36 54 in France (€0.34 inc. tax / min).



There is a limit to the number of animals allowed on a flight, which varies according to the type of aircraft. It's therefore essential to inform the airline that you are carrying an animal when you make your reservation, in order to obtain authorization.

NB: Air France does not accept breeds which are considered to be dangerous (contact your travel agent for further information).

- If he's small, he travels in the cabin

The following animals are accepted in the cabin:

- cats and dogs weighing less than six kilos (including container),
- guide dogs, regardless of their weight (free transport).

During the flight, to ensure the comfort and safety of the other passengers, the animal must be carried in an aerated bag and where it must remain throughout the flight.

The dimensions of the bag, which can be purchased from Air France at some airports, must not exceed 115 cm (total of 3 dimensions).

Rates: a set charge applies to the carriage of animals in the cabin. On domestic flights, this is €20.

- If he's big, he travels in the hold

All cats and dogs weighing more than six kilos (including the container) must travel in the hold (other animals must travel as cargo). The flight captain is informed that there is an animal in the hold, and he takes all necessary measures to ensure its comfort (lighting, heating, pressurization).

Passengers must prepare their pets for transport, meeting all the specific conditions of size and type of cage: the animal must be able to stand, to turn easily and to lie down naturally. Air France only authorizes carriage of animals in fibre glass or rigid plastic cages. Cages must be fitted with doors that have three anchor points. To prevent accidental opening, it is strongly recommended to strap the cage closed or secure it with adhesive tape.

On departure from some airports, Air France sells cages, at prices varying according to their size. N.B.: for security reasons, if the connecting time is equal to or under 120 minutes, pets may only be carried as cargo.

RATES

The animal and its container are not included in the baggage allowance and a set charge will apply to animals in the cabin or in the hold:

Zone 1 (France network): €40 in the hold; €20 in the cabin

Zone 2 (flights to/from Europe, the Caribbean and Indian Ocean): €80

Zone 3 (other international flights): €160

Some tips for animal-lovers:

- have your animal tattooed and/or give it a collar with your contact information
- get the animal accustomed to the cage before the trip. The day before, reduce the animal's food intake and see that it drinks sufficiently
- a "snack" a couple of hours before check-in may calm its nerves

- Guide dogs

Guide dogs travelling with disabled or reduced-mobility passengers are transported free of charge (see Saphir conditions on page 26).

A guide dog must have been trained in a school recognized by the authorities.

Upon notification and acceptance at the time of booking, the animal may travel with its owner in the cabin free of charge.

C/ Carriage of animal-based products

It is forbidden to bring into the European Union personal containers of meat, meat-based products, milk and dairy products, except for the following:

- powdered milk for babies and special food products required for medical reasons providing:
- these products do not require refrigeration before consumption,
- they are packaged and produced by a registered brand,
- their packing is intact

BROWSE THE WEB and TAKE OFF!



A/ Find the best fares on www.airfrance.fr

Thanks to the reservations engine on the Air France websites (www.airfrance.fr in France), surfers can find the best possible fare for the destination of their choice within a period ranging:

- for domestic and European flights, up to three days before and after the date initially chosen, i.e. over a period of seven days.

- for long-haul flights, up to seven days before and after the date initially chosen, i.e. over a period of fifteen days.

Up to 200 flights may be proposed for each routing request!

For travel within continental France, this search engine can also be used for reservations at special fares for Couples, Young people, Students, Families and Seniors.

B/ Book, buy and change your ticket online

Once the date of travel has been chosen, the customer can book and buy the ticket online. All Air France tickets issued are electronic tickets (e-tickets).

Online payment by credit card is secured: encryption of information sent online such as the credit card number is carried out according to the strictest standards (SAL protocol v3).

Furthermore, the cryptogram keyed in during online payment provides an additional verification for securing of transaction.

Payment can also be made by phone. To do this, all you need to do, when making your booking over the Internet, is to select the option «pay by phone».

You then have 24 hours to provide your credit card number, at 36 54 in France (€0.34 inc. tax/min).

You must then provide your credit card number at 36 54 (€0.34 inc. tax/min). After that time, the booking is automatically cancelled.

Change the time or date of your flight as it suits you. This is the freedom offered over “Your reservations” on the Air France websites.

All you have to do is fill in this field (accessed from the home page) with your name and the number of your reservation file. You will then access your current reservations, to check them out or modify them. In addition, the “Your reservations” page gives Air France passengers the possibility of obtaining information about the flight (applicable regulations, inflight service, offers at destination, etc.).

C/ Use e-services to make your time in the airport easy!

E-services are the whole range of services offered to passengers by Air France and KLM using new information technologies. Passengers can enjoy a variety of e-services from check-in up to boarding. Thanks to the extensive range of services offered, each passenger can find what he or she most needs.

Traditionally, passengers check in for their flight at the check-in desk on arrival at the airport, drop off their baggage and obtain their boarding card.

While you can still do this, of course, e-services now let you:

Check in, choose your seat and obtain your boarding pass with your cellphone

You must connect to Mobile Internet on your cellphone, type in mobile.airfrance.com and follow the instructions. It's done in seconds! This service is available on the Air France short- and medium-haul network (and long-haul to the Overseas Departments) and on virtually all KLM routes.

You will receive your boarding pass on your cellphone via SMS or MMS.

Since June 2008, Air France and KLM have offered passengers the possibility of obtaining their boarding pass on their cellphone.

Air France and KLM passengers can now avail of this service when flying from Paris and Amsterdam to all French and European destinations (except for the United Kingdom and Israel).

To obtain your boarding pass on your cellphone:

To enjoy the new service, check in and choose your seat (aisle/window) in just a few clicks between 30 hours before departure and the latest check-in time, at www.mobile.airfrance.com.

Once you have checked in, you can choose to receive a SMS text or MMS multimedia message containing a barcode and all the written information displayed on a conventional boarding card. On arriving at the airport, you simply have to display this screen on your cell phone to access the aircraft:

- Scan the barcode to check in any baggage at the baggage drop-off points,
- Display the screen to pass through security checkpoints,
- Display the screen to allow eligible customers to access the lounge,
- Scan the barcode to board the flight,
- Display the screen to cabin crew on entering the aircraft.

Should your telephone not be working at the time of the trip, the boarding card can be printed out at a self-service kiosk or by an airline agent.

Checking in from home or the office over the Internet

The procedure is simple and easy: just a few clicks between 30 hours and the latest check-in time. You can choose your seat using the detailed cabin layout and, if you have only hand baggage, proceed directly to boarding.

If you are travelling with baggage, simply drop it off at the baggage drop-off point before the latest check-in time.

3 STEPS:

1/ Go to www.airfrance.com and click on "e-services, online check-in".

2/ Enter your ID number (several options are proposed)

3/ Print out your boarding card

No printer? You can pick up your boarding pass at a self-service kiosk at the airport, at the check-in desk or receive it on your cell phone by SMS or MMS before the latest check-in time.

Checking in at the airport at one of the self-service kiosks

Air France is helping to eliminate queuing at check-in counters by developing the use of self-service kiosks.

These kiosks let customers check themselves in in less than 30 seconds.

How to use the self-service kiosks

Simply follow the instructions: identify yourself, select your flight, choose a seat, etc. The boarding card is printed in a few seconds.

Almost all passengers can check in at the self-service kiosks at any time on the day of departure. In addition to those passengers already eligible, the following passengers now have access to the kiosks:

- those with one or two connecting flights,
- those making a return trip within 24 hours,
- those holding Air France or KLM electronic tickets with or without an ID number,
- those travelling with hold baggage,
- those who have to justify a discount at check-in (youth fares, student fares, seniors, etc.)

D/ Stay connected with your cellphone, around the clock, anywhere in the world

- Air France customers can use their mobile phones to access travel-related information.

Around the clock and from any location, they are free to consult mobile internet services by going to <http://mobile.airfrance.com>

Passengers can:

- check in 30 hours before their flight's departure
- obtain information on current flight schedules (and check their departure terminal or boarding gate, or confirm their arrival terminal with people who may be meeting them at the airport),
- consult the Air France flight timetable (to check the schedule for a later flight in the event that they are held up by an unforeseen appointment),
- access Air France telephone numbers abroad (to contact a local reservations centre or Flying Blue from their country of destination),
- consult their Flying Blue Miles balance and their most recent transactions,
- obtain a travel memo, with details of the travel itinerary (dates of reserved flights, flight times, departure and arrival terminal, etc.),
- consult the transfer routes in Paris-Charles de Gaulle airport.



- It's quicker and more efficient!

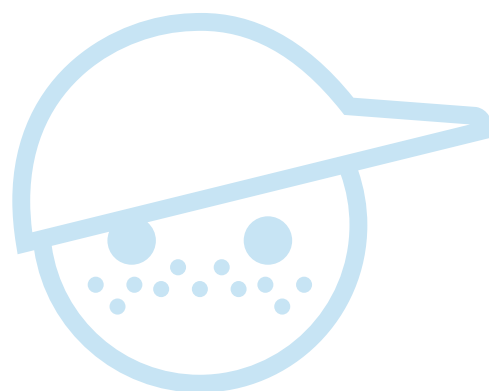
Connecting passengers in Paris-Charles de Gaulle who are unable to take their originally scheduled flight are repositioned on a later flight and now receive an SMS informing them of the alternative solution found by the Air France teams.

Passengers can obtain the new boarding pass and any vouchers (complimentary drink, meal, etc.) in seconds at a transfer kiosk.

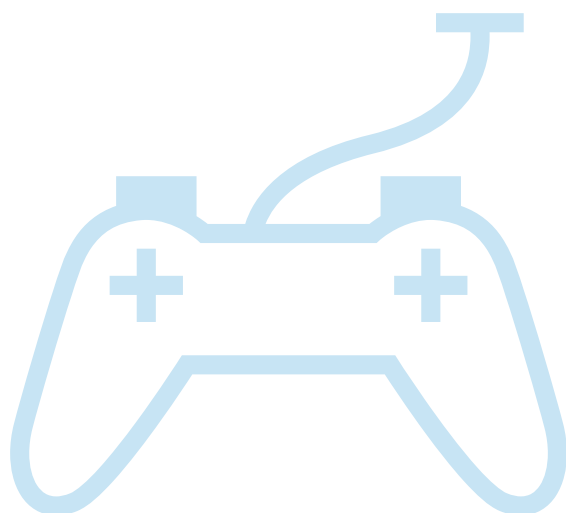
- Customers can also use their cell phone to access the Air France mobile internet services anywhere in the world by sending a text message to 6.36.54 (with a French cellphone operator).

To get the latest information on flight AF 1234, for example, simply text "AF1234" to 63654 (cost: €0.34 + your operator's SMS charge).

CHLOE
and **JACK**



ARE TRAVELLING
with
AIR FRANCE



A few figures:

Every year, Air France carries nearly three million young passengers between the ages of 0 and 12, including 400,000 unaccompanied children (close to 300,000 on domestic routes alone) who are meeting up with family and friends in France or abroad, and 480,000 infants.

Air France also carries almost 48,000 teenagers between the ages of 12 and 18, travelling alone.

For information on Air France services and bookings, simply visit www.airfrance.com or dial the number for the reservations centre 36.54 (0.34 euros inc. tax/min).

A/ Chloe is travelling alone on an air france flight

Conditions under which children can travel alone on an Air France flight



Children can travel unaccompanied on flights in continental France and the French Overseas Departments and Territories as from the age of 4. On international flights, young passengers must be at least 5 and are considered as 'Unaccompanied Minors' until they are 14.

Air France offers children up to the age of 12 special "UM" (Unaccompanied Minors) service, which ensures that they are taken in charge from beginning to end of their journey. For young people from 12 up to the age of 18, this service is available at the parents' request on the domestic network and from 15 to 18 on the international network.

At the time of booking and ticket issuance

To benefit from "UM" service, you must request it when booking the ticket and specify that your child will be travelling alone. For safety reasons, the number of children travelling unaccompanied on each flight is limited.

For all children and young people travelling unaccompanied, once the flight is booked and the Company informed that your child is travelling alone, a complete travel file is created for the child at the time of ticket issuance. This file contains the names, addresses and telephone numbers of parents and people who will welcome and take charge of your children at their destination.

This travel file also gives the child's exact itinerary.

It is possible to book a flight for your unaccompanied children (aged under 12) over the Air France website.

On domestic flights:

On domestic flights Air France offers to take charge of children from 4 up to 12 travelling alone free of charge.

For young passengers aged 12 but under 18, the service is optional and is charged 30 euros for a non-stop flight, 45 euros for a trip with a connecting flight.

(50 euros for a flight to Pointe à Pitre, Fort de France, Cayenne and La Réunion [65 euros if there is a connecting flight], 75 euros for Nouméa, Papeete and Saint Martin [90 euros if there is a connecting flight]).

On international flights:

Air France will systematically take charge of children aged 5 and under 15 travelling alone; the service fee is included in the price of the ticket: fifty euros is charged for this service each way on the international medium-haul network and 75 euros each way on the international long-haul network.

For young passengers aged 15 and under 18, this service is optional and charged at the same rate as for 5 to 15 year olds. (there is a 15 euros surcharge for connecting flights).

On the day of departure

Children are given a UM pouch with their complete travel file, which they must keep around their neck until the end of their trip.

Starting next year optional UMs and compulsory UMs will be given the same travel pouch. As priority passengers, children and young people travelling alone are the first to board, and are escorted by a member of the Air France ground staff and introduced to the cabin crew who supervise them at all times throughout the flight.

On landing, they are met by a ground attendant and escorted to meet those waiting for them. The ground attendant checks that the identity of the person waiting for them corresponds to the information in the child's file.

The largest UM waiting lounge in Europe, at Paris-Charles de Gaulle Terminal 2E

A new UM (Unaccompanied Minors) lounge was opened in Terminal 2E at Paris-Charles de Gaulle Airport on 1 April 2009.

It is the largest such lounge in Europe, specifically dedicated to young travellers in transit. The space covering more than 200 sq. m. has several separate areas, a real "lounge", an "interactive" area with Sharp flat screens and Sony Playstations for older youngsters, manual activities for the very young, games and entertainment for all (foosball, board games, magazines, etc.).

Particular attention was given to decorating this new space.

The furniture was designed by MondoMio, the Italian specialists in furniture for children and adolescents. It blends in harmoniously with luminous dominant tones of green and blue, and with the mural fresco decorating the walls.

Great care has been taken to welcome young travellers in a space that is both fun and reassuring, while they await their flight, so that their "connection" comes to represent a pleasant moment in their overall journey.

Lounge areas suitable for UMs are also available at Paris-Charles de Gaulle Terminal S3 and Orly-West airport.



Formalities to remember

- On departure of domestic flights, Air France requires presentation of valid identity papers or a document bearing the name and photo of the child.
- For international flights, the child's passport or identity card is required. They must also have written authorization to leave French territory.
- Families should check in at least 30 minutes before the latest check-in time.
- Parents are asked to remain in the airport until the aircraft has taken off.

B/ Jack is travelling accompanied on an air france flight

Conditions

Young children under 5 years of age must systematically be accompanied on international flights, whereas on domestic flights to/from the French Overseas Departments and Territories, the age limit is 4. These young passengers are considered to be accompanied only when travelling with an adult. The only escorts who may be under 18 are the child's father, mother or legal guardian. Moreover, as a safety precaution, an adult may not accompany more than one baby under 2 years of age.



At the time of booking

When a child younger than 5 travels accompanied, the accompanying passenger must book his/her seat at the same time as the child and figure in the same reservation file.

On the day of departure

Families travelling with young children benefit from priority boarding to make it easier for them to get settled on board.

Formalities to remember

If a child is travelling with a parent on a domestic flight, Air France requires presentation of valid identity papers or a document bearing the name and photo of the child. For international flights and flights to the French Overseas Departments and Territories, the child's passport or identity card is required. Children travelling with a third person must also have written authorization to leave French territory.

C/ The Air France Family Service

Air France offers a complete range of services for families and children travelling alone, “UMs” (Unaccompanied Minors). On flights operated by Air France or one of its franchised regional partners, UM service has been extended to young passengers from 12 up to the age of 18.

Infants in flight, from 0 to 2 years of age

Air France considers all children under 2 years of age to be “infants”. On long-haul flights, the infant can travel in a skycot, providing it has been requested at the time of booking.

(NB.: skycots can accommodate babies measuring less than 70cm and weighing no more than 10kg). Infants can also travel in an approved car seat occupying an individual seat. You will also need to specify this when making your reservation.

Children under 2 years of age must be held in the arms of the person accompanying them during take-off and landing; flight attendants will give the accompanying adult a special seat belt for the child.

Air France has equipped its entire fleet with baby changing tables.

Young children often have baggage when they travel, and Air France offers them a complimentary 10-kg baggage allowance (in addition to the accompanying adults’ baggage) and carries their folding strollers free of charge. Infants travelling on an individual seat benefit from the same fare conditions as children from 2 to 12.

Children between 2 and 12

Over the age of 2, children travel on an individual seat. Children over 2 benefit from the same baggage allowance as adult passengers.

Young people between 12 and 18

Young people between 12 and 18 years of age can travel as “UMs” at their parents’ request. This service must be paid for: it costs from 30 to 90 euros depending on the journey. These young passengers benefit from the same baggage allowance as adult passengers.

What will they do on board?

On long-haul flights, children receive a special gift pouch and can also entertain themselves throughout the flight with a “Kids” channel. This channel offers programming especially selected for young people, with animated films, cartoons and games.

An enhanced in-flight entertainment programme is also available, featuring a variety of films, TV series and games for the entire family.

To help put children to sleep and give them something to listen to while awake, Air France also has two dedicated music channels on its aircraft, one in English and one in French, with songs and nursery rhymes for every age.

The detailed programme of this in-flight entertainment offer can be consulted on the www.airfrance.com website, in the entertainment section.



Meals on board

For infants under the age of 6 months, flight attendants will be happy to warm a bottle at any time. For those between 6 months and 2 years of age, a meal tray (jars of baby food with vegetables, meat, fruit, a portion of milk with cereal, and ladyfinger biscuits) is served on all flights lasting over 2 hours and 30 minutes.

On flights lasting over 2 hours and 30 minutes, a special meal tray has been designed to suit the palate of older children aged 2 to 12 years old (fruit juice, starter, hot main dish with white meat or boneless fish, vegetables and a starchy food, a dairy product, fruit compote and sweets for the end of the trip). The menu respects nutritional guidelines and is designed to be easily digested by young children: meat, for example, is pre-cut into small portions. This tray is systematically served to all children aged 2 to 8.

For those between 9 and 12, if the child prefers a children's tray to the meal served to adults, this must be ordered at the time of booking or purchasing the ticket. Children's meals are served before those of their parents whenever this is possible.

An adult meal is served to young people between 12 and 18 travelling alone.

Travelling when pregnant

A woman with a normal pregnancy may travel on Air France without undergoing any particular formality.

Travel is, however, not advised during the final month of pregnancy.

In the case of an abnormal pregnancy (pathological pregnancy), medical clearance is always required, regardless of the expected date of birth.

AIR FRANCE

and

ASSISTANCE

for

**REDUCED MOBILITY
PASSENGER**



A/ Assistance and advice, to organize travel under the best possible conditions

Saphir offers assistance with reservations and advice for Air France's disabled passengers; this service is available on departure from continental France and the French Overseas Departments (Cayenne, Fort de France, Pointe à Pitre, Reunion) and 18 other countries.

“The Saphir service is intended for customers “whose mobility when using transport is reduced due to any physical disability (sensory or motor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.”

(definition given by the regulation of the European Parliament and European Council of 5 July 2006).

Saphir is designed to make travel for disabled passengers as easy and simple as possible. Each member of the Saphir team has been trained by a physician specialized in a particular disability (physical, mental or sensory).

The Saphir Department works in close collaboration with all players throughout the chain of customer services (medical departments, airport staff, flight attendants, flight captains and co-pilots).

Saphir is designed to make travel for passengers with reduced mobility as easy and simple as possible. Customers enjoy greater autonomy and travel comfortably in total safety. This service is available from booking your ticket to arrival at your destination .

Saphir is available on departure from metropolitan France and the French Overseas Departments (Cayenne, Fort de France, Pointe à Pitre and Réunion), and on international flights from 18 countries (tel n° and email contact details below).

Each Saphir team member has been trained by a physician with expert knowledge of each disability (motor, sensory or mental). The Saphir team:

- responds to some 300 daily requests for assistance and receives over 55,000 calls per year,
- prepares a free, personal Saphir card on request,
- is in contact with the regional partner airlines: Britair, Régional, City Jet, CCM, etc.
- works closely with all the players throughout the chain of customer services (medical departments, airport staff, flight attendants, flight captains and co-pilots).

Reservations...

- Via a simple phone call (whether the customer is holding a SAPHIR card or not)

To ensure travel under optimum conditions, it is important for passengers to contact Saphir at least 48 hours before departure (72 hours when oxygen for therapeutic reasons is required).

Dedicated telephone numbers are available in the following countries:

- In France and the French Overseas Departments - tel. 0 800 01 24 24 (0.12 euros/min)
fax 04 93 18 53 50

- in Europe, at the following numbers:

| | | |
|-------------------|---|--|
| . Germany: | 0 180 505 4911 | mail.saphir.de@airfrance.fr |
| . Austria: | 01 36027 72681 | mail.saphir.de@airfrance.fr |
| . Belgium: | 070 300 022 (French-speaking) 070 300 023 (Dutch-speaking) | mail.saphir.be@airfrance.fr mail.saphir.be@airfrance.fr |
| . Denmark : | 82 33 28 58 | mail.saphir.no@airfrance.fr |
| . Spain: | 901 901 10 | mail.saphir.br@airfrance.fr |
| . Finland: | 0200 847 30 | mail.saphir.no@airfrance.fr |
| . Ireland: | 01 605 0389 | mail.saphir.en@airfrance.fr |
| . Italy: | 848 800 722 | mail.saphir.it@airfrance.fr |
| . Luxembourg: | 27 30 20 15 | mail.saphir.lu@airfrance.fr |
| . Norway: | 23 50 03 02 | mail.saphir.no@airfrance.fr |
| . Netherlands: | 020 654 5620 | mail.saphir.nl@airfrance.fr |
| . Portugal: | 707 200 913 | mail.saphir.ib@airfrance.fr |
| . United Kingdom: | 0870 160 0346 | mail.saphir.en@airfrance.fr |
| . Sweden: | 08 519 923 92 | mail.saphir.no@airfrance.fr |
| . Switzerland: | 022 827 8775 (French-speaking) 044 439 18 16 (German-speaking) | mail.saphir.fr@airfrance.fr mail.saphir.de@airfrance.fr |
| - in Canada : | 888-572-7447 888-5SAPHIR | mail.meda@airfrance.fr |
| - the USA: | 800 210-6508 | mail.servicedeskus@airfrance.fr |
| - in India: | 1 800 180 0066 | mail.saphir.in@airfrance.fr |

In other countries, contact your travel agent or your local Air France reservations centre

- By being immediately recognized thanks to the free, personal Saphir card (valid for 5 years and renewable).

Customers can request a free, personal Saphir card bearing their name. When booking, passengers simply give their Saphir card number. In this way, they are immediately recognized and do not have to describe their handicap each time they book a ticket.

On arriving at the airport, they simply give their Saphir card number or another ID number (passport, bank card number, etc.).

- By taking advantage of reduced rates on domestic flights in continental France and to/from French Overseas Departments, if the customer has an invalidity card.

Disabled or reduced-mobility passengers and their travel companion are entitled to certain reductions on all domestic flights in continental France and on Air France flights between Paris and Pointe-à-Pitre, Fort-de-France, Cayenne and Saint-Denis de la Réunion, and vice-versa.

The two people must travel together to benefit from these reduced fares. The travel companion is also entitled to these reduced fares when travelling alone to a destination where he or she is to accompany a disabled passenger, or on the journey back after accompanying a passenger.

In some cases, a more advantageous fare (category fare, Voyageur fare, if available) may apply, subject to fare application conditions.

These reduced rates are granted on presentation of the invalidity card and whenever the Air France medical department obliges the passenger to travel accompanied.

At the airport...

Within the European Union, assistance, under the supervision of airport managers since July 2008, is offered on arrival at the airport (including for connecting passengers).

- The loan of a wheelchair

When the passenger's personal wheelchair has to be checked in the hold, the customer is escorted to the aircraft in a wheelchair by the handling company. Passengers simply need to inform agents of any artificial limbs when passing through the metal-detection portal.

- Access to the boarding lounge with a personal wheelchair

On flights departing from Paris-Charles de Gaulle, Paris-Orly West and other airports (contact Saphir for more information), customers can access the boarding lounge and aircraft with their own wheelchair (manually-powered).

- Stress-free boarding

To make boarding easier, pre-boarding is offered where possible for wheelchair passengers and those requiring individual assistance.

- The possibility of taking your own folding wheelchair on board

On flights operated by Air France, passengers with folding wheelchairs may take them in the cabin (subject to certain conditions of size and available space) and stow them in the baggage compartments. This service should be requested when booking.

- Handling wheelchairs

- Personal wheelchairs (checked in the hold; maximum of 2 per passenger) are carried free of charge by Air France. When booking a ticket with the Saphir agent, the following information must be provided:

- whether the wheelchair is manually or battery-operated, folding or non-folding,
- its weight and overall dimensions in the folded position (upright) in the following order: length x width x height,
- battery type (wet or dry).
- On long-haul flights, the passenger's personal wheelchair and baggage are delivered first.

- Baggage

- Since April 2010, reduced mobility passengers benefit from an additional 23-kg baggage allowance, whatever the flight and destination.

- Customers may carry one item of cabin baggage (55 x 35 x 25cm, weighing a maximum of 12 kg).

- Injected solutions in syringes and liquid medication must be accompanied by a doctor's prescription.

- Wheelchair retrieval at the door of aircraft

At certain destinations including Paris-Orly and Paris-Charles de Gaulle, wheelchairs may be retrieved by passengers at the door of the aircraft and not in the baggage claim area.

- Transfer service between Paris-CDG and Paris-Orly West airports

Connecting passengers in wheelchairs who are unable to use the Air France coaches are entitled free of charge to an accessible-taxi service (specially adapted for wheelchair passengers) between Paris-Charles de Gaulle and Paris-Orly West airports. This service is available on request at the transfer desk in the arrivals hall.

On board the aircraft

- The passenger's guide dog may travel free of charge in the cabin (subject to sanitary and customs formalities),
- Some seats are fitted with armrests that can be raised, facilitating access for disabled passengers,
- Passengers have access to special equipment on all our long-haul flights: accessible toilets (long-haul flights) fitted with grip bars and handles, or a private area with a curtain in front of the aft toilets (medium-haul flights),
- An on-board transfer wheelchair on the entire Air France fleet (short, medium and long-haul flights), enabling passengers to move around the cabin. The new model, available on short and medium-haul aircraft, has a more comfortable seat and is being gradually introduced on the long-haul fleet,
- Safety instructions in Braille are distributed by the cabin crew (in English and in French),
- All new aircraft in Air France's fleet have seat numbers in Braille for the comfort of visually-impaired passengers,
- Customers with "respiratory insufficiency" can benefit from therapeutic oxygen on board the aircraft (special fares apply; information available at the time of booking). The use of certified respiratory devices such as concentrators is also possible on all flights operated by Air France. However the use of personal oxygen cylinders on board is prohibited.
- Air France cabin crew members undergo training to learn how to better understand and meet these customers' expectations. Certain agents have learnt French Sign Language,
- On most flights lasting over 2 1/2 hours, passengers may, at the time of booking (at least 48 hours before departure), request a specially adapted meal (salt-reduced diet and low-sugar meals, etc.).

You can find other commercial information on www.airfrance.com

B/ Some tips to facilitate travel arrangements for disabled and reduced-mobility passengers

- Notify us early

Air France advises its passengers to make any disability known as early as possible and at least 48 hours before departure, so we can prepare any assistance they may need.

- Check the need to travel with an accompanying person

Air France may require that the disabled passenger travel with a companion, depending on the disability and special requirements.

- Check whether a medical certificate is needed

In the event of a contagious disease, for example, should your condition require exceptional medical assistance during the flight, you will need to obtain prior authorization to travel. Forms can be obtained on the [airfrance.com](https://www.airfrance.com) website or from a travel agent.

- Check in early

To ensure the comfort of disabled and reduced-mobility passengers and guarantee the assistance provided by European airport authorities, they are invited to check in at least 2 hours before the flight's departure time. If they have a connecting flight, they are advised to increase their minimum connecting time by at least 30 minutes.

C/ Optimal travel conditions to ensure passenger comfort and safety

Medical consent

A medical consent form is sometimes requested from disabled or reduced-mobility passengers. In particular, it is requested:

- if the passenger is travelling on a stretcher or in an incubator
- if the passenger's physical condition requires exceptional medical assistance during the flight
- if the passenger needs therapeutic oxygen during the flight (flow faster than 2 l/min).

For more information, contact the Saphir reservations department or your travel agent.

The Air France Medical Department and the customer's general practitioner decide together whether to approve the medical consent. The doctors may give their approval on condition that the passenger complies with a number of rules to ensure the passenger's well-being: the need to be accompanied (relative, nurse, doctor), need for oxygen or a stretcher (according to type of flight: long-, short- or medium-haul, connecting flight).

The customer's general practitioner completes a medical information form (known as a MEDIF), which is available from Saphir or online at [www.airfrance.com/Information and services/ Passenger assistance / Passengers with reduced mobility](http://www.airfrance.com/Information%20and%20services/Passenger%20assistance/Passengers%20with%20reduced%20mobility), and sends it to the Air France Medical Department. The two doctors may contact each other directly by telephone or fax.

The Air France Medical Department informs the reservations agent of all the practical conditions associated with this medical consent.

Travel companions (general rules)

For adult passengers:

Passengers may need to travel with a companion, depending on their level of autonomy. This accompanying person must be able to provide the help needed.

The need for assistance is evaluated on the basis of your ability to:

- contribute physically to your own evacuation of the aircraft
- understand and carry out safety instructions.

For children:

- Physically disabled children under 12 who are able to contribute physically to their own evacuation of the aircraft may travel on all flights (direct or connecting flight). In this case, they are considered as UMs.

- Children under the age of 12 with a mental or sensory disability but who are able to understand and carry out safety instructions may also travel as UMs with Air France supervision.

- Children over the age of 12 with a mental or sensory disability who meet the above requirements may travel unaccompanied on all Air France flights.

- Person accompanying a child: all disabled or reduced-mobility passengers who can understand and carry out safety instructions and contribute physically to their own evacuation of the aircraft and who are travelling with their children (0-11 years old) for whom they are legally responsible are considered apt to travel as the accompanying person.

If this passenger does not meet these criteria:

- Children over the age of 4 (aged 5+ on French Overseas Territories) and up to the age of 11 travelling on domestic flights and to/from the French Overseas Departments and Territories, and children aged 5+ and up to the age of 14 travelling on international routes will be considered as "UMs" (Unaccompanied Minors) upon booking and will be placed under the responsibility of the ground and cabin crew.

- A second travel companion will need to travel with babies and children under 4 travelling on domestic flights and to/from the French Overseas departments and children under 5 travelling on international routes.

D/ Passengers travelling with guide dogs

Certain disabled or reduced-mobility passengers may be accompanied by a guide dog. The animal may travel free of charge in the cabin at the feet of its owner.

Specialized training and personalized attention from Air France staff

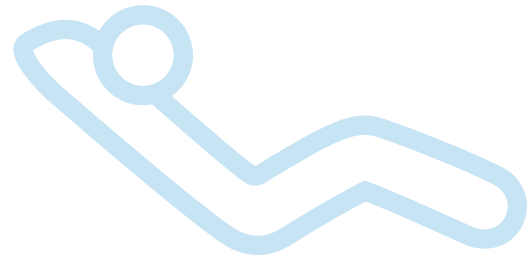
In cases of pre-boarding, flight attendants welcome disabled and reduced-mobility passengers personally, providing individual assistance and explaining how the cabin is laid out and the different stages of the flight.

The flight attendants give each passenger useful information specific to the passenger's disability. The role of Air France cabin crew members implies providing specialized assistance for the benefit of these disabled and reduced-mobility passengers.

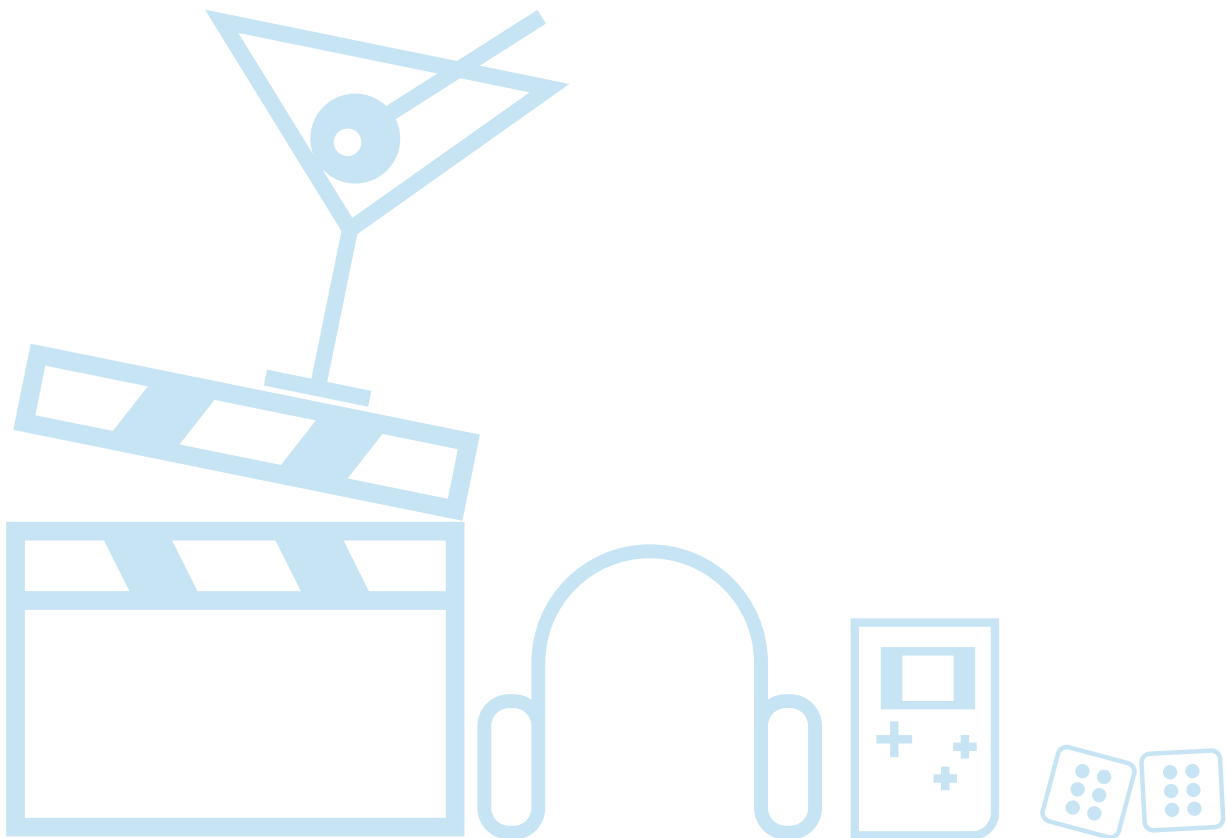
A few examples of the type of assistance that can be provided (only if the customer requests it):

- Reading out the menu to visually-impaired passengers, assisting hearing-impaired passengers with the menu by careful articulation (lip reading and/or miming), and reading it to mentally-handicapped passengers,
- Describing the meal tray for visually-impaired passengers,
- At the passenger's request, accompanying him or her to the toilet using the onboard transfer wheelchair,
- Describing the toilet layout to visually-impaired passengers,
- Explaining the use of in-flight entertainment systems: video games, music programme, use of headphones and selecting different channels, subtitled films and selection mode,
- Informing passengers where the buffets and/or bars and self-service tables are and the choice of drinks and/or snacks available,
- Arrivals information (retrieval of baggage, terminal, customs, etc.) and ensuring that this information has been clearly understood,
- Assistance in filling out the Police landing cards, particularly for passengers who do not have use of their hand,
- Throughout the flight, anticipating or completing the announcements (relating to safety and products or services) intended for all passengers, by offering suitable information to individual passengers.

Air France reminds you that the assistance provided to disabled and reduced-mobility passengers from arrival at the airport to check-in is now the responsibility of the airport authorities in all 27 countries of the European Community. The airlines inform the airport authorities of the needs of their passengers on departure, in transit and on arrival.



ONCE YOU'RE on BOARD...



Tradition and innovation, the constant quest for new savours and balance, the careful structuring of a meal (starter, main course, cheese, dessert and French bread) and a wine list: these are the best ways for Air France to share its culture of world-class gastronomy.

Flying time is decisive in choosing the meals and beverages that will be offered in flight. On a short- or medium-haul flight, fresh, light, balanced selections are ideal as, for the passenger, this flight is but a parenthesis in the day and much remains to be done on arriving at destination.

Long-haul flights are better suited to savouring a meal as you might in a restaurant. On some flights out of Paris to Chinese or Indian destinations, Air France offers original menus composed by the chefs of South Beauty and Oberoi.

For children, mealtime should be fun, so trays have been especially designed for them (salads, small pieces of pre-cut meat for the main course, dairy desserts, compotes and sweets... to be ordered at the time of booking).

During the flight, meals are adapted to the new time at destination.

For years, Air France has called on the world's great chefs and wine stewards. The Air France wine list was designed by Olivier Poussier, the world's "Best Wine Steward".

Thanks to his expertise, the list includes vintages recognized among the finest, to enable our passengers to discover a wide selection of French wines (Château Suduiraut, 1er cru 1997; Château Canon 2004; 1er cru classé St Emilion in La Première). For Affaires passengers, Air France offers a creative selection of well-known crus bourgeois or typical wines from the French regions.

Since early June, passengers in La Première and Affaires have been able to sample wines from the Air France wine cellar in new, specially designed glasses. These unique glasses were designed for Air France by Olivier Poussier, world's "Best Wine Steward" and wine consultant for Air France, inspired by the glasses used by professionals for wine-tastings.

To enhance your pleasure, Air France offers fine champagne in all cabins on almost all long-haul flights.

And lastly, passengers can prolong the pleasure of their journey by finding the best vintages from the Air France cellar on the eshopping.airfrance.fr website.

Looking for in-flight entertainment?

Air France propose à bord de ses avions long-courriers un programme de distraction très varié et, grâce à des partenariats, continuellement enrichi.

Europe's largest cinema

Among the 85 available films in the video library, passengers can find 10 box-office hits, some thirty recent blockbusters, classic films, and a selection of "world cinema" films, all screened in their original language (Italian, English, German, Chinese, Japanese, Hindi, Korean, Tamil, Brazilian, Hispanic, Arabic and African). This selection is specially designed to meet the variety of tastes and cultures of Air France customers, more than half of whom are non-French.

With the new programme of some 600 hours of viewing, Air France has become:

- Europe's biggest cinema by number of films,
- the European airline with the most seats equipped with in-seat video in all cabins, with 33,000 screens,
- the airline offering the largest number of language versions (up to 9 for a single film). Air France is, for example, one of the only Western airlines to screen films in Tamil.

In addition, on its airfrance.fr website, under the "In-flight Entertainment" heading, Air France will shortly be offering customers the possibility of viewing the trailers of the latest box-office hits.

“Non-stop” news bulletins

News is relayed “from all angles” (economic, sports, cultural, etc.).

A daily sports news round-up in pictures is screened in French and English. Exclusively produced for Air France in partnership with Infosport, this programme presents all the sports news.

TV news bulletins are adapted to the destination. For example, the CCTV news on flights between Paris and China supplements other TV news bulletins (France 2/France 3, NHK, France 24, Euronews, etc.). Since February 2008, following the news programmes on the News channel, Air France has been presenting, in picture form, the weather in the world’s major capitals. This programme is produced in partnership with EarthTV.

The best contemporary TV series and a variety of documentaries

Air France offers a constantly renewed selection of TV series, currently 14 famous TV series such as Desperate Housewives, Grey’s Anatomy, Sex and the City, Cold Case, etc.

Air France also offers showbiz, culture, travel, lifestyle and sports documentaries (with Infosport).

An extensive audio programme

A choice of 200 CDs offers a programme of over 3,000 titles. Air France has asked the FNAC, which has all the required expertise, to select the albums for some fifteen musical categories, from French light music to favourite classics, including jazz and pop rock.

The FNAC also presents its “best picks” and provides a selection of artists to discover, with their latest albums.

Over 20 radio channels featuring all musical genres (Radio Classique, NRJ, Nostalgie, Nova, Inrockuptibles, etc.) are also available.

Wanting to offer its passengers the best available quality, Air France is the only airline to offer the Arkamis digital audio solution in all classes.

Images of landscapes overflow

Air France has added pictures of landscapes overflow to those it has screened since September 2007, in partnership with the European Space Agency (ESA).

In this way, the landscapes overflow en route to China and Japan supplement those of existing routes such as Paris – Singapore or Delhi, Mumbai, Bangalore – Paris. Passengers can thus discover images of Russia (Siberia, the Volga), Mongolia (the Gobi Desert) or Mount Fuji in Japan.

On board the A380, the in-flight entertainment system offers a wider variety of films, TV series, and an improved selection of CDs, radio stations and games. A USB socket allows passengers to download special Air France content such as audio guides, metro maps, a relaxation video and games. You can also log on and chat with other passengers, or participate in discussion forums.

The gallery is a special area dedicated to culture and the arts, exclusively reserved for La Première and Business customers. The gallery presents exhibitions in partnership with major cultural arts centres.

Planning your in-flight entertainment programme before the flight

Passengers can consult the complete in-flight entertainment programme by visiting www.airfrance.com

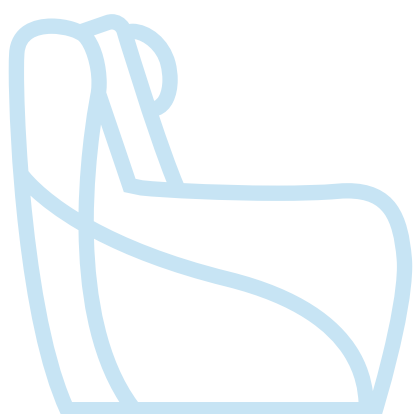
Air France also offers its customers a wide choice of local, national and international magazines and newspapers, with an offer tailored to the destination.



EARN AWARD TICKETS

with

FLYINGBLUE



With 17 million members and the ambition of becoming Europe's leading frequent flyer programme in terms of customer satisfaction, Flying Blue offers everyone the chance to earn and redeem Miles not only on the entire Air France-KLM Group network, but also on flights of the SkyTeam airline members and 30 other airline partners.

This means that there is a total global network of 18,000 flights and 900 destinations available to customers, on which they can benefit from the many advantages of being a member of one of the most powerful frequent flyer programmes in Europe.

Furthermore, over one hundred non-airline partners have joined the Flying Blue programme, further increasing the opportunities to earn and redeem Miles for hotel nights, safaris, racing car driving courses or cinema tickets.

Flying Blue has four levels (Ivory, Silver, Gold, Platinum). This enables the programme to recognize the travel patterns of each customer, and to offer them Miles in accordance with their preferences. Each trip with the ten SkyTeam member airlines and on Kenya Airways, Air Europa and Air Calin boosts the member toward a higher level.

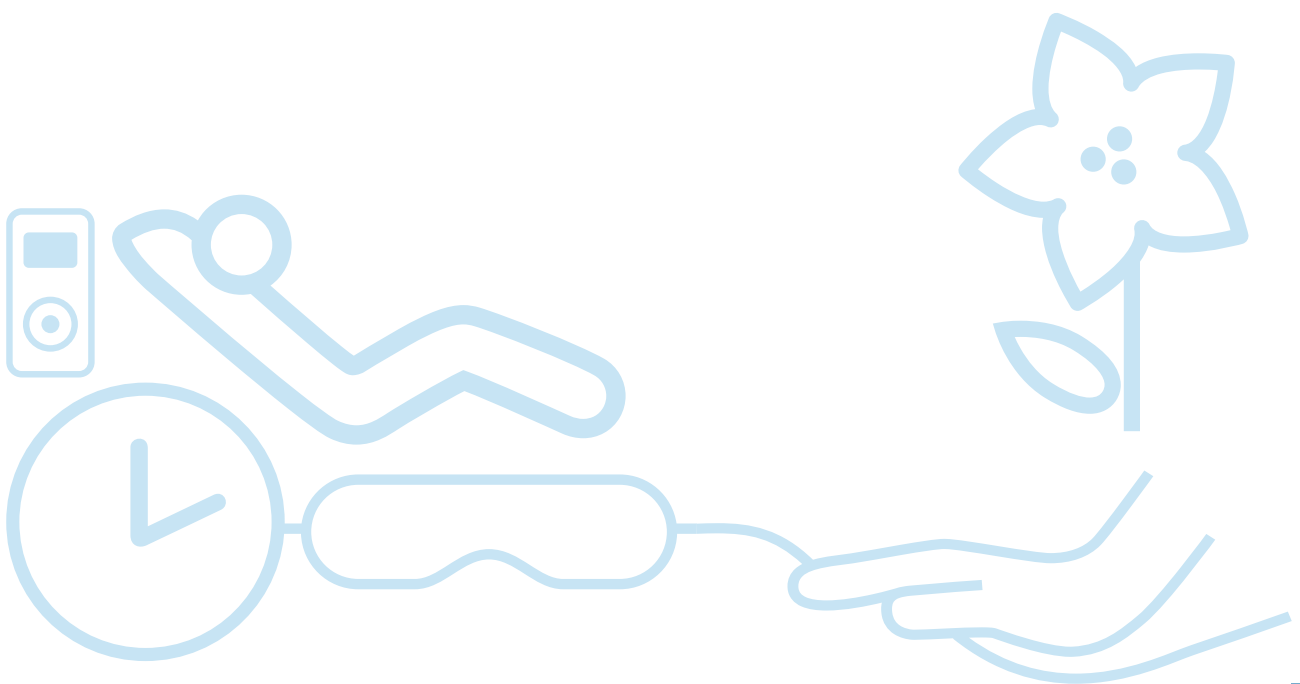
Air France and KLM also allow Platinum members to keep their status and corresponding benefits for life.

Innovative, forward-looking and easy to use, the Flying Blue programme offers its members the possibility of independently managing their account at all times on www.airfrance.com or www.klm.com, and to benefit from advantages exclusively reserved for Internet surfers.

For more information, visit www.airfrance.com

BEFORE, DURING, AND AFTER THE FLIGHT,

useful tips
to be in
top form



A/ Before the flight

Make sure you have the vaccinations you need for the trip

Some destinations require a series of injections. So you must think ahead and not neglect them because you're short of time before your departure! It is better to be partially vaccinated than not at all. You can always get additional injections on your return.

USEFUL TIP

Air France International Vaccination Centre

148 rue de l'Université

75007 Paris

Tel: +331 43 17 22 00 or vaccinations@airfrance.fr

Open every day except Sundays and holidays; no appointment needed; open non-stop from 9 am to 5 pm.

For any additional information concerning mandatory or recommended vaccinations for your trip, visit www.airfrance.com.

Ask your general practitioner or the Air France vaccinations centre for advice

N.B.: some vaccinations may be required by the Health Authorities of the destination country, such as yellow fever or meningitis.

Protection against malaria

This disease is still present in many tropical countries. It is passed on by mosquito bites between dusk and dawn. Taking medicine adapted to your destination as a precautionary measure is highly recommended. This treatment generally starts before departure. To avoid mosquito bites, keep your body covered and use a repellent spray on the uncovered parts of your body.

Ear, nose and throat infections

These must be treated before departure because variations in cabin pressure can harm your ears. During a flight, pressurization restores a fictitious altitude in the cabin which can reach 2,400 m (8,000 feet). This constitutes no risk for passengers in good health, however. For the same reason, we advise you against taking a plane less than 12 hours after deep sea diving.

To minimize the effects of jet lag

If you are travelling eastbound: go to bed earlier during the days preceding the flight.

If you are travelling westbound: you ought to stay up late....

Don't hesitate to ask for medical advice

In some cases, do not hesitate to ask your doctor for medical advice before your departure. You may be required to provide medical clearance, particularly if you are:

- undergoing medical treatment, suffering from a chronic illness or were recently hospitalized, - or if you have an abnormal pregnancy (pathological pregnancy)

Anti-stress course: a great pedagogical tool

An anti-stress course is open to all travellers who wish to overcome their fear of flying. Prepared by specialists and designed to alleviate anxiety, the course takes place twice a week – in one session of about 7 hours – in the Air France Pilots Training Centre at Paris-Charles de Gaulle. On the agenda: an interview with a psychologist specialized in aviation stress, a meeting with flight crew members, session in a flight simulator - a real cockpit which pilots use for their own training. In this way, the trainee discovers the flight crews' professional skills which enable them to cope with every possible emergency situation.

A debriefing session ends the course.

The training team is made up of 23 pilots and 25 cabin crew.

Each year, more than 500 people attend this course.

The course, which costs €600, is on the list of government-approved training sessions.

To enrol: telephone +331 41 56 47 56, or send an email to mail.antistress.fr@airfrance.fr

B/ During the flight

Remaining seated for long periods of time can cause poor blood circulation in one's legs during the flight. This risk can be prevented by:

- wearing comfortable loose-fitting clothes,
- drinking water regularly, avoiding alcoholic drinks,
- following the exercises shown in a film screened on long-haul flights, and walking around the plane,
- wearing support hose when over the age of 40 and on flights of more than six hours,
- avoiding sleeping tablets.

You should also keep any medicines you take with you (a medical prescription bearing the precise name of the medication may be requested by the airport security agents), and not wear contact lenses during the flight.

C/ After the flight, during your stay

So as to avoid catching any infectious or parasitic diseases, particularly in hot countries (e.g. by eating raw vegetables or drinking contaminated water), you must:

- opt for sealed bottled drinks, preferably from a known brand. If tap water is used, it must be boiled or sterilized with tablets sold in pharmacies,
- eat hot, well-cooked food, and only eat raw vegetables which have been properly washed and peeled,
- wash your hands regularly.

Heat and sun can be harmful: high sun protection factor creams should be used.