

In accordance with the terms and conditions shown when this booking was made at our website, klm.com, administration costs as well as costs stipulated in the ticketing conditions can be charged in the event of a ticket change or a request for a refund.

Notice:

Upon booking your ticket you accepted KLMs General conditions of Carriage for passengers and baggage ('General Conditions of Carriage') and you indicated that you had taken notice of the provisions as contained in the document entitled 'Important Travel Information'. The legal provisions pertaining to your carriage can be viewed online at www.klm.com. Mind: flight coupons may only be used in the correct sequence and should start at the place of departure as stated on the first flight coupon.

Warsaw Convention:

If the passengers journey involves an ultimate destination or stop in a country other than the country of departure, the Warsaw Convention governing and in most cases limiting the liability of carriers for death or personal injury and the loss or damage to baggage may apply. Many carriers, however - including KLM - are applying the Montreal Convention that waives the Warsaw Conventions limits for death and bodily injury. Additional information in this regard may be obtained from the carrier.

Personal data:

Please note that the security laws of many countries (such as the US and Canada) require airlines to give security, customs and immigration authorities access to passenger data. Should you be traveling to one of these countries, this means that your personal data and your travel arrangements may be disclosed to the relevant authorities in these countries.

Limits to KLMs liability (EC Regulation NO. 889/2002 Article 6.2):

1. There are no financial limits for death or bodily injury of a passenger and KLM may make an advance payment, in proportion to the suffered loss, in order to meet the immediate economic needs of the person entitled to claim compensation;
2. In case of destruction, loss of, damage to or delay in receiving baggage, KLMs liability is limited to 1,131 Special Drawing Rights for proven damages. If the value of your baggage is greater than this limit, please be advised to declare a value for checked baggage in excess of the applicable liability limits at check-in or ensure that your baggage is fully insured prior to travel;
3. In case of damage occasioned by delay in the carriage by air KLMs liability is limited to 4,694 Special Drawing Rights for proven losses and costs. If your journey also involves carriage by other airlines, you should contact them for information on their limits of liability.