

Air France KLM Service Guide

Beijing 2022 Winter Olympic and Paralympic Games

February 2022



AIR FRANCE KLM 法航荷航集团

A global leader with a strong European base, the Air France-KLM Group's main areas of business are passenger transport, cargo transport and aeronautical maintenance. It offers its customers access from its hubs at Paris-Charles de Gaulle and Amsterdam-Schiphol to a network covering over 250 destinations thanks to Air France, KLM Royal Dutch Airlines and Transavia.

法航荷航是以欧洲为强大基地的大型国际航空运输集团，拥有客运、货运和机务维修三大核心业务。

通过巴黎戴高乐机场和阿姆斯特丹史基浦机场这两个枢纽，法航、荷航、泛航集团的航线网络覆盖全球超过250个目的地。

Air France-KLM is a member of the SkyTeam Alliance, with 19 member airlines offering customers access to a global network of over 14,500 daily flights to more than 1,150 destinations in more than 175 countries.

法航荷航是天合联盟的成员，天合联盟共有19家航空公司成员，每天为旅客提供14,500个航班，覆盖175个国家的1,150个目的地。

We are honored to welcome you onboard of Air France-KLM's flight and we are fully prepared and ready to provide you with the highest hygiene and health standard measures to ensure your travel with complete ease of mind to and from Beijing, the city for the 24th Winter Olympic and Paralympic Games.

我们将很荣幸地欢迎您搭乘法航荷航航班，为此我们已做好充分准备，提供最高标准的卫生和健康措施，确保您安心搭乘往返北京的航班，顺利参加第24届冬季奥运会和残奥会。



INQUIRIES & BOOKING 航班咨询及预订

TRAVEL TO BEIJING 来京行程航班预订和咨询

Should you have any booking inquiries for your trip to Beijing, please contact:
关于来京行程的航班咨询和预订, 请联系:

- Air France 法国航空: **AF.Events.support@airfrance-klm.email**
- KLM 荷兰皇家航空: **KL.Events.support@airfrance-klm.email**

AFTER ARRIVAL IN BEIJING 到达北京后航班更改和咨询

If you need information or need to modify your flight after your arrival in Beijing, please contact
our **dedicated line at our China Call Center**:

在到达北京后, 如您需要咨询或更改您的航班, 敬请联系我们大中华地区的**奥运客服专线**:

- Email 邮箱: **afkl.events.support@airfrance-klm.email**
- Phone 奥运专线:
8008 303 040 * (toll-free number eligible for fixed line only 免费热线目前仅接受固定电话来电)
National call from China mobile please dial **020 83936225** (normal fares will apply)
Overseas mobile please dial **0086 20 83936225** (normal fares will apply)
- Opening Hours: 08:00-19:00 (Mon – Fri 工作日)
服务时间: 09:00-18:00 (Weekend 周末)
- Service in English, French and Chinese
提供英语、法语以及中文客服服务
- Dedicated line open from 24th January to 14th March 2022 (exceptionally closed on 2nd February)
奥运客服专线于2022年1月24日至3月14日期间开通 (2月2日特殊节日暂停服务)



TRAVEL WITH PEACE OF MIND 安全出行

Air France and KLM set the highest possible standards for hygiene before, during and after flights

法国航空和荷兰皇家航空致力于在旅行的全程实施最严格的卫生和安全措施

AIR FRANCE KLM REWARDED FOR OUR HEALTH AND SAFETY MEASURES

法国航空和荷兰皇家航空荣获健康安全奖项

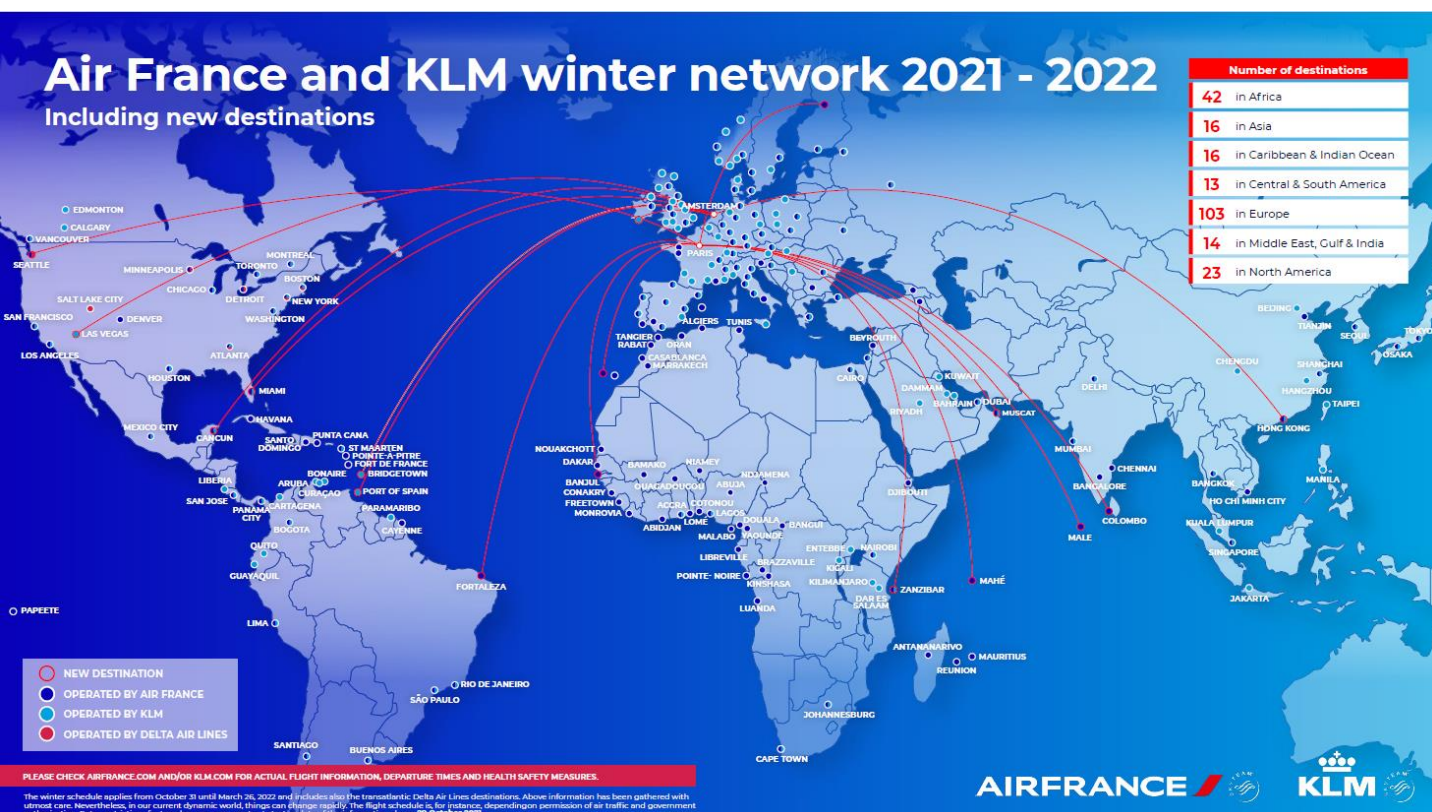
- Air France **best airline in Europe**
法国航空荣获欧洲最佳航空公司
- KLM **5th best airline in Europe**
荷航荣获欧洲第五大最佳航空
- Winner of the special **SKYTRAX COVID-19 Airline Excellence Awards and 5 star rating**
SKYTRAX COVID卓越航空公司
- Winner of the **Diamond Award by APEX Health Safety**
APEX健康安全钻石大奖



NETWORK 航线网络

We are ready to take you to Beijing 2022 Olympics games with our strong global network covering **227 worldwide destinations**.

法航荷航拥有强大的全球航线网络，涵盖全球**227个目的地**。我们已准备就绪，带您开启北京2022冬奥之旅！



AIR FRANCE FLIGHT SCHEDULE 法航航班时刻

ROUTE 航班	PERIOD 日期	DAY 日期	DEPARTURE 出发时间	ARRIVAL 到达时间
Paris (CDG) - Beijing (PEK) 巴黎戴高乐机场- 北京首都国际机场 AF128	01 Jan - 20 Jan, 2022 2022年1月1日-1月20日	Monday / Friday 周一/ 周五	13: 30	06:40 +1
	21 Jan - 27 Feb, 2022 2022年1月21日- 2月27日	Monday / Wednesday / Friday * 周一/周三/周五 (+Sun 30th Jan) (以及1月30日)	13: 30	06:40 +1
	28 Feb - 14 Mar, 2022 2022年2月28日- 3月14日	Monday / Friday 周一/ 周五	13: 30	06:40 +1
Beijing (PEK) - Paris (CDG) 北京首都国际机场- 巴黎戴高乐机场 AF125	02 Jan - 21 Jan, 2022 2022年1月2日-1月21日	Tuesday / Saturday 周二/周六	10: 00	18:55
	22 Jan - 28 Feb, 2022 2022年1月22日-2月28日	Tuesday / Thursday / Saturday * 周二/周四/周六 (+Mon 21th Feb) (以及2月21日)	10: 00	18:55
	01 Mar - 15 Mar, 2022 2022年3月1日-3月15日	Tuesday / Saturday 周二/周六	10: 00	18:55

- Special Air France Flights are only available to passengers officially accredited to join Beijing 2022 Winter Olympics.
- 法国航空特别航班仅限于北京2022年冬季奥运会官方准入人员
- All passengers must comply with Chinese regulation to enter China and join Beijing 2022 Winter Olympics.
- 所有的旅客须遵循中国当局的政策，方可入境中国并参与北京2022年冬季奥运会
- Tentative Flight schedules are subject to the agreement of Civil Aviation Administration of China (CAAC).
- 此航班时刻可能会根据中国民航局的规定而有所变动
- *Flights frequency may be adjusted according to the demand on specific dates.
- *航班频次可能因特定需求而相应调整

INQUIRY & BOOKING 航班咨询和预订

- Enquiry and reservation at AF.Events.support@airfrance-klm.email
咨询和预订请联系: AF.Events.support@airfrance-klm.email



KLM FLIGHT SCHEDULE 荷航航班时刻

ROUTE 航班	FLIGHT DATE	DEPARTURE 出发时间	ARRIVAL 到达时间
Amsterdam (SPL) - Beijing (PEK) 阿姆斯特丹史基辅机场 -北京首都国际机场 KL823	Wednesday 26 January, 2022 2022年1月26日 周三	16:50	09:20 +1
	Wednesday 02 February, 2022 2022年2月2日 周三	16:50	09:20 +1
	Thursday 24 February, 2022 2022年2月24日 周四	16:50	09:20 +1
Beijing (PEK) – Amsterdam (SPL) 北京首都国际机场- 阿姆斯特丹史基辅机场 KL898	Monday 21 February, 2022 2022年2月21日 周一	11:30	15:00
	Monday 14 March, 2022 2022年3月14日 周一	11:30	15:00

- Special KLM Flights are only available to passengers officially accredited to join Beijing 2022 Winter Olympics.
- 荷兰皇家航空特别航班仅限于北京2022年冬季奥运会官方准入人员
- All passengers must comply with Chinese regulation to enter China and join Beijing 2022 Winter Olympics
- 所有的旅客须遵循中国当局的政策，方可入境中国并参与北京2022年冬季奥运会
- Tentative Flight schedules are subject to the agreement of Civil Aviation Administration of China (CAAC).
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- *Flights frequency may be adjusted according to demand on specific dates
- *航班频次可能因特定需求而相应调整

INQUIRY & BOOKING 航班咨询和预订

- Enquiry and reservation at KL.Events.support@airfrance-klm.email
咨询和预订请联络: KL.Events.support@airfrance-klm.email



PREPARE FOR YOUR TRAVEL 行前准备

Before travelling, Air France KLM strongly recommends its customers to consult the official website of Beijing 2022 Winter Olympic and Paralympic Games for their arrival at Beijing, and contact the authorities of the country of origin and transit.

法航荷航强烈建议旅客在出行前详阅 北京2022冬奥会及冬残奥会 官方网站查询落地北京的相关政策，并与始发地、中转地相关部门取得联系，查询归国时入境和旅行政策。

For these special AF KL Olympics flights, Travel and Entry requirements as shared by Beijing 2022 BOCOG in the Olympic Playbook will apply.

对于法荷航涉奥航班，具体的旅行和入境政策请参照北京奥组委所发布的《北京2022冬奥会及冬残奥会防疫手册》。

Please note that these requirements differ from Regular China Travel and Entry requirements.

请注意涉奥航班的入境政策与常规旅客的旅行政策有所不同。



BEIJING 2022 WINTER OLYMPIC OFFICIAL DOCUMENTS 冬奥官方文件

Useful links 实用链接

- Beijing 2022 Official Website: <https://www.beijing2022.cn/en/>
- The Playbook - Athletes and Team Officials: [Download link \(December 2021\)](#)
- The Playbook - Broadcasters - IFs - Marketing Partners - Olympic Paralympic Family - Press - Workforce: [Download link \(December 2021\)](#)



ABOUT BAGGAGE PURCHASE 关于行李购买

We recommend you to anticipate your extra and oversized baggage purchase before your trip and for all flights of your journey, directly on our website airfrance.com and klm.com or by contacting your travel agency

我们强烈建议您在行程出发之前，通过airfrance.com或klm.com或者联系您的旅行社预先购买额外行李以及超重托运行李。



FOR OLYMPIC FLIGHTS 涉奥航班旅行要求

ID CHECKING REQUIREMENTS 涉奥旅客身份核查

I. Pre-Games Period: 04 January to 22 January 2022

Check-in for inbound passengers

Regarding the check-in for the inbound passengers, airlines will only issue the boarding pass for the passengers who hold:

- 1) Pre-Valid Card of Olympic Identity and Accreditation Card /Paralympic Identity and Accreditation Card (PVC OIAC/PIAC) + Green Health QR Code issued for Winter Olympic stakeholders;

Or

- 2) Invitation letter from Beijing 2022 + valid visa + Green Health QR Code issued for Winter Olympic stakeholders.

II. Games-time period: 23 January to 16 March 2022

Check-in for inbound passengers

When conducting check-in for inbound passengers, airlines will only issue the boarding pass for the passengers who hold:

- 1) Accreditation Card PVC OIAC/PIAC + Green Health QR Code issued for Winter Olympic stakeholders;

Or

- 2) Invitation letter from the Organizing Committee + valid visa + Green Health QR Code issued for Winter Olympic stakeholders.

Check-in for outbound passengers

The requirements of checking travel documents will be based on the transfer/entry policies of the concerning transfer points /destination countries or regions.

Air France KLM strongly recommends its customers to arrive at the airport **at least 3 hours before departure** from Beijing Capital Airport (PEK), in order to proceed with check-in procedures.

In addition to above requirements, all accredited passengers will also need to present the Customs Health Declaration QR code (valid within 24 hours), prior to boarding.

Application link: <https://health.customsapp.com/healthweb/home/pages/index/index.html>

FOR OLYMPIC FLIGHTS涉奥航班旅行要求

SAMPLE OF REQUIRED DOCUMENTS 涉奥航班所需文件样本

Sample of Green Health QR Code

HS Code (for Chinese Citizens) HDC code (for Foreigners)

健康码(Health Code)

田*峰

其他(Travel Document No.): E2****61

本码有效期至北京时间2021/09/24 05:59。
The health code is valid until 05:59, 2021/09/24 Beijing time.

本码距离过期还有55小时23分。
The health code will expire in 45 hours and 23 minutes.



北京2022年冬奥会和冬残奥会组织委员会
Beijing Organising Committee for the 2022 Olympic and Paralympic Winter Games

查看本人行程记录 | 查看代填人健康码

Health Declaration

*Ku**

Passport No.: BG **** 53

Nationality: S**

The HDC is valid until 06:59, 2021/10/21 Beijing time.

The HDC will expire in 45 hours and 33 minutes.



Beijing Organising Committee for the 2022 Olympic and Paralympic Winter Games

[View your declaration](#)

Sample of Customs Health Declaration QR Code

(Valid for 24 hours)
Application link

Health Declaration

Health Declaration ID
100220211003004402



CODE IS VALID ONCE



Please save the screenshot of health QR code and show it to officers of the Customs during clearance.

2 Entry Valid until:
2021/10/04 18:12:54

FOR YOUR CONVENIENCE, IT IS SUGGESTED
TO
CAPTURE AND SAVE THE CODE
FOR CUSTOMS DECLARATION.

Sample of Accreditation Card PVC OIAC/PIAC

accreditation card

Ac

姓名: 田*峰

证件号码: E2****61

ALL OLV OFH BRO MPC

ZPC

H 2456R

180mmx122mm

accreditation card

Ac

姓名: 田*峰

证件号码: E2****61

ALL PLV OFH BRO MPC

O 2456R

180mmx122mm

Sample of Invitation Letter

MD110007202111

邀请函 (PU)
Invitation Letter(FU)

编号/No.: MD110007202111XXXXXX

此邀请函供申请人前往中华人民共和国驻XX大使馆申请签证时使用。
Please apply for/forth visa at the Embassy of P.R.China in XX with this letter.

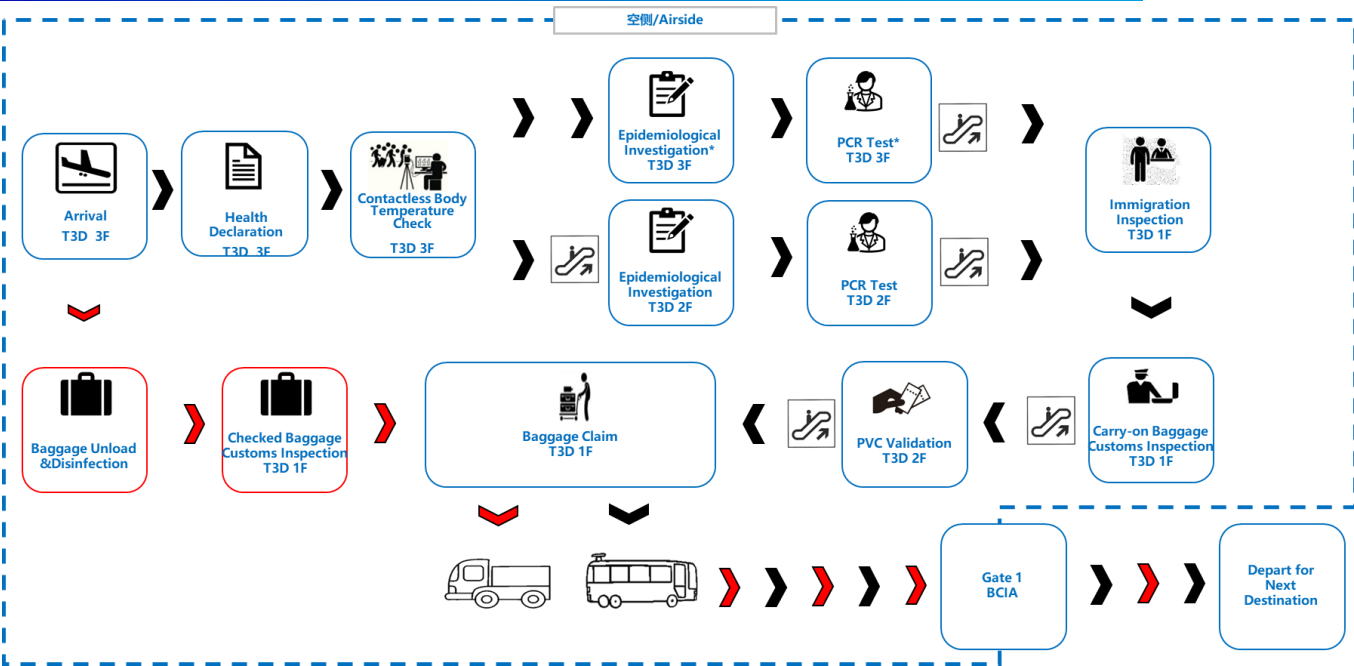
邀请单位名称 Name of Invitation Unit	北京2022年冬奥会和冬残奥会组织委员会 Beijing Organising Committee for the 2022 Olympic and Paralympic Winter Games			
被邀请人情况 Information of the invited	外文姓名 Full Name	性别 Sex	出生日期 Date of Birth	国籍 Nationality
1	ABC DEF	男	XXXX-XX-XX	XX
				护照号码 Passport No. XXXXXXX
申请签证有效期 3个月 Validity of Visa to be Applied	拟入境次数 1次 Number of Entries	最长停留天数 30 Longest Stay		
拟入境日期 2021-12-05 Date of First Entry	访问地点 北京 Places to Visit	事由 交流、访问、考察等 Purpose of Visit		
联系人 米天光 Contact Person	邀请单位盖章及负责人签署 Seal and Signature			
电话 66680320 Tel	 2021年 11月 19日 Year Month Day			
传真 66680314 Fax				
邮箱 mitiangang@beijing2022.cn E-mail				

注: 1. 本函仅限五人使用, 不足五人由空白部分, 请对角线一斜线, 超出五人另行出函。有效期三个月。
Notes: 1. This letter is for 5 people at most. Please cross a diagonal in the blank space if there are less than 5 people. For more than 5 people, please issue another one. Valid for three months.

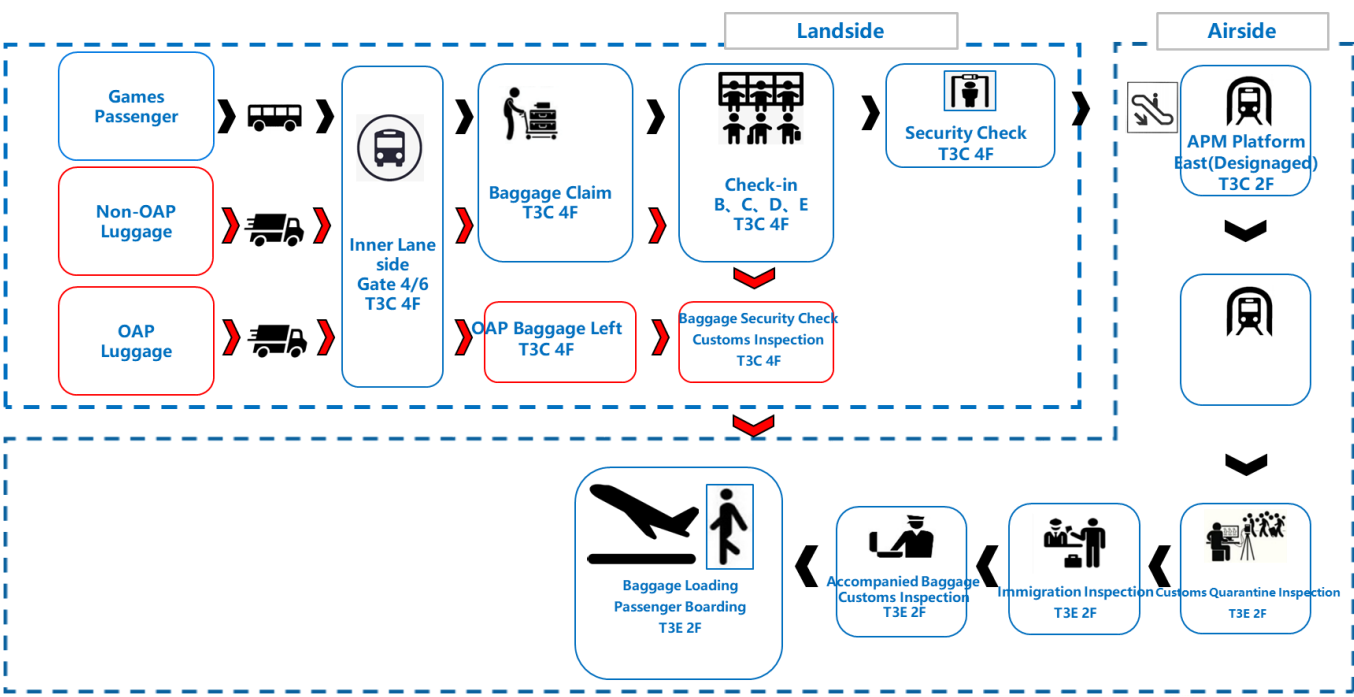


AT BEIJING CAPITAL AIRPORT 在北京首都机场

GAMES RELATED PASSENGER ARRIVAL FLOW 涉奥旅客进港流线



GAMES RELATED PASSENGER DEPARTURE FLOW 涉奥旅客出港流线





AIR FRANCE ONBOARD PRODUCTS/SERVICES 机上产品/服务

BUSINESS



The business cabin guarantees you comfort and well-being throughout your flight. Your personal space serves as an office, restaurant, entertainment lounge and bedroom. How you use the space is up to you! You will love the contemporary design and subdued elegance of our business seat. Looking for relaxation, sleep or work? You can easily choose the best reclining position to meet your needs.

Our business seat characterizes our vision of travel:

- A full-flat bed
- Direct aisle access for each passenger
- A multi-purpose area (desk, restaurant table, bed) with full privacy

商务舱可保证旅途全程舒适。这里作为您的个人空间，可变为办公室、餐厅、影片放映厅、卧室……一切随心选择。

商务座椅，有您想要的现代设计和低调优雅。休息、睡眠还是工作？调节座椅，随心所欲。

商务座椅，见证我们的旅行愿景：

- 可调节为平躺模式；
- 直通过道；
- 私密完整空间（办公桌、餐桌和睡床）。

More information, please click

<https://www.airfrance.fr/FR/en/common/guidevoyageur/classeetconfort/nouvelle-business-airfrance.htm>

更多法航商务舱信息，请登录

<https://www.airfrance.com.cn/CN/zh/local/guidevoyageur/classeetconfort/nouvelle-business-airfrance.htm>



AIR FRANCE ONBOARD PRODUCTS/SERVICES 机上产品/服务

PREMIUM ECONOMY



Let us delight you with the Premium Economy cabin! Entirely designed with your well-being in mind, this cabin is available on our intercontinental flights. Its elegant design brings about a sensation of relaxation and space, perfect for rest or work. The Premium Economy cabin allows you to travel in perfect serenity: the cabin is separated by a divider on both sides and contains a limited number of seats.

Equipped with a large and relaxing seat, the Premium Economy seat gives you more space compared to the Economy cabin as well as multiple storage areas.

For your ultimate well-being, your headrest, foot-rest and leg-rest adapts perfectly to the contours of your body.

尽享全新尊尚经济舱！完全为您的舒适体验而设计，乘坐洲际航班时可选。优雅的设计为您带来放松的空间体验和有利于工作或休息的环境。尊尚经济舱座位设有隔板，并且数量有限，可为您提供安静的环境。

尊尚经济舱配备宽敞舒适的座位，与普通经济舱相比，享有40%的额外空间和大量置物区。座椅倾斜范围更大，腿部空间更宽敞，从而确保舒适性和私密性。为提升舒适体验，您还可随意调整头枕、搁脚板和腿托。

More information, please click

https://www.airfrance.fr/FR/en/common/guideeconomy/classeetconfort/premium_economy_a_bord.htm

更多法航尊尚经济舱信息，请登录：

https://www.airfrance.com.cn/CN/zh/local/guideeconomy/classeetconfort/premium_economy_a_bord.htm



AIR FRANCE ONBOARD PRODUCTS/SERVICES 机上产品/服务

ECONOMY



We have planned everything to ensure your safety, comfort and well-being during your trip. Our cabins are regularly cleaned and disinfected. As soon as you are on board, we offer you a sanitary kit. Relax... A pillow and a fleece blanket, whose cleaning has been reinforced, are also available for your rest. You see, it's all ready!

Get comfortable: there is ample room for your legs and you can incline the headrest as desired. The armrest is fully retractable (on most seats) when your seatback is in both the upright and inclined positions.

Choose one of our Seat Options if you want to travel with extra leg room, enjoy the calm of a smaller cabin or reserve a seat with just one neighbor.

我们为帮助您安全舒适地出行做足了准备。客舱会定时清洁和消毒。登机后，我们将提供消毒湿巾。为帮助您休息放松，我们还准备了经过重点清洁的靠垫和毛毯。瞧，一切都已准备就绪！

请您舒适地就座：您拥有足够的腿部空间，并能随心所欲调整头枕。大部分座椅扶手可完全收起，椅背可以倾斜或竖立。

您想要更宽敞的腿部空间？享受小客舱的宁静？或是确保自己只有一位邻座乘客？这些需求，只要选择一个座位选项即可满足。

More information, please click

https://www.airfrance.fr/FR/en/common/guideeconomy/classeetconfort/economy_a_bord.htm

更多法航经济舱信息，请登录：

https://www.airfrance.com.cn/CN/zh/local/guideeconomy/classeetconfort/economy_a_bord.htm



KLM ONBOARD PRODUCTS/SERVICES 机上产品/服务

KLM World Business Class

Whether you're flying to a holiday destination or a business meeting, travelling in a World Business Class seat helps you to arrive relaxed and well-rested. Our full-flat seats offer privacy and comfort, and they turn into a bed at your convenience. Features include:

- Full-flat seat
- In-seat power and privacy screen
- Personal entertainment system of 16-18 inch
- Always a window or an aisle seat
- Extra storage space

无论您是飞往度假目的地还是参加商务会议，乘坐环宇商务客舱座位能让您轻松舒适地抵达目的地。我们的平躺座椅会提供私密性和舒适性，您还可以在方便的时候将它们变成床。特点：

- 平躺座椅
- 座椅电源和隐私屏
- 16-18 英寸的个人娱乐系统
- 总是靠窗或靠过道的座位
- 额外的存储空间

More information, please click

<https://www.klm.co.uk/information/travel-class-extra-options/business-class-seats>

更多荷兰皇家经济舱信息，请登录：

<https://www.klm.com.cn/information/travel-class-extra-options/business-class-seats>



KLM ONBOARD PRODUCTS/SERVICES 机上产品/服务



KLM Economy Comfort

Cozy up with a pillow and a blanket on one of our comfortable seats. Located right behind Business Class, you'll be amongst the first passengers to disembark the aircraft. Other features include:

- 10 cm more legroom than a standard seat
- 4-5 cm more recline than a standard seat
- Personal entertainment system of 9-11 inch
- In-seat power
- Ergonomically designed

特选经济舱

在我们舒适的座椅上放上枕头和毯子，惬意休息吧。特选经济座位区位于商务舱后方，您将能够成为首批下飞机的乘客。其它特点：

- 比标准座椅多 10 cm 的伸腿空间
- 比标准座椅多 4-5 cm 的倾斜度
- 9-11 英寸的个人娱乐系统
- 座椅电源
- 符合人体工程学设计

KLM Economy

On every flight, there's a broad selection of Economy Class seats.

Features include:

- Standard legroom (79 cm)
- Standard recline (12,5 cm)
- Personal entertainment system of 9-11 inch
- In-seat power
- Ergonomically designed

经济舱

每个航班都有大量经济客舱座位可供选择。

特点：

- 标准腿部空间 (79 cm)
- 标准倾斜度 (12.5 cm)
- 9-11 英寸的个人娱乐系统
- 座椅电源
- 符合人体工程学设计

More information, please click

<https://www.klm.co.uk/information/travel-class-extra-options/economy-class-seats>

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<https://www.klm.com.cn/information/travel-class-extra-options/economy-class-seats>

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