
TARRIF NOTICE NUMBER: TN 24-08-2020

TO ALL:

KQ COUNTRY MANAGERS
KQ AREA MANAGERS
KQ STATION MANAGERS
KQ REVENUE MANAGEMENT
KQ REVENUE ACCOUNTS
KQ CONTACT CENTRE

RE: Rebooking Guidelines for Kenya Airways due to Covid-19 Country

Restrictions: **01st April to 30th September 2020**

This waiver supersedes previous Tariff Notices issued in this regard and applies to tickets and EMDs issued for travel from **01st April to 30th September 2020**. Reissue of tickets or EMDs affected by Covid-19 country restrictions should be completed by **30th June 2021**.

Waiver Code **COVID-19** should be indicated in the Passenger Name Record (PNR) and in endorsement box of the EMD and Reissued ticket affected by the COVID-19 pandemic

This applies to:

- All Kenya Airways destinations affected by Covid-19 country restrictions **excluding Domestic Kenya (Mombasa & Kisumu)**
- All fare types, including ticketed groups and conferences.
- All points-of-sale.
- All EMDs issued for Ancillary Services and Group Deposits
- All travel up to **30th September 2020**.

Below are the Rebooking Options: -

1) Open Tickets

- Guests can leave their tickets/EMDs open **until 30th June 2021**
- The new departure will be rebooked and ticketed free of charge for the same booking class and seasonality for any future flight.

2) Change of Travel

- Customers whose bookings are impacted by COVID-19 restrictions can make unlimited changes to a flight of equal to or lesser value with no change fee to any Kenya Airways destination.

- If the new ticket is a higher fare, the customer will only pay the fare difference and taxes (in case of change of routing).

3) Cancellations

- Refunds will only be possible via EMD that can be utilized within 24 months for International Tickets.
- Cash refunds will be permitted after expiry of EMD or Tickets, applying original fare rules and conditions.
- Customers who do not wish to take advantage of any of the rebooking options above may still submit tickets/EMDs for refund. Refunds will be processed according to the fare conditions or, in the case of cancelled flights, on an involuntary basis. However due to the current situation, we ask for understanding as there will be delays in processing refund requests.

For queries contact customer.relations@kenya-airways.com

Be guided accordingly and ensure this Tariff Notice is circulated to ALL your respective Reservation Offices, Travel Agents and GSAs. Ensure all queues are handled and UN messages in the PNR are removed.

ISSUED BY	:	REVENUE MANAGEMENT	TN NO.	:	24/08/2020
ISSUED ON	:	11/08/2020	EFFECTIVE	:	IMMEDIATELY