

# Notice To Agents: 011

29th April 2026.

## **POLICY ON TICKET REFUNDS PROCESSED VIA BSP LINK & GDS**

Dear Trade Partner,

This policy outlines the correct process for handling ticket refund applications submitted by accredited travel agents via BSPlink & GDS, ensuring full compliance with IATA requirements and airline fare rules, financial controls and revenue protection requirements.

### **GDS REFUND ACTION**

#### **a. Voluntary Refunds:**

- Voluntary refunds must be processed via the GDS.
- For all refunds processed via GDS, agents remain responsible for ensuring accuracy and full compliance with the applicable fare rules.
- Agents will be penalized for both incorrect refund computations and failure to collect applicable penalties, including refund and no-show fees.
- Voluntary Refunds actioned through BSPlink will be rejected and must be actioned through your GDS.

#### **b. Involuntary Refunds:**

- All schedule change refunds must strictly adhere to the schedule change policy and actioned via the GDS – please refer to [Agents Notice 014b - Handling of Disrupted PNRs](#).
- Tickets on suspended status must be emailed to [uksales@kenya-airways.com](mailto:uksales@kenya-airways.com) to have the coupons opened and refund must be actioned through your GDS.

### **BSPLINK REFUND ACTION**

- Refunds for tickets issued via NDC channel must be processed through BSPlink and allow up to 4-6 weeks for the RA to be approved.
- Refunds for tickets reissued by Kenya Airways must be processed through BSPlink and allow up to 4-6 weeks for the RA to be approved.

### **REFUND ELIGIBILITY**

- All refundable and partially refundable tickets issued on KQ706 stock.
- The refund request complies with the applicable fare rules (where the rule of the most restrictive fare would apply for mixed classes).
- The ticket has no fraud indicators or misuse
- The refund is submitted within the allowable timeframe

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### **NON-REFUNDABLE**

- Used coupons where the fare rules prohibit refund.
- YQ GDS surcharge.
- YR tax is non-refundable if the applicable fare is non-refundable.
- No-show tickets where no-show penalties exceed refundable value.
- Duplicate requests already processed.
- Tickets under dispute, ADM investigation or legal hold.

### **AGENT RESPONSIBILITY**

- Agents must select the correct refund reason code.
- Attach supporting documents via BSPlink (if applicable), such as: Death certificate / medical report (for waiver cases).
- Airline involuntary change notification (if applicable).
- Ensure passenger name, ticket number and refunded amount are correct.
- Avoid submitting duplicate refund applications.
- Clearly indicate CP for both refund penalty and no show

**Ensure that this information is shared with your colleagues.**

If you have any questions or need further clarification, please contact our sales team.

Tel: 020 8283 1819 or email [uksales@kenya-airwas.com](mailto:uksales@kenya-airwas.com)