

Notice To Agents: 014b

19th November 2025

HANDLING OF DISRUPTED PNRs ON KENYA AIRWAYS OPERATED AND CODESHARE FLIGHTS - UPDATE

Dear Travel Partner,

To serve our guests better, please ensure your schedule change queue's are actioned and communicated to guests prior to departure. If the guest is not traveling, you must cancel all segments in the PNR to avoid no show charges and ADMs.

In the event of a schedule change on Kenya Airways operated flights or codeshare partners and ticket issued in 706 document you can offer the below options to the passengers.

Options available:

1. Offer Kenya Airways flight operating on the same day or +/-2 or 3 days before or after the original departure date which is suitable. Rebooking must in the same booking class/cabin and routing. If the same class is not available, please rebook in the lowest available class within the same cabin, ie – original PNR booked in T class, if T class is not available but Q/L/H/K is available then Q is next lowest class to book. If Segments are under married segment control (O&D), then rebook the entire O&D.

Rebooking in J or Y RBDs is NOT permitted, unless originally booked in these classes. If the availability only shows Y or J, please contact uksales@kenya-airways to assist with original booking class. Tickets should not be reissued in Y or J, failure to do this will result in an ADM.

Once confirmed, the ticket must be reissued with the following message in the Endorsement field **"INVOL REISSUE DUE SC KQ KQXXX/DD/MM/YY"** where XXX is the flight number followed by date the flight was disrupted.

2. If the schedule change is less than 2 hours, rebooking option can be offered as per above procedure (stated under option 1).
3. In case the alternative flight options offered are not suitable to the passenger and the schedule change is of a significant time (more than 2 hours), then an involuntary refund can be offered based on fare, YR, YQ and government-imposed taxes. **Refund should be made through GDS.** For tickets taken over or reissued by Kenya Airways due to schedule change, refund should be applied through BSP Link - please ensure a copy of the PNR history showing flight disruption is attached as this is an audit requirement.
4. If a schedule change takes place after the passenger has partly travelled, please offer option 1. Partial refunds will only be offered if there are no suitable options available on Kenya Airways. Refund will be calculated based on sector fare paid plus any unused taxes (YR & YQ will be calculated at 50%). **Applications should be made through GDS.**

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5. In a situation where an overnight stay in Nairobi is involved, STPC will be provided. Please contact Europeusa.Support@kenya-airways.com to request the same once the passenger has agreed to an overnight stop in NBO due to schedule change.

PLEASE NOTE THAT THE ABOVE OPTIONS CAN ONLY BE OFFERED IF SCHEDULE CHANGE OCCURRED ON KENYA AIRWAYS OPERATED FLIGHTS or CODESHARE PARTNERS AND TICKETS ARE ISSUED ON 706 PAPER.

If a schedule change has occurred on a Kenya Airways flight but the ticket is issued on another carrier, please contact that carrier for suitable options.

Failure to observe the above will result in an ADM.

Please ensure that this information is shared with your colleagues.

For any queries, please contact 020 8283 1818