

Notice To Agents: 002H

25th September 2020

Kenya Airways Revised Covid-19 Rebooking and Refunds Policy Travel up to 31st December 2020

Dear Travel Partner,

This Agents Notice replaces Agents Notice 002G dated 22nd May 2020

Change fee is waived for bookings affected by COVID-19 and applies to tickets and EMDs issued on/before 30th June 2020 for travel up to **31st December 2020**. Reissue of tickets or EMDs affected by COVID-19 should be completed on/before **30th June 2021**.

Please note waiver code remains the same **COVID-19**.

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 fare types, including ticketed groups and conferences.
- All Kenya Airways destinations impacted by COVID-19 Government restrictions excluding Domestic (Mombasa & Kisumu)
- All points-of-sale
- All EMDs issued for Ancillary Services and Group Deposits
- All travel up to 31st December 2020

Below are the Rebooking Options:

1) Open Tickets

- Open tickets for Domestic flights will be valid for 1 year from date of issue.
- Open tickets for International flights will be valid for 24months from date of issue.
- Insert retention line to retain PNR, GDS entries below.
- The new departure will be rebooked and ticketed free of charge for the same booking class and seasonality for any future flight.
- If the new ticket is a higher fare, the customer will only pay the fare difference and taxes (in case of change of routing).
- After expiry of ticket, refunds will be processed by applying original fare rules and conditions.

2) Change of Travel

- Customers whose bookings are impacted by COVID-19 pandemic 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

- 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 involuntary basis. However due to the current situation, we ask for understanding as there will be delays in processing refund requests.

Should you have any enquiries please contact
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