

## Notice To Agents: 002

5<sup>th</sup> March 2020

### Kenya Airways – Covid-19 Change Fee Waived for New Tickets Issued between 5<sup>th</sup>-31<sup>st</sup> March 2020

Dear Travel Partner

Kenya Airways would like to offer flexibility to its customers to continue with travel plans due to the Covid-19 situation.

**Waiver Conditions:**

The waiver can be applied only where the following requirements are met:

- Ticket is issued on 706 document
- Ticket is issued between 5<sup>th</sup> March – 31<sup>st</sup> March 2020
- Travel is from 5<sup>th</sup> March to 31<sup>st</sup> May 2020.
- Itinerary contains intercontinental destinations.

**Waiver Option:**

The below is available to all fare types including restrictive and group fares.

For totally unused tickets:

- Change fee will be waived

-Please re-book and re-issue the new flights. If the fare is higher, difference in fare and taxes will be collected. In case of a lower fare, there will be no refund for the residual of the fare difference. Please ensure to insert the message "COVID-19" in the ENDO box at the time of re-issue.

-A maximum of 2 free changes are permitted after which normal fare rules will apply

-All changes and re-issues must be completed by 31<sup>st</sup> March 2020

**Cancellation and Refunds:**

Tickets issued between 5<sup>th</sup> March – 31<sup>st</sup> March for travel up to 31<sup>st</sup> May 2020 are entitled to cancellation as follows:

**China**

- A full refund will be processed for tickets issued for travel to/from China on the cancelled flights. Please apply through BSP Link and insert "COVID-19" in the endorsement box.

**Intercontinental Tickets:**

- Passengers holding tickets with intercontinental itineraries – a refund will only be processed to a non-refundable EMD which can be used as payment for future travel. Any difference in fare and taxes must be collected at the time of ticket issue.
- The EMD must be used within 12 months of issue.

**Please note:**

- To avoid ADMs, please ensure that you insert the waiver code "COVID-19" where applicable.
- This waiver applies to tickets booked for travel up to 31<sup>st</sup> May 2020. All ticket changes must be completed by 31<sup>st</sup> March 2020.

Please ensure all ticketing staff are made aware of this information.

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

Tel: 020 8283 1818

Should you have any enquiries please contact  
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