

Notice To Agents: 002D
19th March 2020

EXTENDED TIMELINES

Kenya Airways Revised Policy – Covid-19
Rebooking and Refunds to be completed by 30th April 2020

Dear Travel Partner

Kenya Airways is pleased to inform you all that it has extended the deadline to re-book and re-issue tickets & EMDS.

Subject	Previous Deadlines	New Deadlines
Rebook & Reissue	31 st March 2020	30th April 2020
Travel up to	31 st May 2020	30th June 2020

This Agents Notice replaces **Agents Notice 002C dated 17th March 2020**.

Change fee will be waived for tickets booked for travel up to **30th June 2020**. Please note waiver code remains the same **COVID-19**.

Waiver Conditions:

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

- Tickets issued on 706 document
- All fares types including restrictive, group and conferences
- All Tickets booked for travel up to **30th June 2020**.
- All Kenya Airways destinations (excluding travel within Domestic Kenya i.e. MBA / KIS)
- Ticket changes and refunds must be completed by **30th April 2020**

Waiver Option:

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

Change fee will be waived for unused and partially used tickets

- 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 waiver code "COVID-19" in the ENDO box at the time of re-issue.
- A maximum of **1 free change is** permitted after which normal fare rules will apply
- All changes and re-issues must be completed by **30th April 2020**

Cancellation and Refunds:

Cancellation is possible for tickets booked for travel up to **30th June 2020** as follows:

- Refund will only be possible via 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 new ticket issue.
- The EMD must be used within 12 months of issue.
- No cash refunds allowed
- This applies to all refundable and non-refundable tickets**
- This applies to EMDs issued for Ancillary services

Should you have any enquiries please contact
Kenya Airways Sales Department
Tel: 020 8283 1819
Fax: 020 8283 1880
Email: uksales@kenya-airways.com
www.kenya-airways.com

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EMD Procedure

- Issue EMD to the value of the existing ticket
- COVID-19 to be inserted in the Endorsement box
- EMD is valid for 12 months from the date of issue
- Amadeus users can issue the EMD using code UNST (standalone) to be issued for 1A users
- Non Amadeus GDS users may issue the EMD option available in their GDS for non-refundable value

Basic steps may include:

NM1TEST/ERIC MR
IU KQ NN1 UNST NBO/16APR-ISSUED DUE COVID-19
APE TEST.ERIC@KQ.COM
TKOK
RFERIC;ER
TMC
TMI/RUSD1000.00/cv-1000/W0 (Total ticket Value)
FO*L15 (Line number of the FA element)
TMI/FO-706-1234562700E1NBO05MAR20/1234584 (FO element)
TMI/FP-O/CASH+/NONREF (Form of Payment)
CR-Ticket value transferred due COVID-19 EMD VLD 1YR from Issuance (to add Coupon
Remark on TSM)
TTM/RT (EMD Issuance)
Ticket endorsement box (FE element) to be updated with 'TICKET EXCHANGE DUE COVID-19'

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 **30th June 2020**.
- All ticket changes must be completed by **30th April 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