

Notice To Agents: 012

9th September 2020

OPTIONS AVAILABLE IN CASE OF SCHEDULE CHANGE ON KENYA AIRWAYS OPERATED FLIGHTS

Dear Travel Partner,

In the event of a schedule change on Kenya Airways operated flights; you can offer the following options to the passenger:

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 be completed in the same booking class/cabin. If the same class is not available, please rebook in the next available class and call our Reservations Department (details below) and they will assist you in obtaining the correct booking class. Once confirmed, ticket needs to be reissued with the following message in the FE: ENDO field "INVOL REISSUE DUE SC KQ (flight number on which schedule change has taken place/DOT).
2. In case the alternative flight options offered are not suitable to the passenger and the schedule change is for more than 4 hours, then a refund can be offered. Please apply for refund through BSP link with the following message in the remarks column "INVOL RFND DUE SC" and attach a copy of the **PNR history** to show that schedule change has taken place. If this information is not provided, auditing will be done based on the applicable fare rule and penalty will be charged.

If the schedule change is less than 4 hours, then only rebooking option can be offered as per above procedure.

3. If the schedule change has taken place after the passenger has partly travelled, please offer option 1. Partial refunds are only offered if there are no suitable options available on Kenya Airways. Refunds process will be the same by offering 50% of the fare paid plus any unused taxes (YQ and YR will also be calculated at 50%) through BSP link and ensure that the above details are attached.
4. In a situation where an overnight stay in Nairobi is involved STPC will not be provided, STPC in Nairobi is currently suspended until further notice.

PLEASE NOTE THAT THE ABOVE OPTIONS CAN ONLY BE OFFERED IF SCHEDULE CHANGE OCCURRED ON KENYA AIRWAYS OPERATED FLIGHTS 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.

Thank you for your continuous support!

Please ensure staffs 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
Kenya Airways Sales Department
Tel: 020 8283 1819
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