

Notice To Agents: 002

11th January 2021

FREE CHANGES FOR ALL BOOKINGS

Dear Travel Partner,

Kenya Airways would like to offer flexibility to its customers to continue with travel plans due to the Covid-19 situation. Change fee will be waived on tickets issued on/before 31st May 2021.

Waiver Conditions:

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

- Ticket is issued on 706 Document.
- Tickets issued on/before 31st May 2021.
- All fare types.
- All Kenya Airways destinations excluding Domestic Kenya (Mombasa & Kisumu) and itineraries to/from India, China and point to point tickets between Kenya and Tanzania vice versa.
- All EMDs issued for Ancillary Services and Group Deposits.

All other rules apply as per fare rules.

Ensure that this information is shared with your colleagues.

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

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