

## Notice To Agents: 006a

1<sup>st</sup> March 2021

### Kenya Airways Revised Covid-19 Rebooking Policy for Travel from: 1<sup>st</sup> February 2020 – 31<sup>st</sup> December 2020 - **UPDATE**

Dear Travel Partner,

**This Agents Notice replaces Agents Notice 002H dated 25th September 2020 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 31st December 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 31<sup>st</sup> December 2020

#### **Below are the Rebooking Options:**

##### **1) Open Tickets**

- Open tickets for Domestic flights will be valid for 1 year from original date of issue.
- Open tickets for International flights will be valid for 24months from original 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  
Kenya Airways Sales Department  
Tel: 020 8283 1819  
Fax: 020 8283 1880  
Email: [uksales@kenya-airways.com](mailto:uksales@kenya-airways.com)  
[www.kenya-airways.com](http://www.kenya-airways.com)

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#### 4) Route Cancellations and Disruptions.

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

- Change the booking to a date/flight of their choice at no charge. If the new ticket is a higher fare, the customer will only pay the fare difference and taxes (in case of change of routing/seasonality).
- Leave the ticket open for up to 1 year from the date of purchase and apply any unused value of original ticket toward the purchase of a new ticket. Change fees will be waived but a fare difference may still apply.
- Customers who do not wish to travel can submit tickets for full refund. Refunds must be applied through BSPlink with a copy of PNR history to show cancelled flight

**Retention Line** – Agent can rebook on the same PNR in future and can access the PNR history if it's within the DATE indicated in the retention line.

- **Amadeus**

**RU 1A HK1 NBO 10DEC/RETAIN COVID19**

Where:

RU – entry

1A – GDS

HK1 – Number of passengers in the booking

NBO – Station of action

10DEC – Date of Action

Retain COVID 19 – Reason for retention of booking

The RU ELEMENT above must be removed during ticket re-issue/exchange.

- **Travelport**

**RT.T /DATE\* COVID 19**

- **Sabre and Abacus**

**00THYYGK1NBO26SEP- COVID 19**

NBO=city code

26SEP=date

**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> December 2020**.
- All ticket changes must be completed by **31<sup>st</sup> December 2021**.

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  
Kenya Airways Sales Department  
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