

Notice To Agents: 012A

8th April 2021

Rebooking Guidelines for Guests travelling on Kenya Airways Domestic Flights

Dear Travel Partner,

As a result of the directive issued by the Government of Kenya regarding cessation of movement within the country, Kenya Airways flights to Mombasa, Kisumu and Eldoret will be suspended effective 29th March 2021(midday) **until 27th April 2021.**

This Agents Notice supersedes Agents Notice 012 dated 26th March 2021.

Below options are applicable to customers holding Kenya Airways tickets travelling to/from Mombasa / Kisumu / Eldoret.

The waiver applies to:

- Tickets issued on/before **26th March 2021.**
- All fare types, including ticketed groups and conferences.
- All points-of-sale.
- All EMDs issued for Ancillary Services and Group Deposits
- All travel from **26th March to 27th April 2021.**

Waiver Code **GOK/COVID-19** should be indicated in the Passenger Name Record (PNR) and in endorsement box of the reissued ticket affected by this directive.

Change of Travel:

Customers whose bookings are impacted can make unlimited changes to their tickets at no extra cost for travel in the same cabin as previously ticketed.

Open Tickets:

Open Tickets Customers can leave their tickets open until **31 May 2021.** The new departure will be rebooked and ticketed free of charge in the same cabin for any future flight.

Cancellations:

Customers who do not wish to take advantage of any of the rebooking options above may still submit tickets/EMDs already issued for refund. Refund penalties will be waived. Partially utilised tickets should be refunded less 50% of the sector already travelled. However due to the current situation, we ask for understanding as there will be delays in processing refund requests. Please apply for refund through BSPlink.

For any queries, please call our Reservations Team on 020 8283 1818.

Ensure that this information is shared with your colleagues.

End:

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

