

Notice To Agents: 24

23rd September 2021

Handling of Disrupted PNRs on Kenya Airways Operated Flights

Dear Travel Partner,

Effective immediately, the below procedure should be followed when handling disrupted PNRs on Kenya Airways operated flights.

Rebooking:

If the flight options offered are not suitable / acceptable:

- Rebook in the original ticketed class for the date requested
- Reissue with following remarks in the FE field "INVOL REISSUE DUE SC KQXXX/DD/MM/YY" where XXX is the flight number followed by date the flight was disrupted.

In case of the same booking class not available:

- Rebook in the lowest class available
- Email the PNR to uksales@kenya-airways.com with a request to re-instate the flights in the original ticketed class
- Once confirmed, reissue with following remarks in the FE field "INVOL REISSUE DUE SC KQXXX/DD/MM/YY" where XXX is the flight number followed by date the flight was disrupted.

Failure to observe the above will result in an ADM.

Refund:

Refund option is available if the options offered are not suitable / acceptable. Please apply for refund through BSP link and ensure that you attach PNR history showing the flight disruption. This is an audit requirement – failure to do so will result in us rejecting the application.

Ensure that this information is shared with your colleagues.

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

Tel: 020 8283 1819