

## Notice To Agents: 014D

6<sup>th</sup> December 2021

### **Rebooking Guidelines for Passengers travelling to/from Red List Countries - UPDATE**

Dear Travel Partner,

**This Agents Notice replaces Agents Notice 014C dated 29th November 2021.**

As a result of the new requirements issued by various Governments due to the new Covid-19 variant, the following guidelines can be applied to those impacted by these Government Directives on Travel Restrictions.

#### **Kenya Airways Rebooking Policy for impacted passengers travelling to/from following Countries:**

- South Africa
- Zimbabwe
- Malawi
- Zambia
- Botswana
- Eswatini
- Lesotho
- Namibia
- Angola
- Mozambique
- Nigeria

Waiver code **OMI/COVID-19** will apply to:

- Tickets issued on/before 26<sup>th</sup> November 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 **26<sup>th</sup> November 2021 to 31<sup>st</sup> January 2022.**

#### **Change of Travel:**

Passengers whose bookings are impacted can make unlimited travel date changes to their tickets at no extra cost for travel in the same booking class and season as previously ticketed. Passengers can change to an earlier or later flight operated by Kenya Airways. Please ensure the waiver code (**OMI/COVID-19**) appears in the ENDO box.

## Notice To Agents: 014D

6<sup>th</sup> December 2021

### **Rebooking Guidelines for Passengers travelling to/from Red List Countries - UPDATE**

#### **Cancellations:**

Refunds can be offered via an EMD Voucher that can be utilised within one year **from date of issue**. Passengers who do not wish to take advantage of any of the provided rebooking options may still submit tickets/EMDs for refund and cancellation penalties will be waived. For part used tickets, refund will be calculated less 70% of the sector already travelled. All refund applications must contain the waiver code (**OMNI/COVID-19**) and processed via your GDS. Failure to insert the code will result in an ADM.

#### **Change of destination:**

Customers are allowed to change their destination to any other route on the Kenya Airways network. Change fees will not apply, fare difference will apply if the fare for the new destination is higher than what was originally issued. Refund not permitted if new destination is priced lower than the original issue.

All guests must follow all pre-departure Covid-19 requirements which can be found on the Government websites.

Ensure that this information is shared with your colleagues.

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

End: