

**NOTICE TO AGENTS: 352**  
**12 DECEMBER 2014**

**Kenya Airways policy regarding passenger names on tickets**

Dear Travel Partner

This is to notify you that effective immediately (regardless of date of issue of the ticket), Kenya Airways will only accept passengers on KQ operated flights when the names in the booking (PNR), ticket and passport/travel document all match. If any of these are different, the passenger will not be able to check-in until this has been corrected.

Please note abbreviations / nick names or initials are not permitted. Furthermore, we will no longer be able to insert check-in remarks as these will not be accepted at the check-in desk.

Middle names are not required on the ticket, however, if the name field in the PNR and ticket contains middle names, then should match exactly with the passport / travel document.

**Procedure for name correction**

1. Agent must NOT amend the name in the GDS.
2. Agent must enter the correct name in the OS field before contacting KQ
3. Kenya Airways Reservations team will do the name correction in the PNR subject to the following criteria only:
  - Misspelled names, irrespective of the number of characters
  - Where first and last name have been inserted in reverse order
  - Change from maiden to married name or v.v. ( proof of marriage certificate or affidavit required and a scanned copy to be emailed to UK reservations at [ukres@kenya-airways.com](mailto:ukres@kenya-airways.com))
4. If the ticket contains other airline sectors, you are required to do the following before contacting KQ:
  - Contact the airline in question and check if they permit name amendment. If they do, please ask them to insert their authority to permit name amendment.
  - If the concerned airline doesn't permit name correction, please make a new booking with the correct name. To avoid cancellation fee, please ensure that the original ticket is returned for refund and a new ticket is issued within 7 working days of the original and reference is made to the new ticket number and date of issue on the refund notice. Non compliance will result in the appropriate refund penalty being charged.

5. Please note a name amendment fee of GBP40.00 will apply. Form of payment will be advised by the KQ Reservations.

***If you have any enquiries please contact the Kenya Airways Reservations Department on 020 8283 1818 or email at [ukres@kenya-airways.com](mailto:ukres@kenya-airways.com)***