

Notice To Agents: 004

21st March 2025

REBOOKING POLICY DUE TO HEATHROW AIRPORT CLOSURE – 21st MARCH 2025

Dear Travel Partner,

Due to Heathrow Airport Closure on 21st March 2025, KQ100/KQ101 has been cancelled.

Kenya Airways have introduced a flexible policy for all passengers holding tickets for travel to & from London Heathrow on Friday 21st March 2025.

Re-booking & Re-routing Policy:

For tickets issued on or before 20th March 2025 for travel on 21st March 2025, the following re-booking and re-routing policy will apply:

- Travel on new dates must commence on or before **31st March 2025**.
- Please re-book in the same booking class if available and reissue with the following message in the ENDO box **“INVOL REISSUE DUE LHR CLOSURE 21MAR25”**.
- If the same booking class is not available, re-book in the next lowest class but in the same cabin and re-issue with the following message in the ENDO box **“INVOL REISSUE DUE LHR CLOSURE 21MAR25”**. Rebooking in J or Y RBDs not permitted, unless originally booked in these classes.
- Date change fees will be waived.
- Voluntary re-routing is permitted – if the fare is higher, difference in fare and taxes must be collected. In case of a lower fare for the chosen destination, there will be no refund for the difference in fare. Please ensure to insert the following message in the ENDO box **“INVOL REISSUE DUE LHR CLOSURE 21MAR25”**.
- Refunds are not permitted unless fare rules allow.
- Failure to complete the ENDO box will result in an ADM being raised for penalties and applicable change fees.
- All rebooking and re-issues must be completed by close of business on **24th March 2025**.

Please ensure the information is shared with your colleagues.

For any queries, please call our Reservations Team on 020 8283 1818 or UKSALES on 0208 283 1819 or email uksales@kenya-airways.com