

01 May 2020

KUWAIT AIRWAYS

Refund / Reissue / No-Show / Re-Route – Penalty Waiver

Kindly be informed that Refund/Reissue/Reroute penalty charges are waived off for all Passengers booked to travel from **22Feb2020 until 31May2020**, regardless of date of issue of tickets (no change for time period)

PLUS, waiver applicable for:

Specific Non-Operating Flight Dates as mentioned in the list below, regardless of date of ticket issuance.

List of specific flight cancellations eligible for full refund or EMD Voucher is listed at the end of this notice (list may be updated)

This replaces our last notice of 30 April 2020

**Update: Waiver Code RH 020 026 or for convenience RH 026
Also see refund procedure in 1 below**

1. REFUNDABLE TICKETS and NON-REFUNDABLE TICKETS

Applicable for travel date 22 Feb20 – 31 May20 and non-operating flight dates listed below

Refund without deducting any refund penalty charges. (Refunds should be processed via GDS with waiver code for auto refund. For partially used tickets which have been exchanged at point of destination, please apply via BSP link. Ie KU tickets issued for travel on other airlines)

Or

EMD to be issued valid for one year from the Date of issue of the EMD.

Or

Tickets are permitted to be utilised with Outbound/Inbound travel completed by 31 May 2020

2. For Buy One & Get One at 50% Ticket passengers, rebooking permitted for Travel between 01Sep2020-10Dec2020. ***(These are published fares from system)***

Re-issue / Re-Routing Voluntary on KU:

Refundable & Non-Refundable Tickets: Re-issue / Rerouting is permitted without charging reissue /rerouting penalty charges. Any difference in Fare, Taxes, Surcharges must be collected.

Refund on Partially utilized tickets

- a) Refund permitted on the unused component of any tickets, calculation as in the example below:

Ticket issued as: BOM KU KWI 200.00 KU KWI 180.00 NUC 380.00 END
BOM-KWI component used, hence NUC 180.00 will be considered as the refundable amount.

- b) If a sector of a component is used refund will not be processed, however unused coupons may be flown maximum by 31Dec2020

Terms & Conditions

- ❖ **Tour Code: RH 20-026 or RH026 must be shown for all refund/reissue documentation**
- ❖ Penalty Waiver is applicable within validity of ticket
- ❖ Penalty waiver is not applicable if tickets are presented after 31 Dec 2020

List of Non-Operating Flight Dates: (list may be updated)

KU103 /4 KWI-LHR-KWI

03/05/07/10/12/14/17/19/21/24/26/28-JUN20
01/08/15/22-JUL20

KU105 /6 KWI-LHR-KWI

All flights between **01Jun and 21Oct20**

KU117/8 - KWI-JFK-KWI

01/02/04/06/08/09/11/13/15/16/18/20/22/23/25/27/29/30-JUN20
02/04/06/07/09/11/13/14/16/18/20/21/23/25/27/28/30-JUL20
03/04/06/10/11/13/17/18/20/24/25/27/31-AUG20
01/03/07/08/10/14/15/17/21/22/24/28/29-SEP20
01/05/06/08/12/13/15/19/20/22-OCT20

KU121/2 - KWI-AGP-KWI

All flights between **18May and 12Sep20**

KU125/6 KWI-SJJ-KWI

09/16/23/30-JUN20

07/14/21/28-JUL20

04/11/18/25-AUG20

01/08-SEP20

KU163/4 - KWI-MXP-KWI

All flights between **01Jun and 24Oct20**

KU165/6 - KWI-FCO-KWI

All flights between **01Jun and 24Oct20**

KU167/8 KWI-CDG-KWI

02/05/07/09/12/14/16/19/21/23/26/28/30-JUN20

03/05/07/10/12/14/17/19/21/24/26/28/31-JUL20

02/04/07/09/11/14/16/18/21/23/25/28/30-AUG20

01/04/06/08/11/13/15/18/20/22/25/27/29-SEP20

02/04/06/09/11/13/16/18/20/23-OCT20

KU171/2 KWI-FRA-KWI

03/05/10/12/17/19/24/26-JUN20

KU173/4 - KWI-MUC-KWI

01/08/15/22/29-JUN20

KU175/6 - KWI-ATH-KWI

All flights between **07Jul and 23Oct20**

KU177/8 KWI-VIE-KWI

02/09/16/23/30-JUN20

07/14/21/28-JUL20

04/11/18/25-AUG20

01/08-SEP20