

21 May 2020

KUWAIT AIRWAYS

Policy Update due to COVID-19 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 **22 Feb2020 until 30 Jun2020**, for tickets issued prior to 30 Apr2020.

PLUS, waiver applicable for:

Non-Operating Flights – For tickets issued prior to 30 Apr2020.

This replaces our last notice of 01 May2020

Update: Waiver Code RH27

Also see refund procedure in 1 below

1. REFUNDABLE TICKETS and NON-REFUNDABLE TICKETS

Applicable for travel date 22 Feb20 – 30 Jun20 and all non-operating flights.

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, i.e. KU tickets issued for travel on other airlines)

Or

EMD to be issued valid for two years from the Date of issue of the EMD.

2. For Buy One & Get One at 50% Ticket passengers, rebooking permitted for Travel between 01Sep2020-31Dec2020. *(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 BOM 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: RH27 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 Dec2020

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

KU101/2 – KWI-LHR-KWI 1/3/5/7/8/10/12/14/15/17/19/21/22/24/26/28/29Jun20 1/3/5/6/8/10/12/13/15/17/19/20/22/24/26/29/31Jul20 2/5/7/9/12/13/15/17/19/20/22/24/26/29/31Aug20 2/4/6/9/11/13/16/18/20/23/25/27/30Sep20 2/4/7/9/11/14/16/18/21/23Oct20	KU165/6 – KWI-FCO-KWI All flights between 01Jun20 and 24Oct20
KU103/4 – KWI-LHR-KWI 3/5/7/10/12/14/17/19/21/24/26/28Jun20 1/8/15/22Jul20	KU167/8 -KWI-CDG-KWI 2/5/7/9/12/14/16/19/21/23/26/28/30Jun20 3/5/7/10/12/14/17/19/21/24/26/28/31Jul20 2/4/7/9/11/14/16/18/21/23/25/28/30Aug20 1/4/6/8/11/13/15/18/20/22/25/27/29Sep20 2/4/6/9/11/13/16/18/20/23Oct20
KU105/6 – KWI-LHR-KWI All flights between 01Jun20 and 21Oct20	KU171/2 – KWI-FRA-KWI 3/5/10/12/17/19/24/26Jun20
KU117/8 – KWI-JFK-KWI 1/2/4/6/8/9/11/13/15/16/18/20/22/23/25/27/29/30Jun20 2/4/6/7/9/11/13/14/16/18/20/21/23/25/27/28/30Jul20 3/4/6/10/11/13/17/18/20/24/25/27/31Aug20 1/3/7/8/10/14/15/17/21/22/24/28/29Sep20 1/5/6/8/12/13/15/19/20/22Oct20	KU173/4 -KWI-MUC-KWI 1/8/15/22/29Jun20
KU121/2 – KWI-AGP-KWI All flights between 18May20 and 12Sep20	KU175/6 – KWI-ATH-KWI All flights between 07Jul20 and 23Oct20
	KU177/8 – KWI-VIE-KWI 2/9/16/23/30Jun20 7/14/21/28Jul20 4/11/18/25Aug20 1/8Sep20

KU125/6 – KWI-SJJ-KWI

9/16/23/30Jun20

7/14/21/28Jul20

4/11/18/25Aug20

1/8Sep20

KU163/4 – KWI-MXP-KWI

All flights between 01Jun20 and 24Oct20