

22 July 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 31 Aug2020**, 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 23 Jun2020**

**Update: Waiver Code RH27**

**Also see refund procedure in 1 below**

#### **1. REFUNDABLE TICKETS and NON-REFUNDABLE TICKETS**

**Applicable for travel date 22 Feb20 – 31 Aug20 and all non-operating flights.**

Refund without deducting any refund penalty charges.

- **Refunds for fully unutilised tickets 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)

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

<p>All flights between 18May20 and 12Sep20</p> <p><b>KU125/6 – KWI-SJJ-KWI</b> 9/16/23/30Jun20 7/14/21/28Jul20 4/11/18/25Aug20 1/8Sep20</p> <p><b>KU163/4 – KWI-MXP-KWI</b> All flights between 01Jun20 and 24Oct20</p>	<p>1/8Sep20</p>
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