

# **KUWAIT AIRWAYS**

## **Winter 2020 Schedule Changes Refunds and reissue for ticketed passengers**

13 October 2020

To: All Agents

There are changes to the Winter 2020 Schedule effective 24<sup>th</sup> October 2020 until 21<sup>st</sup> March 2021. **Please check GDS queues for schedule change notifications and inform passengers of alternatives as soon as possible**

Please follow the guidelines given below for all tickets that have been issued prior to the Winter 2020 Schedule Change. **Please circulate to all concerned and call centres based outside the UK**

- Free Reissue Waiver Code: LON232/19
  - Alternatively, KU could Revalidate Free of Charge
  - Full Refund Waiver Code: LON232/19
- ✓ Please incorporate waiver code in reissued tickets
  - ✓ Please process full refund through GDS stating waiver code

Please complete KU Reservations procedure first before proceeding to finalising reissue/revalidation. Please see details (a) & (b) below

Please telephone/email reservations/ticketing department to finalise affected PNR's

**Connections to destinations both outbound and inbound could be affected by changes in days of operation and/or change of timings of connecting flights to/from KWI**

**All GDS's are being updated by Head Office to reflect the final Winter 2020 Schedule and please be guided by GDS schedule updates**

## Procedure & Guidelines

### (a) Reservations

1. Please rebook all ticketed passengers affected by these schedule changes in the **same ticketed class**. The rebooking should be only for the first available flight +/- 03 days before or after the original ticketed date.
2. **If unable to confirm in the same ticketed class, please W/L in the same ticketed class and contact our reservations office to follow up. Please do not W/L or book in any other class other than originally booked**
3. If unable to waitlist in same class, please make a note **UNABLE TO WL IN TICKETED CLASS in the OSI field of the PNR** with Flight/Date/Class that needs confirming eg. NEED KU104/23NOV L CLASS, and then contact reservations office. **Please also insert APIS details in full to assist with revalidation**
4. For all the above reservation issues, please follow up the booking status by telephone and back up email
5. When rescheduled reservations are confirmed, agents could reissue tickets without any charges. **Please endorse the ticket “invol reissue due sched change Waiver Code LON232/19”** as this will ensure that no ADM is issued.
6. Agents who require these reissues to be done by KAC ticket desk could email their requirements to our reservations/ ticket office
7. Please deal with local issuing agents as call centres outside UK call reservations inquiring about tickets issued outside UK for boarding points FRA, ROM etc. In these cases, please go to KAC website kuwaitairways.com, click KAC offices on home page, select region, and then select city for telephone contact/emails

### (b) Ticketing

8. Please also note that our ticket office will require the original net fare paid (excluding taxes) and the fare basis. Please include this information in your email to our ticket office, as this is required before tickets could be reissued.
9. The email contacts for our Ticket office for revalidation is as above
10. For ticketed passengers who have already flown one way and are already at these destinations and are due to fly back to LHR, please inform them to contact the local KU office at the respective destinations. The local telephone contact numbers are: DAC 8833840-7 / DEL 23354373 /LHE 42 36368206/7/8/ CMB 2667923 / TRV 2720012 13 14 / MAA 24315162 63 64 / COK 2382574 75 / BLR 41755558 59 / AMD 65550051 52 / BOM 66555631 33 / ISB 2822197 / LHE 3636820617 18 / MNL 8172778 79 / BKK 6540584
11. Refunds – Fully unused tickets due to involuntary schedule change destinations, will be refunded without any charges. Please process refund through GDS using the **waiver code LON232/19** with remark **“Refund on involuntary grounds due sched change**
12. Please inform all passengers of the Winter schedule timings. Kindly revalidate tickets with our ticket office or reissue tickets to reflect correct timings on the

ticket. Please endorse the ticket “**invol reissue due sched change Waiver Code LON232/19**”.

We regret any inconvenience caused to you and our passengers due to schedule changes

Thank you very much for your cooperation

Regards. Sales team

13<sup>th</sup> October 2020