

Notice To Agents: 012

26th March 2021

Rebooking Guidelines for Guests travelling on Kenya Airways Domestic Flights

Dear Travel Partner,

Following the directive issued by the Government of Kenya regarding cessation of movement within the country, Kenya Airways domestic flights to Mombasa, Kisumu and Eldoret will be suspended effective 29th March 2021 (midday) until 09th April 2021.

Below options are applicable to customers holding Kenya Airways tickets travelling to/from Mombasa / Kisumu / Eldoret.

The waiver applies to:

- Tickets issued on/before **26th March 2021**.
- All fare types, including ticketed groups and conferences.
- All points-of-sale.
- All EMDs issued for Ancillary Services and Group Deposits
- All travel up to 09th April 2021.

Waiver Code **GOK/COVID-19** should be indicated in the Passenger Name Record (PNR) and in endorsement box of the reissued ticket affected by this directive.

Change of Travel:

Customers whose bookings are impacted can make unlimited changes to their tickets at no extra cost for travel in the same cabin as previously ticketed.

Open Tickets:

Open Tickets Customers can leave their tickets open until **31 May 2021**. The new travel dates will be rebooked and ticketed free of charge in the same cabin for any future flight.

Cancellations:

Customers who do not wish to take advantage of any of the rebooking options above may still submit tickets/EMDs already issued for refund. Refund penalties will be waived. Partially utilised tickets should be refunded less 50% of the sector already travelled. However due to the current situation, we ask for understanding as there will be delays in processing refund requests. Please apply for refund through BSPlink.