

## 2nd April 2021

### Rebooking Guidelines for Guests Travelling To and From the UK

Dear Travel Partner,

Following the directive issued by the UK Government, Kenya will be added onto the UK Travel Red List effective from Friday 9th April 2021, 4.00am.

Please note that there is no direct flight ban in place for Kenya and therefore, flights will continue to operate as per our schedule.

British and Irish citizens, or those with residence rights in the UK (including long-term visa holders), will be allowed to enter the United Kingdom. Passengers will be required to a mandatory quarantine at a government approved hotel for 10-days and take a COVID-19 test on day 2 and day 8 after arrival.

Foreign nationals travelling from/via Kenya to UK will not be accepted for travel to London Heathrow, this includes transit passengers who might only be passing through JKIA Airport. Below options are applicable to customers holding Kenya Airways tickets travelling to/from LHR and UK domestic points who will be impacted by this directive.

Two additional flights have been scheduled to operate - this over and above our current schedule.

<b>The additional flights will operate as follows: Flight Number</b>	<b>Dates</b>	<b>Operating Days</b>	<b>Origin</b>	<b>Destination</b>
KQ100	5th & 7th April 2021	MON & WED	NBO	LHR
KQ101	5th & 7th April 2021	MON & WED	LHR	NBO

## 2nd April 2021

### Rebooking Guidelines for Guests Travelling To and From the UK

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

The waiver applies to:

- Tickets issued on/before **02nd April 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 **31st May 2021**.

#### **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. Customers can change to an earlier or later flight operated by Kenya Airways to/from London Heathrow.

**Open Tickets**

Customers can leave their tickets open until 31 May 2021. Open tickets will be valid **for 1 year from the date of original issue**. New travel dates can be rebooked and ticketed free of charge within the same cabin and seasonality for any future flight/destination. If the new ticket is a higher fare, the passenger will only pay the fare difference and taxes (in case of change in seasonality and/or routing). Ticketing offices should insert a retention command to retain the PNR information. **All tickets must be utilised before 31st March 2022.**

**Cancellations:**

Refunds can be offered via an EMD Voucher that can be utilised within one year **from date of issue**. Customers who do not wish to take advantage of any of the provided rebooking options may still submit tickets/EMDs for refund and cancellation penalties will be waived. For part used tickets, refund should be calculated based on ticket utilisation. All refund should be submitted through BSP link. However due to the current situation, we ask for your understanding as there will be delays in processing refund requests.