

4th April 2021

Rebooking Guidelines for Guests Travelling To and From the UK

Dear Travel Partner,

Following the directive issued by the Government of Kenya, effective from midnight 9th April 2021, all passenger flights between Kenya and the United Kingdom will be **temporarily suspended with a review in 4 weeks.**

This Agents Notice **supersedes Agents Notice 013 issued on 2nd April 2021.**

Below options are applicable to passengers holding Kenya Airways tickets for travel to/from LHR and UK domestic points who will be impacted by this directive.

The flight schedule is as follows: Flight Number	Dates	Operating Days	Origin	Destination
KQ104	8 th April 2021	THU	NBO	LHR
KQ100	6 th - 8 th April 2021	TUE / WED /THU	NBO	LHR
KQ103	8 th April 2021	THU	LHR	NBO
KQ101	6 th - 8 th April 2021	TUE / WED /THU	LHR	NBO
KQ112	7 th April 2021	WED	NBO	CDG
KQ 3076 / KQ 3058	8 th April 2021	THU	CDG	LHR

Change of Travel:

Passengers whose bookings are impacted can make unlimited changes to their tickets at no extra cost for travel in the same cabin as previously ticketed. Passengers can change to an earlier or later flight operated by Kenya Airways to/from London Heathrow or via Paris Charles De Gaulle.

Open Tickets

Passengers 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.** Passengers 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 will be calculated less 70% of the sector already travelled. 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.