

Dear Travel Partner,

We are pleased to inform you; effective from 3rd May 2021 Kenya Airways will re-activate UK GDS refunds.

All involuntary refunds due to COVID-19 and voluntary refunds issued on 706 paper can now be processed through your GDS as follows:

GDS Refunds Procedure for tickets/EMDs affected by COVID-19:

☒ Cancel any Refund Applications in BSP before processing refund through your GDS.

☒ Procedure must be in line with the COVID-19 policy:

**Agents Notice 006a - 01 March 2021 - Updated Kenya Airways Policy due Covid-19.*

**Agents Notice 012a - Rebooking Guidelines for Guests travelling on Kenya Airways Domestic Flights.*

**Agents Notice 014a - 4th April 2021 - Rebooking Guidelines for Guests travelling to and from the UK.*

☒ Waiver code - **COVID-19** MUST be inserted at time of refund process to avoid any ADMS.

☒ Partial refunds can be submitted via GDS, calculate against unused fare plus unused taxes.

☒ For tickets with S status, please email to kenya sales team to open ticket status and then process refund through your GDS within 24 hours.

☒ Reissued Tickets/EMD's issued by KQ can still be applied through BSPlink

☒ Refunds must be applied according to the KQ Policies shared otherwise an ADM will be raised during the Audit process.

Please ensure RA is cancelled in BSPlink before processing refund through GDS.

GDS Procedure for Voluntary Refunds:

☒ Voluntary refunds - Normal fare rules will apply, waiver code is not required.

☒ Tickets with S status email to kenya sales team to open tickets and then process through your GDS within 24 hours.

BSPlink procedure for Schedule Changes (not involving COVID-19) and outdated tickets:

☒ Apply refund through BSPlink, insert message in the remarks column **"INVOL RFND DUE SC on (Flight Number/Date)"**

☒ Attach a copy of the PNR history to show that schedule change has taken place. If this information is not provided, auditing will be done based on the applicable fare rule and penalty will be charged.

☒ Outdated tickets can be applied through BSPlink within the correct time frame.

Ensure that this information is shared with your colleagues.