

Re-Opening of Domestic Operations

Dear Travel Partner,

Following the directive issued by the Government of Kenya regarding the uplifting of the cessation of movement within Kenya, Kenya Airways flights to Mombasa, Kisumu and Eldoret resumed from 2nd May 2021.

This Agents Notice supersedes Agents Notice 012A dated 8th April 2021.

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

☒ 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 from 26th March to 01st May 2021 “Domestic Flights Cessation 2021” window”

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 for Cessation Window:

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

Rebooking Tickets:

Rebooking will be applied on the same RBD/Class at no additional cost. In cases where the class is full, wait listing on the specific class is permitted until 31st May 2021.

Open Tickets:

Customers can leave their tickets open until 31st May 2021. The new departure 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. Please follow instructions stipulated in Agents Notice 016 dated 30th April 2021. However due to the current situation, we ask for understanding as there will be delays in processing refund requests.

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New Tickets:

Booking remains subject to availability and normal ticket policies will apply.

Existing bookings beyond March/April Closure Window:

Customers whose bookings were not impacted by the closure window can make changes to their bookings at no extra cost for travel in the same booking class as previously ticketed.