

## Notice To Agents: 014A

1<sup>st</sup> June 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 9<sup>th</sup> April 2021, all passenger flights between Kenya and the United Kingdom are currently suspended.

This Agents Notice **supersedes Agents Notice 014 issued on 4<sup>th</sup> April 2021.**

Below option is available 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	Operating Days	Origin	Destination
KQ112	WED	NBO	CDG
KQ 3076 / KQ 3058	THU	CDG	LHR

**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.

The waiver applies to:

- Tickets issued on/before **4<sup>th</sup> 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 from **9<sup>th</sup> April to 18<sup>th</sup> June 2021.**

#### **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 **18<sup>th</sup> June 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.**

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#### **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.

For any queries, please call our Reservations Team on 020 8283 1818.

Ensure that this information is shared with your colleagues.

End: