

Notice To Agents: 014C
29th November 2021

**Rebooking Guidelines for Passengers travelling to / from
the Red List Countries**

Dear Travel Partner,

The UK government have placed the following countries back on the Red List from Friday, 26th November 2021:

- South Africa
- Zimbabwe
- Malawi
- Zambia
- Botswana
- Eswatini
- Lesotho
- Namibia
- Angola
- Mozambique

Kenya Airways Rebooking Policy for impacted passengers:

Waiver code **OMI/COVID-19** will apply to:

- Tickets issued on/before 26th November 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 November to 31st January 2021.**

Change of Travel:

Passengers whose bookings are impacted can make unlimited travel date changes to their tickets at no extra cost for travel in the same booking class and season as previously ticketed. Passengers can change to an earlier or later flight operated by Kenya Airways. Please ensure the waiver code (**OMI/COVID-19**) appears in the ENDO box.

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 applications must contain the waiver code (**OMNI/COVID-19**) and processed via your GDS. Failure to insert the code will result in an ADM.