

Notice To Agents: 025a 1st November 2021 **BOOKING WITH CONFIDENCE - UPDATE**

Dear Travel Partner,
Kenya Airways is offering flexible free changes for tickets issued on/before 31st March 2022.
This Agents Notice supersedes Agents Notice 025 dated 18th October 2021.

1. Book with confidence:

- ☒ Guests can make unlimited changes to their bookings within the ticket validity.
- ☒ Tickets are valid for 1 year from the date of issuance.
- ☒ A fare difference may apply for subsequent changes if fare on new travel date/s is higher than the original fare purchased. Fare must be reassessed at the time of rebooking.
- ☒ Booking changes must be made before the scheduled departure of the original flight.

The above guidelines apply to all Kenya Airways destinations excluding Domestic Kenya (Mombasa & Kisumu) and itineraries to/from India, China and point to point between Kenya and Tanzania.

2. Cancellations of tickets

Cancellations will be subject to the fare conditions. Cancellation fees will only be waived due to:

- ☒ Flight cancellation
- ☒ Disrupted travel plans arising from Covid-19 related international border closures
- ☒ Inability to travel on booked flight resulting from positive Covid-19 test, proof of positive test result required.

Please Note:

Passengers still holding any unutilized Documents for tickets issued for travel from 1st February 2020 till 31st December 2020 must ensure tickets are rebooked or processed for refund latest by 31st December 2021.

Any tickets not rebooked or processed for refund will no longer be accepted after 31st December 2021.