



Notice To Agents: 001 3rd February 2022 Rebooking Guidelines due to Covid Protocol Requirements

Dear Travel Partner,

As a result of the new requirements issued by various Governments due to the new Covid-19 variant, the following guidelines can be applied only to those Countries impacted by their Government directives.

The waiver applies to:

- ☑ **Tickets issued on/before 31st January 2022.**
- ☑ **All travel from 26th November 2021 to 31st March 2022.**
- ☑ All fare types, including ticketed groups and conferences.
- ☑ All points-of-sale.
- ☑ All EMDs issued for Ancillary Services and Group Deposits.
- ☑ Trips that include a sector directly impacted by a government directive on new Covid entry requirements.

Waiver Code **OMI/COVID-19** should be indicated in the Passenger Name Record (PNR) and in endorsement box of the Reissued ticket affected by these directives.

Change of Travel

Customers whose bookings are impacted can make unlimited changes to their tickets at no extra cost for travel in the same cabin as previously ticketed. Customers can change to an earlier or later flight operated by Kenya Airways.

Cancellations

Refunds can be offered via an EMD Voucher that can be utilized within one year from date of issue. Customers who do not wish to take advantage of any of the provided rebooking options may still submit tickets/EMDs already issued for refund. Refund penalties will be waived. Partially utilized tickets should be refunded less 70% of the sector already travelled. However due to the current situation, we ask for understanding as there will be delays in processing refund requests

Change of destination

Customers are allowed to change their destination to any other on Kenya Airways network. Change fees do not apply but a fare difference applies if the fare for the new destination is higher than what was originally issued. No refunds if new destination is priced lower than the original issue. Please ensure that this information is shared with your colleagues.