

KUWAIT AIRWAYS

To: All Agents

Updated Refunds/Reprotection/Reissue Guidelines

Please follow the following guidelines for ticketed passengers:

1) Schedule Change Reissues (involuntary basis)

If passenger is willing to accept new dates for travel, rebook on original sub class and reissue using **Authority Code RY36 (no fees)**

Insert Waiver Code in reissued ticket to avoid ADMs

If unable to confirm or waitlist in original sub class, please contact our reservations for assistance to confirm in original sub class.

2) Schedule Change Refunds (involuntary basis)

If passenger is not willing to accept new travel dates and requests a full refund, then apply for full refund **via GDS using Authority Code RY35 (no fees)**

Insert Waiver Code in GDS Refund record to avoid ACMs

3) Medical Situations

If passenger is unable to travel due to any medical reasons and requires refund, please forward appropriate medical certificates and ticket details to

Authority Code will be provided on case by case basis

Appropriate fees will apply as per conditions of ticket

4) Covid-19 cases

If passenger is not accepted on flight due to non- conformity of international Covid-19 regulations, no refund is permitted (vaccinations, PLF etc)

If requirement for travel to destination is PCR negative, and if passenger tests positive, and unable to travel to this destination, then certificate should be forwarded to to enable us to apply for refund waiver code

As you are aware, these regulations are regularly updated and passengers are expected to check the requirements from official sources

5) Voluntary Reissues/Refunds

Please apply applicable fees as per ticket conditions for Reissues/Refunds
Please also adhere to cancellation/no show conditions and fees for applicable ticket

6) Other Important Information

- Please check GDS queues for schedule change notifications
- Please insert passenger contact (APIS) details in PNR to assist
- Name corrections will be forwarded to head office
- If passenger is denied boarding due to incorrect documentation, then, applicable fees will apply for rebooking/reissue/refund
- Please do not ask passengers to contact KU directly requesting waivers

7th March 2022