

Notice To Agents: 021

15th September 2022

CANCELLED AND RETIMED - KQ100 & KQ101 on 19th September 2022

Dear Travel Partner,

On Monday 19 September 2022 – the day of Her Majesty Queen Elizabeth II's state funeral and as a mark of respect, the airspace in London will be closed which affects many flights at London Heathrow airport.

In line with the Heathrow Airport directive, Kenya Airways flight KQ100 and KQ101 on 19th September 2022 has been **CANCELLED and RETIMED**. Customers Impacted will automatically be re-protected on following flights:

Original Flight	New Flight	Date	Route	Departure Time	Arrival Time
KQ100 19 th Sept 22	KQ102	19 th Sept 22	NBO - LHR	23.50	06.45+1
KQ101 19 th Sept 22	KQ103	20 th Sept 22	LHR - NBO	10.10	20.45

Customers can change to an earlier or later flight operated by Kenya Airways, date change penalty will be waived and following rebooking option will apply:

Rebooking Options:

The waiver applies to tickets issued for flights **KQ100/19SEPT and KQ101/19SEPT only**.

Waiver Code: OPS LON BRDG should be indicated in the Booking (PNR) and in endorsement box of the Reissued ticket.

Change of Travel - in the same booking class/season as previously ticketed.

Cancellations

In case the alternative flight options offered are not suitable to the passenger then a refund can be offered and penalties fees are waived. Please apply for refund through your GDS as follows:

- Waiver code – **OPS LON BRDG** MUST be inserted at time of refund process to avoid any ADMS.
- Partial refunds can be submitted via GDS, calculate against unused fare plus unused taxes.

All reissues and refunds must be completed by Wednesday 21st September 2022.