

Dear Valued Partner

With the announcement of our non-stop flights from London to Kigali and the new improved schedule including the additional 4th weekly flight, we would like to provide you with details of how to handle the schedule changes. We apologise for any inconvenience this may cause and hope the below information will assist in making the process quick and easy for your teams.

To assist you with this process, please find below our rebooking policy.

1. Will onward connections be automatically rebooked to connect with international flights? Onward flights will need to be re-booked to match the adjusted London flight date.

2. If we have to rebook, can we just book in the lowest class available and reissue Free of Charge due to Schedule change? Only the same RBD as the original booking should be used, use of higher RBD is not permitted.

Should the same RBD not be available, the options are:

a/ Date change to new date where RBD is available

b/ Rebook in another RBD, Fare Difference applies.

c/ If the same RBD is available to Waitlist, request it and send an email with details of the PNR.

We will forward this request to our Revenue Management team, if the waitlist is confirmed you will be provided with a unique waiver code to include on the re-issued ticket. If this is not possible a Full Refund will be available.

3. Will passengers be permitted a full refund if the schedule change is not acceptable? – Yes please use UK W22 SCHED CHANGE FULL REF, and ensure this is noted on all refund documentation

4. What is the time frame for date change if the new date is not acceptable? - Date range +/- 14 Days.

Regards,

RwandAir Team UK