

## Notice To Agents: 026

10<sup>th</sup> November 2022

### Guidelines for Kenya Airways Resumption of Flights.

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Dear Travel Partner

**This Agents Notice supersedes Agents Notice 23 - Kenya Airways Guidelines due Industrial action by the Kenya Airlines Pilots Association (KALPA) dated 4<sup>th</sup> November 2022.**

Following the decision by the Employment and Labour Relations Court directing pilots to resume work, please take note of the below guidelines to guests.

**This Agents Notice is valid for:**

- Bookings done for travel on/before 12 November 2022.
- Tickets issued on/before 12 November 2022.
- **All changes must be completed 15 November 2022.**

**1. Re-bookings**

- Change of reservation fees are waived.
- No show penalty waived.
- Re-bookings back to KQ services are allowed and covered by this Tariff Notice.  
*Any passenger who was endorsed on other carriers due KQ Pilot Industrial Action 2022, can be re-booked back to KQ in same cabin, any RBD available.*
- Travel agents are reminded to reconfirm passengers at least 24hours prior to their departure - please ensure that the RR status reflects in their bookings. .
- The new travel dates must be made, and tickets **reissued by 15th November 2022.**
- Normal ticket rules will apply for changes done outside above conditions.
- Agent must ensure customer contact details are updated in the PNR.

**2. Cancellations & Refunds.**

Refunds in the form of EMD is highly recommended as waiting times for refund action through BSPLINK may take longer to process. EMDs are valid for 1 year from date of issue.

- For wholly unutilized tickets, full refund is allowed.
- For partially utilized tickets, refund less 70% of the return fare paid.
- Refund penalties are waived.
- Refund application should be submitted through BSPLINK '*INVOL REF DUE KALPA INDUSTRIAL ACTION*' **on or before 15 November 2022.**

Please ensure all staff are made aware of this information.