

Notice To Agents: 023

4th November 2022

Kenya Airways Guidelines due Industrial Action by the Kenya Airlines Pilots Association (KALPA).

Dear Travel Partner

Due to the Kenya Airways Pilot Association (KALPA) Planned Industrial Action, Kenya Airways has introduced a flexible policy for all passengers holding a reservation for travel from 5th November 2022, Customers may be offered the following options:

1. Re-bookings

- Change of reservation fees are waived
- No show fees are waived, for the duration of the industrial action.
- Fare upgrade amount is waived in same cabin, except for change in routing or seasonality.
- The new travel dates must be made, and tickets **reissued by 15 November 2022.**
- Reissued tickets must bear *'INVOL CHG DUE KALPA INDUSTRIAL ACTION'* in the endorsement box.
- Normal ticket rules apply for changes done outside the industrial action window - **15th November 2022.**

2. Cancellations & Refunds.

For wholly unutilized tickets:

- Full refund is allowed.
- Refund penalties are waived.
- Refund application should be submitted through BSPLINK *'INVOL REF DUE KALPA INDUSTRIAL ACTION'* on or before **15 November 2022.**

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.**

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

Please note all flights have not been impacted and GDS will be updated accordingly.

We ask you to update the passengers contact information in PNR (phone and / or e-mail address) so our Reservations Department can advise them accordingly in case of disruptions impacting their flight.

Please ensure all ticketing staff are made aware of this information.