

## Notice To Agents: 026A

17<sup>th</sup> November 2022

### Guidelines for Kenya Airways Resumption of Flights - UPDATE.

Dear Travel Partner

This Agents Notice supersedes Agents Notice 26 - Kenya Airways Guidelines due Industrial action by the Kenya Airlines Pilots Association (KALPA) dated 10<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.

#### **This Agent Notice is valid for:**

- Bookings done for travel on/before 12 November 2022
- Tickets issued on/before 12<sup>th</sup> November 2022

#### **Re-bookings:**

Re-bookings back to KQ services are allowed and covered by this Notice.

- Change of reservation penalty will be waived.
- No show penalty will be waived.
- Any passengers' who were endorsed on other carriers due KQ Pilot Industrial Action 2022, **MUST** now 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 22<sup>nd</sup> November 2022 with waiver code PLTSRK present in the ENDO /FE field.** Failure to do so will result in an ADM.
- Normal ticket rules will apply for **changes done outside above conditions**
- Agent must ensure customer contact details are updated in the PNR.

#### **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 **on or before 22<sup>nd</sup> November 2022** and must contain waiver code **PLTSRK** on the refund applications. Failure to do so will result in us rejecting the application.

Please ensure all staff are made aware of this information.