

Notice To Agents: 007

3rd April 2023

KENYA AIRWAYS UNACCOMPANIED MINOR (UM) HANDLING FEE AND PROCESS

Dear Trade Partner,

Please find below a revised fee structure for unaccompanied minors (UM) travelling on Kenya Airways.

UM DEFINITION:

An unaccompanied minor is a child from 5 up to and including 14 years of age who is not travelling with a person who:

- Is minimal 18 years of age
- Has a confirmed reservation for the same flight and cabin as the minor under 14 years
- Is willing and capable to take full responsibility for the minor during the entire trip.

Children younger than 5 will not be accepted to travel unaccompanied. Kenya Airways does not provide escort service. The child must be accompanied by a parent/guardian or a person who has a minimum age of 18 years.

CONDITIONS OF UM ACCEPTANCE:

- Advance reservations must be made at least 24 hours before departure.
- UM will be accepted only on KQ Operated Flights.
- The PNR must be Updated with WBBB (Will be brought by) and WBMB (Will be met by) elements.

RESTRICTIONS UM ACCEPTANCE:

Restrictive rules may apply for travel involving certain itineraries or itineraries that include other airlines. The following restrictive rules apply:

- No UM under 5 years.
- No overnight stopover/connection.
- No connections on 'flights' operated by train/ bus.
- No change of airport allowed.
- No connection longer than 5 hours.
- Minors travelling with parents and booked in different cabins will be required to pay the full UM fee.

Fares:

- 5-14yrs: apply adult fare plus um fee.
- 15-17yrs: apply adult fare plus um fee if um service required.
- Promotional fares not permitted in combination with um fees.

UM HANDLING FEES

For Travel to/ from /within UK & Europe:

Journey	Example	Applicable Fee
ONE WAY	LHR-NBO	GBP/EUR 100
ONE WAY WITH TRANSFER(S)	LHR-NBO-DAR	GBP/EUR 100
ROUNDTRIP	LHR-NBO-LHR	GBP/EUR 200
ROUNDTRIP WITH TRANSFERS	LHR-NBO-DAR-NBO-LHR	GBP/EUR 200

For Travel within Eastern Africa (DAR, EBB, KGL, BJM, JRO, ADD, ZNZ):

Journey	Example	Applicable Fee
ONE WAY	NBO-DAR	USD50
ONE WAY WITH TRANSFER(S)	DAR-NBO-EBB	USD50
ROUNDTRIP	NBO-ADD-NBO	USD50
ROUNDTRIP WITH TRANSFERS	DAR-NBO-EBB-NBO-DAR	USD100

For Travel within Rest of Africa:

Journey	Example	Applicable Fee
ONE WAY	NBO-LOS	USD80
ONE WAY WITH TRANSFER(S)	JNB-NBO-ACC	USD100
ROUNDTRIP	NBO-HRE-NBO	USD160
ROUNDTRIP WITH TRANSFERS	LOS-NBO-DAR-NBO-LOS	USD200

For Travel to/from Asia & Middle East:

Journey	Example	Applicable Fee
ONE WAY	NBO-DXB	USD80
ONE WAY WITH TRANSFER(S)	JNB-NBO-DXB	USD100
ROUNDTRIP	NBO-DXB-NBO	USD160
ROUNDTRIP WITH TRANSFERS	LOS-NBO-BKK-NBO-LOS	USD200

For Travel to/from US:

Journey	Example	Applicable Fee
ONE WAY	NBO-JFK	USD100
ONE WAY WITH TRANSFER(S)	NBO-JFK-RDU	USD100
ROUNDTRIP	NBO-JFK-NBO	USD200
ROUNDTRIP WITH TRANSFERS	DAR-NBO-JFK-NBO-LOS	USD200

For Travel within fifth freedom sectors on KQ services:

Charge Adult Fare <i>(No action/promotional fares allowed)</i>	Handling fee of USD25.00
Examples of fifth freedom include; BKO-DKR V.V, ACC-ROB V.V, ACC-FNA V.V, DKR-ABJ V.V, DLA-BGF V.V, KGL-BJM V.V, BKK-CAN, BKK-HKG V.V , DLA-FBM V.V etc	

Booking procedure:

- The UM fee for the applicable sectors must be included in the total fare.
- UNN code in the name field will trigger the UM fee to be included within the fare and shown in the fare basis. (KL1SFGB4/UM0)
- Insert minor's passport details in sr oths field.
- Add sr wbbb with details of parent/guardian dropping minor to the airport and form of identification information
- Add sr wbmb with details of parent/guardian meeting the minor on arrival at the airport and form of identification information
- No UM fee to be collected at the airport when UM ticket designator (KL1SFGB4/UM0) code is shown on the ticket.
- A combination of half CHD fare and half UM fare is permitted provided the CHD is accompanied by an adult of 18years or over.
- The above will also apply for minors between the ages of 15-17 (both ages inclusive), who have voluntarily paid for the UM service fee. For correct entries, please check your GDS manual.

The following information is mandatory and must be inserted in the PNR:

- Duly filled UMNR forms for those who have paid handling fees.
- Enter SSR mandatory information in the PNR using code UMNR: For entries check GDS help pages.
- Add UM and minor's age, followed by gender and first name. Add form of identification details.
- Add SR WBBB (will be brought by at the departure airport, form of Identification).
- Add SR WBMB (will be met by at the final arrival airport, form of Identification).

Note: For minors between the ages of 15-17 both ages inclusive, who have voluntarily paid for the UM service fee the SSR information must also be inserted.

[This notice supersedes all previous UMNR Agents Notice.](#)

Please amend your records accordingly and ensure all ticketing staff are made aware of this information