

## Notice To Agents: 009

3<sup>rd</sup> April 2023

### KENYA AIRWAYS CHURNING POLICY – UPDATE

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Dear Travel Partner,

Due to increase in GDS costs Kenya Airways have adjusted its churning policy to enable address the increased costs associated with excessive cancellations and inefficient usage of the GDS System.

Churning is defined as the act of repeatedly cancelling and rebooking passenger on the same or different itinerary for the same or different classes across one or more GDS providers.

KQ has provided an allowance or tolerance level to guide on the acceptable churning limits. To mitigate increasing costs and reduce on excessive cancellations Kenya Airways will adjust the Churning ADM policy as below.

Old	New
From 01Oct 2019 to 30 <sup>th</sup> Apr 2022	<b>From 01<sup>st</sup> May 2022-Open</b>
Abuse penalty of USD5 per segment per passenger will be applied the 5 <sup>th</sup> and consecutive time cancellation occurs	Abuse penalty of USD7 per segment per passenger will be applied the 4 <sup>th</sup> and consecutive time cancellation occurs