

Notice To Agents: 010

3rd April 2023

KENYA AIRWAYS NAME UPDATE POLICY

Dear Travel Partner,

This is to notify you that Kenya Airways will only accept passengers on KQ operated flights when the names in the booking (PNR), ticket and passport/travel document all match. Any ticket mismatch between ticket name vs booking name, passenger will not be allowed to travel.

For name updates, the following procedure will apply:

1. Agent must **NOT** amend the name in the GDS.
2. Agents must enter the correct name in the OS field before contacting KQ
3. Agents must request the name change to Kenya Airways Sales team or KQ GSA via email.
4. Misspelt names, limited to two (2) characters only.
5. Names where the last name and first name have been used in reverse order
6. Changes from married name to maiden name and v.v. Proof of marriage certificate or affidavit to be presented to KQ sales team or KQ GSA.
7. Name correction fees for KQ operated flights and issued on KQ stock apply as follows:

DOMESTIC PNRs	GBP10 / EUR9
REGIONAL PNRs	GBP40 / EUR50
INTERNATIONAL PNRs	GBP40 / EUR50

Note: (1) Fees may be reviewed from time to time. (2) GBP amounts applicable in UK only

8. Service fees for every name update on KQ operated flights must be paid to Kenya Airways by company credit card or UNST EMD.
9. These changes will apply on KQ stock only and not on an interline basis.