

Notice To Agents: 011

3rd April 2023

PASSENGER CONTACT INFORMATION

Dear Travel Partner

In line with the IATA Resolution 830d Travel agencies should ask the guests whether they wish to have their contact details (mobile number/and/email) to be provided to airlines participating in the itinerary for the purposes of contact in an operational disruption.

Where the guest wishes to have their contact details provided to airlines, all travel agencies are required to enter the guest contact information in the PNR with the correct SSR format/CTCE (Contact Email) and CTCM (Contact Mobile).

Where the guest does not wish to provide contact details, it is incumbent on travel agencies to indicate that the guest has declined to provide such and to enter the refusal in the PNR with SSR format/CTCR (Contact Remark) to limit any statutory liability.

Travel agencies must actively advise the guest that they may not receive information from the airline relating to flight cancellations or schedule changes (including delays in departure)."

Regarding this new requirement SSR message alert must be generated as of 01st June 2019 and sent for the created PNRs by our reservation system for GDS PNRs:

SSR OTHS 1A PLS ADV PSGR MOBILE AND /OR EMAIL WITH SSR CTCM/CTCE/OR REFUSE WITH CTCR

Kenya Airways shall not be liable if a note is not added to the PNR or the guest contact information is incomplete or incorrect.