

KUWAIT AIRWAYS

To: All Agents

Schedule & Involuntary Change Procedures

General guidelines for involuntary schedule changes:

1) Schedule Change Reissues (involuntary basis)

If passenger is willing to accept new dates for travel, rebook on original sub class and reissue using **Authority Code RY36 (no fees)**

Insert Waiver Code in Tour Code Box in reissued ticket to avoid ADMs

If unable to confirm or waitlist in original sub class, please contact our reservations for assistance to confirm in original sub class.

2) Schedule Change Refunds (involuntary basis)

If passenger is not willing to accept new travel dates and requests a full refund, then apply for full refund **via GDS using Authority Code RY35 (no fees)**

Insert Waiver Code in GDS Refund record to avoid ADMs.

KU Flights to/from KUL will be suspended with effect from Winter Schedule 2023/2024, effective 29th October 2023

Please follow the following guidelines for ticketed passengers impacted by **suspension of KUL flights**:

- Unutilized Tickets – Full Refund available
Apply for refund via GDS using Waiver Code RZ.RY.RH004 (KUL only)
- Partially Utilized Tickets – Refund deducting half round trip fare paid
Refund Penalty Waived. Apply via GDS using **Waiver Code RZ.RY.RH004 (KUL only)**
- If alternate options are required for partially used tickets please Coordinate.

3) Death of ticketed passengers

If refund is required, please forward death certificate (English Version)

Authority Code will be provided on case by case basis
Appropriate fees will apply as per conditions of ticket

4) Voluntary Reissues/Refunds

Please apply applicable fees as per ticket conditions for Reissues/Refunds
Please also adhere to cancellation/no show conditions and fees for applicable ticket

5) Other Important Information

- Please check GDS queues for schedule change notifications
- Please insert passenger contact (APIS) details in PNR to assist
- If passenger is denied boarding due to incorrect documentation, or late arrival at check in, applicable fees will apply for rebooking/reissue/refund
- For involuntary changes, STPC will be provided if transit is over 8 hours and under 24 hours.
- For involuntary changes:
If flight disruption more than 6Hrs – Free date change +/- 7D of original schedule
If flight disruption 3Hrs to 6Hrs – Free date change +/- 1D of original schedule.
- Please do not ask passengers to contact KU directly requesting waivers for penalties

6) Name Correction

- (a) First time corrections up to 2 letters, interchange of first/surname and legally changed name are permitted free of charge
- (b) For other possible corrections a charge of KWD 10 equivalent in GBP will apply

For above (a) & (b) corrections and documentation that may be required, please coordinate further for assistance.

- (c) Name correction for more than 2 letters not permitted

- Apply for refund via GDS for refundable tickets. Apply penalties as per conditions
- For non-refundable tickets – applicable conditions will apply

For (c) above, please coordinate for assistance.