

Notice To Agents: 019

24th July 2024

SUSPENSION OF BANGUI (BGF) FLIGHTS OPERATIONS

Dear Travel Partner,

Kenya Airways has suspended all flight operations to Bangui (BGF) effective from 10th August 2024.

The following options are available for tickets issued on/before 16th July 2024 for travel on/after 11th August 2024.

1. Refunds:

- Fully unutilized tickets - full refund is permitted, refund penalty is waived.
- Partially used tickets - refund is permitted, refund will be calculated less the prorated portion already utilized. Unused charges and taxes will be refunded, refund penalty will be waived.
- All refund applications must bear **'INVOL CHG DUE SUSP OF BGF'** and must be submitted on or before 31st August 2024.
- Refunds in the form of vouchers are highly recommended and vouchers **MUST** be utilized within one year from the date of issue.

2. Rerouting/Rebooking Options:

- Passengers to/from BGF may reroute via DLA on Askya (KP) or via ADD on Ethiopian Airlines (ET). (See below Annex 1 for re-protection booking classes on ET & KP)
- Passengers may Change their booking to a different routing.
- No show fees are waived, for the duration of the cancellation period.
- Fare difference will be applied in case of change in class of travel or change in routing where applicable.
- The new travel dates must be made, and tickets reissued by 31st August 2024.
- Change of reservation fees are waived.
- Reissued tickets must bear **'INVOL CHG DUE SUSP OF BGF'** in the endorsement box.

Annex 1: Re-Routing Options Due To Suspension Of Bangui (BGF) Flights:

Reprotection RBDs on Ethiopian Airlines

ET Sector v.v.	Economy cabin					
ADD-BGF	V	L	K	M	B	S

Reprotection RBDs on Askya (KP)

KP Sector v.v.	Economy cabin						Business Cabin	
DLA-BGF	U	H	V	L	K	M	D	J

NB: The above RBDs must be adhered to while re-routing passengers.

Please ensure that this information is shared with your colleagues.

For any queries, please call our UK Sales team on 020 8283 1819 or email uksales@kenya-airways.com.