

## Notice To Agents: 019a

25<sup>th</sup> July 2024

### SUSPENSION OF BANGUI (BGF) FLIGHTS OPERATIONS - UPDATED

Dear Travel Partner,

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

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

#### 1. Refunds:

- Fully utilized 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 31<sup>st</sup> 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 Asky (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 31<sup>st</sup> 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 Asky (KP)

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

##### Reprotection RBDs on Asky (KP) where KQ codeshare flight number is booked between

KP sector DLA-BGF v.v.	Economy cabin						Business Cabin	
KQ marketing RBD	N/E	T	Q	L	H	K	I	I
KP Operated RBD	U	H	V	L	K	M	D	J

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