



REF.NO.2026.03.03.

03rd March 2026

Subject: Full Refund Policy – Flights Cancelled Due to Closure of Kuwait Airspace

Dear Trade Partners,

This is to inform you that due to the current force majeure situation and the temporary closure of Kuwait Airport, resulting in the suspension of Kuwait Airways operations, the following refund policy will apply:

Eligibility Criteria for Full Refund:

- Only completely unutilized tickets are eligible.
- Passengers must hold confirmed reservations/tickets.
- Applicable for flights cancelled between 28 February 2026 and 06 March 2026.
- The mandatory penalty waiver code RY38 must be annotated on the ticket at the time of refund processing.
- In the absence of waiver code RY38, a debit note will be raised.
- Refunds must be processed through BSP via your respective GDS.

All affected passengers holding confirmed reservations for the above-mentioned cancelled flights may be processed for a full refund without penalty, subject to compliance with the stated criteria and application of the waiver code RY38.

For any further clarification, please contact your nearest Kuwait Airways office.

Thank you for your continued support and partnership.

Kuwait Airways - Team India