

Notice To Agents: 002b

16th March 2020

Kenya Airways Revised Policy – Covid-19 Change Fee Waived for Tickets booked for travel up to 31st May 2020.

Dear Travel Partner

The Kenya Airways policy for customers to continue with travel plans due to the Covid-19 situation has been revised. This replaces the Notice to Agents: 002a dated 11 March 2020.

Change fee will be waived for tickets booked for travel up to 31st May 2020.

Please note the new waiver code for all reissues from today is **COVID-19**

Waiver Conditions:

The waiver can be applied only where the following requirements are met:

- Ticket is issued on 706 document
- All Tickets booked for travel up to 31st May 2020.
- All destinations except travel within or between Kenya, Tanzania & Uganda.

Waiver Option:

The below is available to all fare types including restrictive and group fares.

- Change fee will be waived for unused and partially used tickets:
 - Please re-book and re-issue the new flights. If the fare is higher, difference in fare and taxes will be collected. In case of a lower fare, there will be no refund for the residual of the fare difference. Please ensure to insert the waiver code **"COVID-19"** in the ENDO box at the time of re-issue.
 - A maximum of 2 free changes are permitted after which normal fare rules will apply
 - All changes and re-issues must be completed by 31st March 2020

Cancellation and Refunds:

Cancellation is possible for tickets booked for travel up to 31st May 2020 as follows:

- **A refund will only be possible via a non-refundable EMD which can be used as payment for future travel.**
- Any difference in **fare and taxes** must be collected at the time of ticket issue.
- The EMD must be used within 12 months of issue.

EMD procedure:

- Issue EMD to the value of the existing ticket
- **COVID-19** is endorsed in endorsement box.
- EMD is valid for 12 months from date of issue.
- Amadeus users can issue EMD **UNST**
- Non-Amadeus GDS users may issue the EMD option available in their GDS for non-refundable value.

EMD generation step:

Should you have any enquiries please contact
Kenya Airways Sales Department
Tel: 020 8283 1819
Fax: 020 8283 1880
Email: uksales@kenya-airways.com
www.kenya-airways.com

Notice To Agents: 002b

16th March 2020

Kenya Airways Revised Policy – Covid-19 Change Fee Waived for Tickets booked for travel up to 31st May 2020.

- EMD UNST (standalone) to be issued for 1A users, other GDS will need to use an equivalent for non-refundable value.

Basic steps may include.

NM1TEST/ERIC MR

IU KQ NN1 UNST NBO/16APR-ISSUED DUE COVID-19

APE TEST.ERIC@KQ.COM

TKOK

RFERIC;ER

TMC

TMI/RUSD1000.00/cv-1000/W0 (Total ticket Value)

FO*L15 (Line number of the FA element)

TMI/FO-706-1234562700E1NBO05MAR20/1234584 (FO element)

TMI/FP-O/CASH+/NONREF (Form of Payment)

CR-Ticket value transferred due **COVID-19** EMD VLD 1YR from Issuance (to add Coupon

Remark on TSM)

TTM/RT (EMD Issuance)

Ticket endorsement box (FE element) to be updated with 'TICKET EXCHANGE DUE COVID-19'

Please note:

- To avoid ADMs, please ensure that you insert the **waiver code "COVID-19"** where applicable.
- This waiver applies to tickets booked for travel up to 31st May 2020.
- All ticket changes must be completed by 31st March 2020.

Please ensure all ticketing staff are made aware of this information.

If you have any questions or need further clarification, please contact our reservations team.

Tel: 020 8283 1818

Should you have any enquiries please contact
Kenya Airways Sales Department
Tel: 020 8283 1819
Fax: 020 8283 1880
Email: uksales@kenya-airways.com
www.kenya-airways.com

