



30th Apr 2020

Reissue/No-Show/Re-route/ Refund – Penalty Waiver

Dear Travel Partners,

Kindly be informed that the Reissue/Reroute/Refund penalty charges are waived off for all passengers booked to travel from 01st May – 31st May 2020, and Specific Non-Operating Flights, regardless of the date of ticket issuance as per the below parameters:

REFUNDABLE TICKETS

1. Refund without deducting any refund penalty charges & Refund to be processed through BSP Refund application only.

OR

EMD to be issued valid for one year from the Date of issue of the EMD.

OR

Tickets are permitted to be utilized with Outbound/Inbound travel to be completed by 31st May 2021.

2. Refund on Partially utilized tickets

- i. Refund permitted on the unused **component** of any tickets, calculation as in the example below:

Ticket issued as: BOM KU KWI 200.00 KU BOM 180.00 NUC 380.00 END

BOM-KWI component used, hence NUC 180.00 will be considered as the refundable amount.

- ii. If a **sector** of a component is unused refund will not be processed, however unused coupons may be flown maximum by 31st Dec2020.

NON REFUNDABLE TICKETS:

- i. Travel Date **01st May – 31st May2020** and Non-Operating Flight Dates:

No refund.

However, Tickets are permitted to be utilized with Outbound/Inbound travel completed by- 31st May 2021.

OR

EMD to be issued valid for One year from the Date of issue of the EMD.

- ii. **BOGOF** booked passengers, rebooking permitted for Travel between 01st Sep 2020 – 10th Dec 2020.

Re-issue/Re-Routing Voluntary on Kuwait Airways

Refundable Tickets: Re-issue/rerouting is permitted without charging re-issue/rerouting penalty charges. Any difference in Fare, Taxes, and Surcharges must be collected.

The RA may be raised and send to delsmku@kuwaitairways.com with updated details as mentioned below:

IATA CODE	RA No.	Ticket No.	Date of issue	Date of Travel	Sector	Amount INR	Reason	Date of submission
143 XXXX	229- XXX	229-XXXX	DD/MM/YY	DD/MM/YY	DEL-JFK -BOM		FLT XXL/AIRPORT CLOSURE ETC	
Total		-	-	-	-		-	

Terms and Condition

- **Tour Code: RH/20-26 or RH26** must be annotated for all above waiver tickets
- For Refundable tickets – Penalty waiver is applicable as per the ticket validity.
- Penalty Waiver is not applicable if tickets are presented after 31Dec 2020.

This memo supersedes all previous memos issued by Kuwait Airways.