



17th Nov 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 22nd Feb 2020 – 31st December 2020** for tickets issued prior to 30th Apr 2020 as per the below parameters:

1. REFUNDABLE TICKETS:

Tickets for Refund Process to be sent by email with details in the below format **without raising refund application on BSP.**

OR

EMD to be issued valid for Two years from the Date of issue of the EMD.

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.

2. NON- REFUNDABLE TICKETS:

- i. Travel Date **22nd Feb – 30th Apr 2020:**
Refund without deducting any refund penalty charges & Tickets for Refund Process to be sent by email with details in the below format without raising refund application on BSP.

OR

EMD to be issued valid for Two years from the Date of issue of the EMD.

- ii. Travel Date **01st May – 31st December 2020**
No refund.

OR

EMD to be issued valid for Two years from the Date of issue of the EMD.

3. **BOGOF**

Buy One & Get One at 50% ticket passengers, rebooking permitted for Travel between 01st Sep 2020 – 31st Dec 2020.

Re-issue/Re-Routing Voluntary – within Kuwait Airways Network

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

Email to delsmku@kuwaitairways.com with updated details as mentioned below:

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

Terms and Condition

- **Tour Code: RH27** 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.

1. **Tickets issued from 01Jul20 to 30Sep 20 for Travel effective 01Aug20 to 31Dec2020** may refund their Tickets without any Refund penalty for cancelled flights only. Travel Agents may Auto-process through GDS-link or alternatively by means of manual refund application,

Or

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

2. Alternatively, passengers may Rebook/Reroute/Reissue their Tickets without penalty in the same RBD as booked in the Original Ticket.

- **Tour Code: RH30 must be annotated in Ticket and it is mandatory.**

This memo supersedes all previous memos issued by Kuwait Airways.