



Tariff Notice

Updated TN Number: 22/04/2021

Date: 17th May 2021

Rebooking Guidelines for Guests travelling To/From Mumbai

As a result of the directive issued by the Kenyan Government, effective 01st May 2021, all flights from India into Kenya will be suspended.

Below options are applicable to **customers holding Kenya Airways tickets travelling to/from BOM** who will be impacted by this directive.

Waiver Code **GOK/COVID-19** should be indicated in the Passenger Name Record (PNR) and in endorsement box of the Reissued ticket affected by this directive.

The waiver applies to:

- Tickets issued on/before **29th April 2021**.
- All fare types, including ticketed groups and conferences.
- All points-of-sale.
- All EMDs issued for Ancillary Services and Group Deposits
- All travel from **01st May to 11th June 2021**.

Change of Travel

Customers whose bookings are impacted can make unlimited changes to their tickets at no extra cost for travel in the same cabin as previously ticketed. Customers can change to an earlier or later flight operated by Kenya Airways to/from Mumbai.



Open Tickets

Customers can leave their tickets open until 30th June 2021.

Open tickets will be valid for 1 year from the date of original issue. New travel dates can be rebooked and ticketed free of charge within the same cabin and seasonality for any future flight/destination. If the new ticket is a higher fare, the passenger will only pay the fare difference and taxes (in case of change in seasonality and/or routing).

Ticketing offices should Insert a retention command to retain the PNR information.

All tickets must be utilized before **31st March 2022**.

Cancellations

Refunds can be offered via an EMD Voucher that can be utilized within one year from date of issue. Customers who do not wish to take advantage of any of the provided rebooking options may still submit tickets/EMDs already issued for refund. Refund penalties will be waived. Partially utilized tickets should be refunded less 70% of the sector already travelled. However due to the current situation, we ask for understanding as there will be delays in processing refund requests.

For any queries: CEC@kenya-airways.com

Be guided accordingly and ensure this Tariff Notice is circulated to **ALL Kenya Airways Reservations, GSAs, Check-in Offices and Travel Agents.**