

Tariff Notice

Updated TN Number: 25/09/2020

Date: 16th February 2021

Updated Rebooking Guidelines for Kenya Airways during Covid-19 Period: 01st February 2020 to 31st December 2020

This waiver supersedes previous Tariff Notices issued in this regard and applies to tickets and EMDs issued on/before 30th June 2020 for travel between 01st February 2020 to 31st December 2020. Reissue of tickets or EMDs affected by Covid-19 should be completed on/before **31st December 2021**

Waiver Code COVID-19 should be indicated in the Passenger Name Record (PNR) and in endorsement box of the Reissued ticket affected by the COVID-19 pandemic

This applies to:

- All fare types, including ticketed groups and conferences.
- All Kenya Airways destinations impacted by Covid-19 Government restrictions excluding Domestic Kenya (Mombasa & Kisumu)
- All points-of-sale.
- All EMDs issued for Ancillary Services and Group Deposits
- All travel up to 31st December 2020.

Change of Travel

Customers whose bookings are impacted by COVID-19 pandemic can make unlimited changes to a flight of equal to or lesser value with no change fee to any Kenya Airways destination.

If the new ticket is a higher fare, the customer will only pay the fare difference and taxes (in case of change of routing).



Cancellations

Open tickets will be valid for 12 months from date of issue for Domestic Tickets and 24 months for International Tickets. Refunds will be processed by applying original fare rules and conditions after expiry of the ticket.

Customers who do not wish to take advantage of any of the rebooking options above may still submit tickets/EMDs already issued for refund. Refunds will be processed according to the fare conditions or, in the case of cancelled flights, on an involuntary basis. 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.**