

Tariff Notice

TN Number: 061-01-2022

Date: 26th January 2022

Update on Travel To/From Dubai.

As received from the Kenya Civil Aviation Authority through NOTAM, please take note that the suspension by Kenya Government on ALL flights from Dubai (UAE) into or transiting Kenya has been lifted. Subsequently, Kenya Airways will be operating inbound passenger/cargo flights. Outbound flights to Dubai will remain as ferry/cargo.

Further, please also take note that the UAE government has **NOT** lifted the suspension of the operation of ALL air transport services for inbound and transit passenger movement **into Emirates of Dubai** from any point in the republic of Kenya. Impacted customers holding Kenya Airways tickets with planned travel to DXB are advised to consider the options below. The waiver applies to tickets/EMDs issued on/before 26th Jan 2022.

Change of Travel

Impacted customers 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.

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.

Further updates will be provided as and when received.

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.**