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**TARRIF NOTICE NUMBER: TN 17-05-2020**      **TO ALL:**      **KQ COUNTRY MANAGERS**  
**KQ AREA MANAGERS**  
**KQ STATION MANAGERS**  
**KQ REVENUE MANAGEMENT**  
**KQ REVENUE ACCOUNTS**  
**KQ CONTACT CENTRE**

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**RE: Updated Rebooking Guidelines for Kenya Airways during Covid-19 Period**

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This waiver supersedes previous Tariff Notices issued in this regard and applies to tickets and EMDs issued on/before **30<sup>th</sup> June 2020 for travel up to 30<sup>th</sup> September 2020**. New tickets or EMDs should be issued by **30<sup>th</sup> June 2021**.

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

**This applies to:**

- All fare types, including ticketed groups and conferences.
- All Kenya Airways destinations.
- All points-of-sale.
- All EMDs issued for Ancillary Services and Group Deposits
- All travel up to **30<sup>th</sup> September 2020**.

**Below are the Rebooking Options: -**

**1) Open Tickets**

- Guests can leave their tickets/EMDs open **until 30th June 2021**
- The new departure will be rebooked and ticketed free of charge for the same booking class and seasonality for any future flight.

**2) 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).

### 3) Cancellations

- Refunds will only be possible via EMD that can be utilized within 12 months from date of issue for Domestic Tickets and 24 months for International Tickets.
- Cash refunds will be permitted after expiry of EMD or Tickets, applying original fare rules and conditions.
- Customers who do not wish to take advantage of any of the rebooking options above may still submit tickets/EMDs 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 queries contact [customer.relations@kenya-airways.com](mailto:customer.relations@kenya-airways.com)

**Be guided accordingly and ensure this Tariff Notice is circulated to ALL your respective Reservation Offices, Travel Agents and GSAs. Ensure all queues are handled and UN messages in the PNR are removed.**

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ISSUED BY	:	REVENUE MANAGEMENT	TN NO.	:	17/05/2020
ISSUED ON	:	21/05/2020	EFFECTIVE	:	IMMEDIATELY