

## Mogadishu Route Exit- FAQ's

### 1. Why is Kenya Airways exiting Mogadishu?

Kenya Airways has made the difficult decision to exit Mogadishu as part of a strategic effort to optimize our route network and improve overall operational efficiency.

### 2. When will the last flight to Mogadishu operate?

The last flight to Mogadishu is scheduled to operate on *14th October 2024* and after this date, Kenya Airways will no longer offer direct flights to and from Mogadishu. Passengers booked on flights after this date will be contacted regarding their travel options.

### 3. What happens if I have a booking for a flight after the exit date?

If you have a booking for a flight after the exit date, you will be contacted by our customer excellence team to discuss your options. You may be eligible for rebooking on another airline, a full refund, or a travel voucher for future use with Kenya Airways. The refund/ rebooking options covers tickets issued on/ before **9th Oct 2024 for travel on/ after 15th Oct 2024**. Otherwise normal ticket rules shall apply.

### 4. How can I request a refund or rebook my flight?

#### Refunds.

- a. For wholly unutilized tickets, full refund is allowed.
- b. For partially utilized tickets:
  - i. For tickets whose return journey have not commenced, refund will be on one half of the round-trip fare and any unused charges and taxes.
  - ii. For tickets whose return journey have commenced, refund will be calculated less the prorated portion already utilized. Unused charges and taxes will be refunded.
- c. Refund penalties are waived.
- d. Refund application should be submitted on or before **15<sup>th</sup> November 2024**
- e. Customers have the option of refunds in form of vouchers. Please note that vouchers **MUST** be utilized within one year from the date of issue.
- f. NB: Refunds will be processed at the point of sale.

#### Rerouting/Rebooking Options:

- g. Passengers to/from MGQ may reroute via ADD on Ethiopian Airlines (ET)
- h. Passengers may change their booking to a different routing.
- i. Fare difference may apply in case of change in class of travel or change in routing where applicable.
- j. The new travel dates must be made, and tickets reissued by **15<sup>th</sup> November 2024**.
- k. Change of reservation fees will be waived.

- I. Reissued tickets must bear 'INVOL CHG DUE SUSP OF MGQ' in the endorsement box.

You can request a refund by submitting a refund form on <https://www.kenya-airways.com/en-ke/book-manage/manage-booking/request-for-your-refund/>. For rebooking, please contact your local sales support team as first option. Alternatively, you may contact our 24-hour customer excellence team on Mobile **+254 711 024 747** and **WhatsApp +254 705 474 747** or X/Twitter: @KenyaAirways and @KQSupport; Facebook: @OfficialKenyaAirways, Instagram: officialkenyaairways. Our team is available to assist you with your travel plans and answer any questions you may have.

#### **5. Will Kenya Airways continue to operate flights to other nearby destinations?**

Yes, Kenya Airways will continue to serve other destinations in the region. We encourage you to explore our other routes and destinations that may suit your travel needs.

#### **6. What if I have connecting flights through to/from Mogadishu?**

If your itinerary includes a connecting flight through to/from Mogadishu, our customer service team will work with you to rebook your journey via an alternative route. We aim to minimize any inconvenience and ensure you reach your final destination as smoothly as possible.

#### **7. Are there any special provisions for frequent flyer members affected by this change?**

Yes, our frequent flyer members will be given special consideration. We will work to provide the best possible alternatives and ensure that your loyalty points are honored. Please contact our frequent flyer program team for more details.

#### **8. How will cargo shipments to and from Mogadishu be handled?**

Cargo Freighter operations will not be affected by passenger flight suspension. The cargo freighters from Nairobi will be handled on ad-hoc cargo charter basis. For more information on Cargo Services, please reach out to our team on telephone **+254 741 267057** and email [cargo.saleskenya@kenya-airways.com](mailto:cargo.saleskenya@kenya-airways.com)

#### **9. Will Kenya Airways consider resuming flights to Mogadishu in the future?**

While we are ceasing operations to this destination, we continuously review our route network and market conditions. We will consider resuming flights if future conditions are favorable and align with our strategic goals.

#### **10. Where can I find updates and additional information about this change?**

Updates and additional information will be available on our official website at [www.kenya-airways.com](http://www.kenya-airways.com) or call our 24-hour Customer Services Desk: **+254 20 327 4747**, X/Twitter: @KenyaAirways and @KQSupport; Facebook: @OfficialKenyaAirways, Instagram: officialKkenyaairways We recommend checking these sources regularly for the latest news and updates regarding this change.