

DATE: 07 NOVEMBER 2022**MEMO: FLIGHT DISRUPTION CONTACT DETAILS**

Dear Valued Partner,

As Kenya Airways continue to manage the situation with the unlawful strike action by KALPA, we have found that passengers are not informed of the flight cancellations. When we open the ticket, there are either no contact details (telephone or email) or that of the Travel Agent.

We kindly request that all bookings have the contact details inserted on the booking, to enable the airline to communicate the flight disruptions. In the event of contact details being that of the Travel Agent, we kindly request that the information is passed onto the customer.

Thank you for your continued support and understanding in this regard.

Best regards,

Kenya Airways Commercial
South Africa