

Tariff Notice

TN Number: 02-11-2022

Date: 04 November 2022

Kenya Airways Guidelines to Passengers due to Planned Unlawful Industrial action by the Kenya Airlines Pilots Association (KALPA).

Following the strike notice announced by Kenya Airline Pilots Association (KALPA) commencing on 05 November 2022, customers may be offered the following options:

1. Cancellations & Refunds.

For wholly unutilized tickets:

- Full refund is allowed.
- Refund penalties are waived.
- Refund application should be submitted on or before 15 November 2022.

For partially utilized tickets:

- Refund less 70% of the return fare paid.
- Refund penalties are waived.
- Refund application should be submitted on or before 15 November 2022.

Refunds in the form of vouchers are highly recommended as waiting times might be long for other refund types.

2. Rebookings

- Change of reservation fees are waived.
- No show fees are waived, for the duration of the industrial action.
- Fare upgrade amount is waived, except for change in class of travel or change in routing
- The new travel dates must be made, and tickets reissued by 15 November 2022.
- Reissued tickets must bear 'INVOL CHG DUE KALPA INDUSTRIAL ACTION' in the endorsement box.
- Normal ticket rules apply for changes done outside the industrial action window.

3. Re-protection:

- Guests can be re-protected on other Airline as per **TN Number: 16-03-21(Updated)**.

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.**