

Tariff Notice

TN Number: 04-04-2023

Issue Date: 26-04-2023

KENYA AIRWAYS POLICY for Travel on Two Separate One-Way Tickets

It has been observed that some Agents / Trade Partners are issuing two separate tickets (a one-way ticket for the outbound journey on Kenya Airways and another one-way ticket for the inbound journey on a different airline) for an entire return trip itinerary. Other instances have been observed where a passenger holding a return ticket on Kenya Airways have the inbound journey voided or refunded before arriving at their destination. Such practices have been observed for customers who hold short-term visit visas (as reflected in the TIMATIC information), and who by nature require return tickets. Due to the lack of a return ticket, Kenya Airways may end up incurring heavy fines, including the ticket cost for the carriage of the passenger back to their point of origin in cases of deportation.

Going forward, in cases of international guest travelling on Kenya Airways, wherein by the nature of their travel documents/visa they are required to have a return ticket, such passengers **MUST** be issued with a Kenya Airways return ticket for the entire journey.

EXCEPTIONS

It is acknowledged that a customer may book an outbound ticket on Kenya Airways and inbound ticket on another airline for international travel provided that such customer through the travel agent provides an indemnity letter (**Refer to Template_Agent Indemnity letter to KQ_ OK TO BOARD**).

It is also acknowledged that some corporate customers travelling for project-related work may need to issue two separate tickets (one for out-bound & a separate for in-bound) as per their company policy. Agents handling such customers must bring this Tariff Notice to the attention of their customers. If the IATA agent issuing the outbound ticket is willing to indemnify/or authorize KQ to raise an ADM to recover any deportation related expenses (cost of ticket and applicable fines), then such customers will be accepted for check-in based on the indemnity letter provided by the ticketing agents (**Refer to Template_Agent Indemnity letter for Corporates_ OK TO BOARD**). The indemnity letter must be on IATA agent's official letter head and duly signed by authorized signatory with IATA agents official company IATA stamp.

Note: It is the responsibility of the IATA agent to ensure that such indemnity letter is acknowledged by Kenya Airways or Kenya Airways General sales Agent (**GSA**) as received and that the KQ Airport team is informed. For clarity the indemnity form is for the purpose of accepting the customer at check-in and does not in any way guarantee the passenger processing through the immigration desk.

Please take note that this Tariff notice is put in place for the best interest of Kenya Airways customers and to ensure that they hold relevant documentation needed for travel. Further this Tariff notice does not in any way impact customers who as per travel visa are permitted to be issued with one-way tickets.

For any queries, please contact: CEC@Kenya-airways.com

Be guided accordingly and ensure this Tariff Notice is circulated to ALL your respective Sales/Check in Offices, Travel Agents and GSAs.