

Tariff Notice

TN Number: 03-11-2022

Date: 10-11-2022

Kenya Airways Resumption of Flight Operations Following Court Order to Kenya Airlines Pilot Association (KALPA).

Following the decision by the Employment and Labour Relations Court directing pilots to resume work, please take note of the below guidelines to guests.

1. Re-bookings

- Change of reservation penalty will be waived.
- No show penalty will be waived.
- Re-bookings back to KQ services are allowed and covered by this Tariff Notice.
 - Any pax who was endorsed on other carriers due KQ Pilot Industrial Action 2022, can be re-booked back to KQ on same cabin, any RBD available.
- Travel agents are reminded to reconfirm pax within 24 hours before pax go to the airport.
- Check in agents to ensure that guests are through checked to final destination.
- The new travel dates must be made, and tickets reissued by 15th November 2022.
- Normal ticket rules will apply for changes done outside above conditions.
- Agent must ensure customer contact details are updated in the PNR.

2. Passengers can expect a full refund on request.

Refunds can be offered via an EMD Voucher that can be utilized within one year from date of issue or as per original form of payment (**FOP**).

- For wholly unutilized tickets, full refund is allowed.
- For partially utilized tickets, refund less 70% of the return fare paid.
- Refund penalties are waived.
- Refund application should be submitted on or before 15th November 2022.
- For query on refund, please contact the issuing agent office. For booking done online, this should be sent to online.refund@kenya-airways.com

3. Validity of Tariff Notice:

This Tariff Notice is valid for:

- Bookings done for travel on/before 12 November 2022
- Tickets issued on/before 12 November 2022
- All changes must be completed 15 November 2022.

For General queries on the Tariff Notice, contact: CEC@kenya-airways.com

This Tariff Notice supersedes earlier **TN number 02-11-2022** on Guidelines to Passengers due to Unlawful Strike Notice by KALPA.

Be guided accordingly and ensure this Tariff Notice is circulated to **ALL Kenya Airways Reservations, GSAs, Check-in Offices and Travel Agents.**