

Tariff Notice

TN Number: 05-12-2022

Issue Date: 29-12-2022

REVISED UNACCOMPANIED MINOR (UM) HANDLING FEES

UM DEFINITION:

An unaccompanied minor is a child from 5 up to and including 14 years of age who is not travelling with a person who:

- Is minimal 18 years of age
- Has a confirmed reservation for the same flight and cabin as the minor under 14 years
- Is willing and capable to take full responsibility for the minor during the entire trip.

Children younger than 5 will not be accepted to travel unaccompanied. Kenya Airways does not provide escort service.

The child must be accompanied by a parent/guardian or a person who has a minimum age of 18 years.

Conditions of UM acceptance:

- Advance reservations must be made at least 24 hours before departure.
- UM will be accepted only on KQ Operated Flights.
- The PNR must be Updated with **WBBB** (Will be brought by) and **WBMB** (Will be met by) elements.
- An unaccompanied minor can travel on Industry fare or reduced fare only if they hold a confirmed reservation for all sectors.

Restrictions UM acceptance:

Restrictive rules may apply for travel involving certain itineraries or itineraries that include other airlines. The following restrictive rules apply:

- No UM under 5 years.
- No overnight stopover/connection.
- No connections on 'flights' operated by train/ bus.
- No change of airport allowed.
- No connection longer than 5 hours.
- Minors travelling with parents and booked in different cabins will be required to pay the full UM fee.

Fare

5-14 yrs: adult fare plus UM fee (auto-quote - see note 1).

15-17 yrs: adult fare plus UM fee (manual transaction) if UM service required.

(Action/Promotional fares not permitted in combination with UM Fees).

Note 1:

For **UMNR** 5-14yrs, the passenger type code (UNN) must be included in the name field, for the fare to include the UM service fee in the fare quote.

Example

UNN

Warning Message

Unaccompanied Minor in this PNR.(1)

UMNR

PNR Info: Responsible Agent - | Creation On - by , - | File last saved - | TST | DCS Information
Responsible Port:NBOKQ08AA | Queuing Port:NBOKQ08AA | **PNR Type** : Individual | Revenue

Delete PNR from

Launch Smart Flow

Passenger Details

Passenger Details Section

[Add / Update](#) [Split PNR](#)

Main Contact

Address

EMAIL: TEST@KENYA-AIRWAYS.COM

Passenger

PTC

Contact & Address

Frequent Flyer Number

1 REHMAN / Hannah
01 JAN 2012

U10

MOBILE: 0726243200

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Itinerary Details

[Add/Modify](#) [Modify Flights](#) [Modify Flights Flow](#) [Edit/Amend Action Code](#) [Price Itinerary](#) [Re-Price/Change E-tickets Automatically](#) [Re-Price/Reissue E-tickets Manually](#) [Manage TST](#) [Modify Number in Party](#) [Print / Email Itinerary](#)

Segment	Class	Date	Day	Dep. Location	Arr. Location	Dep. Time	Arr. Time	Status	Aircraft
1 KQ 482	N	29DEC	THU	NBO 1A	DAR 3	0740	0905	HK 1	E90

Non-Air Bookings

Services

[Add Service](#) [Price Services](#) [Create TSM](#)

Passenger	Services	Sector & O/D	Type	Code	
	Show All Hide All				
1 REHMAN / Hannah (U10)	UNACCOMPANIED MINOR (UMNR)	ALL KQ			

Messages, Remarks, Other Service Information(OSI), Special Keyword (SK)

[Add / Modify / Delete Remarks](#) [Add / Modify / Delete Other Service Information](#) [Add / Delete Special Keyword](#)

RM ?

UNN

Create TST View TST History				
TST #	Ticket Status	Passenger	PTC	Sect
1 View	Not ticketed	1 REHMAN / Hannah	U10	ALL
TOTAL				

TST Display / Update

TST1 [X](#)

[Delete TST](#) [Add / Remove Passengers](#) [Add / Remove Sectors](#) [Split TST](#) [Modify TST](#) [Modify Taxes](#) [Modify Fees](#) [Add Original Document](#) [Prepare TST For Exchange](#)

TST 1 - REHMAN / Hannah (U10)

TST Matches PNR:Y

#	Dep. City	Arr. City	Stop	Flight No.	Class	Date	Dep. Time	Sector Status	Fare Basis	Fare Comp
1	NBO	DAR		KQ 482	N	29DEC	0740	OK	N1SRWKE/UM0	1

Issuing Status: F (First issue base fare amount)

Fare Information			Currency	Amount	Additional Information	
Published Fare			-	-	Tour Code	-
Net Fare			-	-	Commission	-
Base Fare			USD	85.00	Fare Calculation	NB0
Banker's Rate: 123.818978					Miles Calculation	-
Equivalent Fare			KES	10,525.00	Payment Restrictions	-
Miles				-	Original Issue/In Exchange	-
Taxes			KES	10,905.00	Endorsement/Restrictions	NOI RES
Fees			-	-		
TOTAL			KES	21,430.00		
Miles				-		

Form of Payment

[Manage Payment](#)

Passenger	PTC	Document	Type	Details
-	-	-	-	-

Note 2:

When a child travels as **UMNR** on the outbound flight and is accompanied by an adult on the inbound flight (or the other way around) a combination of 1/2 child fare plus 1/2 UMNR fare is permitted.

UM Handling Fees

Unaccompanied minors (UM) will pay the full adult fare (Action/Promotional fares not permitted) for the journey and an additional handling fee with the exception for Domestic travel only, (NBO, MBA, KIS, LAU, MYD, EDL)

For Travel within Eastern Africa (DAR, EBB, KGL, BJM, JRO, ADD, JIB, ZNZ)

OW DIRECT FLIGHT WITHOUT TRANSFER-- USD 50 e.g. NBO-DAR.

OW FLIGHTS WITH TRANSFER----- USD 50 e.g. DAR -X/NBO -EBB.

ROUNDTRIP WITHOUT TRANSFER----- USD 50 e.g. NBO-ADD-NBO.

ROUNDTRIP WITH TRANSFERS----- USD 100 e.g. DAR-X/NBO-EBB-X/NBO-DAR

For Travel within fifth freedom sectors on KQ services.

Charge Adult Fare (No action/promotional fares allowed) and handling fee of **USD25.00**

Examples of fifth freedom include;

BKO-DKR V.V, ACC-ROB V.V, ACC-FNA V.V, DKR-ABJ V.V, DLA-BGF V.V, KGL-BJM V.V, BKK-CAN, BKK-HKG V.V , DLA-FBM V.V etc

For Travel within Africa

OW DIRECT FLIGHT WITHOUT TRANSFER-- USD 80 e.g. NBO-LOS.

OW FLIGHTS WITH TRANSFER-----USD 100 e.g. JNB –X/NBO –ACC.

ROUNDTRIP WITHOUT TRANSFER----- USD 160 e.g. NBO-HRE-NBO.

ROUNDTRIP WITH TRANSFERS----- USD 200 e.g. LOS-X/NBO-DAR-X/NBO-LOS.

For Travel to/from Asia & Middle East:

OW DIRECT FLIGHT WITHOUT TRANSFER-- USD 80 e.g. NBO-DXB.

OW FLIGHTS WITH TRANSFER-----USD 100 e.g. JNB –X/NBO –DXB.

ROUNDTRIP WITHOUT TRANSFER----- USD 160 e.g. NBO-DXB-NBO.

ROUNDTRIP WITH TRANSFERS----- USD 200 e.g. LOS-X/NBO-BKK-X/NBO-LOS.

For Travel to/ from /within Europe & US.

OW DIRECT FLIGHT WITHOUT TRANSFER EUR 100 e.g. NBO-AMS

OW FLIGHTS WITH TRANSFER(S) EUR 100e.g. NBO-X/AMS-

CPH. ROUNDTRIP WITHOUT TRANSFER EUR 200 e.g. NBO-AMS-NBO

ROUNDTRIP WITH TRANSFERS EUR200 e.g. NBO-X/AMS-CPH-X/AMS-NBO

For Travel to/ from /within US.

OW DIRECT FLIGHT WITHOUT TRANSFER USD 100 e.g. NBO-JFK

OW FLIGHTS WITH TRANSFER(S) USD 100e.g. NBO-X/JFK-

RDU. ROUNDTRIP WITHOUT TRANSFER USD 200 e.g. NBO-JFK-NBO

ROUNDTRIP WITH TRANSFERS USD 200 e.g. NBO-X/JFK-RDU-X/AMS-NBO

The UM fee for the whole journey is included in the total fare (see collection method below). No UM fee to be collected at the airport when UM ticket designator code is shown on the ticket.

Collection Method Mandatory UM fee 5-14 Years

The UM fee is to be included in the total fare and should automatically convert to the currency of the country of commencement of transportation.

The UNN code in the name field will trigger the UM fee and at the same time the fare will be increased with the UM fee and the /UM ticket designator code will be indicated after the fare basis.

If the Passenger Type code (UNN) is not mentioned in the name field, the UM fee will not be calculated automatically. Quote entry. E.g.: FXP/RUNN

As proof of payment the ticket designator /UM is shown after the fare basis.

If no proof of payment can be found, i.e. no UM ticket designator is shown - the passenger must be directed to the ticket counter for UM fee payment.

At the airport an EMD will be issued and an SSR element is inserted in the PNR:

EXAMPLE:

SRUMNRKQ-UMI3 MALE JOHN UM FEE PAID VIAEMD 706I80I23456/SI

Siblings travelling together as UMNRR on mandatory and/or voluntary basis must each pay the applicable UM fee.

It is not allowed to book an **UMNR** service only to/from a transfer point.

Collection Methods Voluntary UM Fee 15-17 Years

The adult fare + UM fee needs to be charged for the entire journey. This will not be quoted automatically (no UNN Passenger type code)

- Charge the UM fee via Q-charge to be mentioned in the fare calculation box.
- Insert an SR element in the PNR that the fee has been

collected **EXAMPLE:**

SR UMNRR KQ-UMI6 MALE JOHN UM FEE PAID VIA Q-SURCHARGE/SI-2

If travelling as voluntary UM and no proof of payment can be found i.e. no Q-charge is shown then the passenger must be directed to the ticket counter for UM fee payment.

At the airport an EMD will be issued and an SSR element will be inserted in the PNR, example:

SRUMNR KQ UMI6 MALE JOHN UM FEE PAID VIA EMD706I80I23456/SI

The following information is mandatory and must be inserted in the PNR;-

- Duly filled UMNR forms for those who have paid handling fees.
- Enter SSR **mandatory** information in the PNR using code UMNR: For entries check GDS help pages.
- Add UM and minor's age, followed by gender and first name. Add form of identification details.
- Add SR WBBB (will be brought by at the departure airport, form of Identification).
- Add SR WBMB (will be met by at the final arrival airport, form of Identification).

Note: For minors between the ages of 15-17 both ages inclusive, who have voluntarily paid for the UM service fee the SSR information must also be inserted.

EXAMPLE:

Insert

Names Book

SSIL10/UM8

Insert the necessary SSRs

SR OTHS- PPT NO A100051
SR OTHS-WBBB by ONYANGO/TOM MR ID/PPT NO
A00005 SR OTHS-WBMB by ONYANGO/MARY MRS
ID/PPT NO C00007

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TICKET RECONCILIATION NEEDED
--- RLR ---
RP/NBOKQ0980/NBOKQ0980      RK/SU  6FEB14/0935Z  Y3IEU2
1.KIGET/KIKI
2 KQ 624 L 25FEB 2 NBOMBA HK1      2300 2359  *1A/E*
3 AP NBO +260213320345 - KENYA AIRWAYS REVENUE MANAGEMENT - A
4 TK OK06FEB/NBOKQ0980
5 SSR UMNR KQ HK1 UM08/S2
6 SSR ADTK 1A TO KQ BY 13FEB/1400Z OTHERWISE WILL BE XXLD
7 SSR OTHS YY WBMB BY JANE/KAIRU MRS ID/PPT NO A547476/TEL 254
  724879798
8 SSR OTHS YY WBBB BY MARY/ONYANGO MRS ID/PPT NO A00005/ 074
  87708 60707-
9 SSR OTHS YY PPT NO A100051
10 RC RESTRICTED
```

Reference Notes:

- For children aged 5-14Yrs, UM handling fees **must** be collected and is not optional except for Domestic Travel.
- For children aged 15-17Yrs (Young passenger), UM fees is optional. If service is requested it must be charged. If not charged:
 - Ensure Young Passenger can travel alone.
 - Insert comment on PNR: **-SR CKIN- Young passenger travelling alone parents / guardian advised.**
Note that without the remarks we expect UMR fee to be collected. Children below the age of 5 years will not be accepted as unaccompanied minors.
- Overnight connections are not allowed.
- For UM groups, UM fees will apply if group not accompanied by an adult. Normal group policy will apply.
- UMR shall be accepted for on-line transportation only, except that interline transportation shall be accepted between Kenya Airways and Partner airlines and provided that prior to travel, the UMR service request has been accepted and confirmed by the connecting airline and the ticket issued as one continuous ticket. **Please do not issue two separate tickets.**
- The service of an UMR will end at the International airport if the passenger's tickets have been purchased on separate documents, and who have onward domestic sectors on other airlines.
- KOOLFLIERS are exempted from UMR fee but remarks must be inserted as SR **CKIN – KOOL FLYER EXEMPTED UM FEES** and also insert the mandatory **SSR UMR information above.**
- The exemption above on KOOLFLIERS is on KQ network and on KQ operated flights only (NOT CODE SHARE).
- Students must produce the KOOLFLIERS membership card.
- Unaccompanied children of KQ staff may be accepted as UMR's upon purchase of ID50 economy class tickets as per KQ staff travel policy. All other rules including UMR fees will apply as stipulated above.

NOTE: This Tariff Notice supersedes any other TN issued on the same subject and shall be effective w.e.f 1st Jan 2023

For queries, please contact: SalesDevelopmentTeam@kenya-airways.com

Please ensure this Tariff Notice is circulated to ALL your respective sales/Check-in Offices, Travel Agents and GSAs.