

Tariff Notice

TN Number: 04-10-2024

Date: 9th October 2024

Suspension of Mogadishu Flights Effective 15th October 2024

Effective **15th October 2024**, Kenya Airways will suspend passenger flights into and out of Mogadishu due to operational reasons to allow the airline optimize route network and improve its overall operational efficiency.

Affected customers may be offered the following options:

I. Refunds.

- a. For wholly unutilized tickets, full refund is allowed.
- b. For partially utilized tickets:
 - i. For tickets whose return journey have not commenced, refund will be on one half of the round-trip fare and any unused charges and taxes.
 - ii. For tickets whose return journey have commenced, refund will be calculated less the prorated portion already utilized. Unused charges and taxes will be refunded.
- c. Refund penalties are waived.
- d. Refund application should be submitted on or before **15th November 2024**
- e. Customers have the option of refunds in form of vouchers. Please note that vouchers **MUST** be utilized within one year from the date of issue.
- f. NB: Refunds will be processed at the point of sale.

2. Rerouting/Rebooking Options:

- a. As per attached Annex Below, passengers to/from MGQ may reroute via ADD on Ethiopian Airlines (ET)
- b. Passengers may Change their booking to a different routing.
- c. Fare difference may be apply in case of change in class of travel or change in routing where applicable.
- d. The new travel dates must be made, and tickets reissued by 15th November 2024.
- e. Change of reservation fees will be waived.
- f. Reissued tickets must bear 'INVOL CHG DUE SUSP OF MGQ' in the endorsement box.

NOTE:

This tariff notice covers tickets issued on/before **9th October 2024** for travel on/after **15th October 2024**. Otherwise, normal ticket rules shall apply.

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Annex I- Re-Routing Options

Re-Routing Options Due To Suspension Of Mogadishu (MGQ) Flights:

Reprotection RBDs on Ethiopian Airline via Addis Ababa.

	Cabin	
ET Sector	Business	Economy
ADD-MGQ V.V	J/D	B/M/K/L/V/H/U

For any queries contact your local sales support.

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