
TARRIF NOTICE NUMBER: **TN 14-03-2020**

TO ALL:

KQ COUNTRY MANAGERS
KQ AREA MANAGERS
KQ STATION MANAGERS
KQ REVENUE MANAGEMENT
KQ REVENUE ACCOUNTS
KQ CONTACT CENTRE

RE: Rebooking and Refund Guidelines for Kenya Airways – Update 2

This waiver supersedes previous Tariff Notices issued in this regard and applies to tickets New or Existing issued for travel up to **30th June 2020**.

Waiver Code **COVID-19** should be indicated on the reissued ticket/EMD

This waiver applies to:

- All fare types, including groups and conferences.
- All Kenya Airways destinations.
- All points-of-sale.
- All travel up to **30th June 2020**.
- Ticket changes/Refunds must be completed by **31st May 2020**.

Change of Travel

- Customers can change to a flight of **equal or lesser value** with **no change fee**.
- If the new fare is of lesser value, there will be no refund or residual of the fare difference.
- If the new ticket is a higher fare, the customer will only pay the fare difference.

Cancellations

- Refunds will only be possible via EMD. This can be utilized within 12 months from date of issue.
- No Cash Refunds allowed.
- This applies to Refundable and Non-Refundable tickets.
- This applies to EMDs issued for Ancillary services as well.

How to Issue an EMD in 1A

Issue **EMD UNST** (Amadeus users) to the value of the existing ticket, the EMD is valid for 12 months. Indicate COVID-19 in the endorsement box

EMD generation steps:

NM1TEST/ERIC MR
IU KQ NN1 UNST NBO/16APR-ISSUED DUE COVID-19
APE TEST.ERIC@KQ.COM
TKOK
RFERIC;ER
TMC
TMI/RUSD1000.00/cv-1000/W0 (Total ticket Value)
FO*L15 (Line number of the FA element)
TMI/FO-706-1234562700E1NBO05MAR20/1234584 (FO element)
TMI/FP-O/CASH+/NONREF (Form of Payment)
CR-Ticket value transferred due COVID-19 EMD VLD 1YR from Issuance(To add Coupon Remark on TSM)
TTM/RT (EMD Issuance)

Ticket endorsement box(FE element) to be updated with 'TICKET EXCHANGE DUE COVID-19'.

All agents using other GDSs (Travelport, Sabre, Worldspan, Travelsky, Apollo, Abacus) to contact the nearest Kenya Airways offices for issuance of EMDs

For queries contact customer.relations@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. Ensure all queues are handled and UN messages in the PNR are removed.

ISSUED BY	:	REVENUE MANAGEMENT	TN NO.	:	14/03/2020
ISSUED ON	:	20/04/2020	EFFECTIVE	:	IMMEDIATELY