

Tariff Notice

TN Number: 44-10-2021

Date: 15th October 2021

BOOK WITH CONFIDENCE ON KENYA AIRWAYS

Below guideline applies for tickets issued on or before 31st March 2022.

1. Book with confidence:

- Guests can make unlimited changes to their bookings within the ticket validity.
- Tickets are valid for 1 year from the date of issuance.
- A fare difference may apply for subsequent changes if fare on new travel date/s is higher than the original fare purchased. Fare will be reassessed at the time of rebooking.
- Booking changes must be made before the scheduled departure of the original flight.

The above guidelines apply to all Kenya Airways destinations excluding Domestic Kenya (Mombasa & Kisumu) and itineraries to/from India, China and point to point between Kenya and Tanzania.

2. Cancellations of tickets:

Cancellations will be subject to the fare conditions of the ticket. Cancellation fees will be waived due to:

- Flight cancellation
- Disrupted travel plans arising from Covid-19 related international border closures
- Inability to travel on booked flight resulting from positive Covid-19 test.

3. Refunds:

- Note that refund requests will be reviewed and processed based on applicable local and international regulations on passenger rights that apply in these current unprecedented circumstances.
- Contact your travel agent for any refund or change request if you have booked through a travel agency.

For any queries: CEC@kenya-airways.com

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