



Tariff Notice

TN Number: 04-06-2025

Issue Date: 20-06-2025

NETWORK SCHEDULE CHANGE DURING SUMMER 2025

Due to operational reasons Kenya Airways has decided to re-optimize its flight schedule during the coming summer period. Subsequently, the following routes (among others) are impacted through reduction in frequencies during July/August summer period.

- Nairobi - Mumbai.
- Nairobi - Paris
- Nairobi - Amsterdam
- Nairobi - Bangkok
- Nairobi -Lagos
- Nairobi – Maputo
- Nairobi – Kinsasha
- Nairobi – Accra/Freetown.

Rerouting Option:

Consequently, bookings have been routed to schedule queues and ALL offices (KQ Sales Offices, GSAs, CEC, Travel Agencies) are requested to clear their queues with a view of offering rerouting options.

While rebooking, agents are advised to offer Customers next available Kenya Airways flight as first alternative. In the absence of Kenya Airways rerouting option, re-protection should be as per attached Tariffs Notice (**TN 03-06-2025**) guideline on Re-protection.

Other guidelines:

- Rebooking is permitted to alternative date of travel. Please re-book within the same cabin/class.
- If the same class is not available, please rebook in the next lowest available class within the same cabin, i.e. – original PNR booked in T class, if T class is not available but Q/L/H/K is available then Q is next lowest class to book. If Segments are under married segment control (O&D), then rebook the entire O&D.
- Tickets must be reissued with the following message in the ENDO box “**REISSUE DUE TO SKCHG**”.
- All the date change fees will be waived.
- With authority of this Tariff notice, Customers may change their destinations. Fares difference may apply in the case of change of destination.
- All rebooking and re-issues must be completed by close of business day on/before 15th July 2025.
- Failure to complete the ENDO box will result in an ADM being raised for penalties and change fees.

Cancellations And Refunds:

Passengers can expect a full refund on request.

For Wholly Un-Utilized Tickets:

- Full refund is allowed.
- Refund penalties are waived.

For Partially Utilized Tickets:

- Refund less 70% of the return fare paid.
- Refund penalties are waived.

Refund application should be submitted on or before 31st August 2025

For any further queries and clarification, please contact your local Sales/Agent support or our Customer Excellence Centre.

Ensure this Tariff Notice is circulated to ALL your respective Sales offices, Check-in offices/counters, Travel Agents and GSAs.