

Tariff Notice

TN Number: 05-06-2023

Date: 29/06/2023

INDEFINITE SUSPENSION OF KHARTOUM, SUDAN FLIGHTS OPERATIONS

Due to the continued unrest in Khartoum, Sudan, Kenya Airways has indefinitely suspended all flight operations into and out of Khartoum indefinitely.

Affected customers may be offered the following options:

1. Refunds.

For wholly unutilized tickets:

- Full refund is allowed.
- Refund penalties are waived.
- Refund application should be submitted on or before 31st July 2023

For partially utilized tickets:

- 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.
- For tickets whose return journey have commenced, refund will be calculated less the prorated portion already utilized. Unused charges and taxes will be refunded.
- Refund penalties are waived.
- Refund application should be submitted on or before 31st July 2023.

Refunds in the form of vouchers are highly recommended. Please note that vouchers **MUST** be utilized within one year from the date of issue.

NB: Refunds will be processed at the point of sale.

2. Rebooking

- Passengers may Change their booking to a different routing.
- Change of reservation fees are waived.
- No show fees are waived, for the duration of the cancellation period.
- Fare difference will be applied in case of change in class of travel or change in routing where applicable.
- The new travel dates must be made, and tickets reissued by 31st July 2023.
- Reissued tickets must bear 'INVOL CHG DUE UNREST IN SUDAN' in the endorsement box.

NOTE:

This tariff notice covers tickets issued on/before 19th June 2023 for travel on/after 23rd May 2023. Otherwise, normal ticket rules shall apply.

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.