

TARIFF NOTICE: 19-February-2025

DISRUPTION HANDLING – GUEST REBOOKING ON KQ FLIGHTS

Dear Travel Partner, to serve our guests better, please ensure your schedule change queues are actioned and communicated to guests prior to departure. If the guest is not traveling, segments must be cancelled in the PNR to avoid no show charges and ADMs.

We don't have a blanket waiver authorization as of right now and for schedule changes for itineraries involving other Airlines, you will have to email us for the waiver and send us the reissued ticket.

In the event of a schedule change on Kenya Airways operated flights and ticket issue on 706 paper you can offer the below waiver as long as the refund/reissue is done following the below guidelines.

Waiver for refund "INVOL REFD DUE KQ FLIGHT NUMBER/DATE AND YEAR NO OPT"

Waiver for reissue "INVOL REISSUE DUE KQ FLIGHT NUMBER/DATE AND YEAR"

1. When flight disruption occurs, the passengers shall be re-accommodated on a flight a day before or after with the exceptions of routing with no daily flights whereby re-bookings shall be allowed +/- 3days. Passenger to be rebooked in the original booking class and the routing as per the ticket. Should the same booking class not be available, rebook the lowest available class within the same cabin. If segments are under married segment control (O&D), then rebook the entire (O&D). For the purpose of this policy, rebooking shall be done only on KQ operated flights. No rebooking will be allowed in J or Y RBDs, unless this is what was originally booked. Please contact our Reservations Team at usreservations@kenya-airways.com and they will assist you in confirming the same RBD for KQ flights if only J/Y RBDs are available.

2. A refund can only be provided if the schedule change is for more than 3 hrs. And the change is not acceptable to the passenger. For any schedule changes less than 3 hrs. You will have to offer the rebooking option to the client and if that is not acceptable to the guest, please email it to us for approval.

3. Time in minutes change. In case the passenger is traveling within a week or two , reissue has to be done within 48 hours off the schedule change notice. If the passenger is traveling 6 months later, it can be done within 7 days of the schedule change notice and no later. In short, all schedule changes depending on the date of departure must be actioned within 7 days.

4. Flight change - Tickets must show the exact date and flight # for travel.

5. Code Share, Non-Stop to Connection, Routing change, Alternate City, Alternate Airlines all these have to be reviewed by our Reservations Team, before a waiver is issued.

6. Routing change - Tickets have to be reissued with the exact new route after getting a waiver from our office before reissuance, approval has to be taken by sending an email to our reservations team at usreservations@kenya-airways.com

Reservations Team - Open 24hrs

Email: USReservations@kenya-airways.com

Phone number 1-866-536-9224