

## Notice To Agents: 002G

22<sup>nd</sup> May 2020

### Kenya Airways Revised Policy – Covid-19 Rebooking and Refunds for all Travel up to 30<sup>th</sup> September 2020

Dear Travel Partner,

This Agents Notice replaces Agents Notice 002F dated 20th April and applies to tickets and EMDs issued on/before **30th June 2020 for travel up to 30th September 2020**. New tickets or EMDs should be issued by **30th June 2021**.

Change fee will be waived for **all International & Domestic tickets** booked for travel up to 30th September 2020. Please note waiver code remains the same **COVID-19**.

Waiver Code **COVID-19** should be indicated in the Passenger Name Record (PNR) and in endorsement box of the EMD and Reissued ticket affected by the COVID-19 pandemic

#### This applies to:

- All fare types, including ticketed groups and conferences.
- All Kenya Airways destinations.
- All points-of-sale.
- All EMDs issued for Ancillary Services and Group Deposits
- All travel up to 30th September 2020

#### Below are the Rebooking Options:

##### 1) Open Tickets

- Guests can leave their tickets/EMDs open until **30th June 2021**.
- Insert retention line to retain PNR, GDS entries below.
- The new departure will be rebooked and ticketed free of charge for the same booking class and seasonality for any future flight.
- If the new ticket is a higher fare, the customer will only pay the fare difference and taxes (in case of change of routing).

##### 2) Change of Travel

- Customers whose bookings are impacted by COVID-19 pandemic can make unlimited changes to a flight of equal to or lesser value with no change fee to any Kenya Airways destination.
- If the new ticket is a higher fare, the customer will only pay the fare difference and taxes (in case of change of routing).

##### 3) Cancellations

- Refunds will only be possible via EMD that can be utilized within 12 months from date of issue for Domestic Tickets and 24 months for International Tickets.
- Cash refunds will be permitted after expiry of EMD or Tickets, original fare rules and conditions will apply.
- Customers who do not wish to take advantage of any of the rebooking options above may still submit tickets/EMDs for refund. Refunds will be processed according to the fare conditions or, in the case of cancelled flights, on involuntary basis. However due to the current situation, we ask for understanding as there will be delays in processing refund requests.

Should you have any enquiries please contact  
Kenya Airways Sales Department  
Tel: 020 8283 1819  
Fax: 020 8283 1880  
Email: [uksales@kenya-airways.com](mailto:uksales@kenya-airways.com)  
[www.kenya-airways.com](http://www.kenya-airways.com)

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**Retention Line** – Agent can rebook on the same PNR in future and can access the PNR history if it's within the DATE indicated in the retention line.

- **Amadeus**

**RU 1A HK1 NBO 10DEC/RETAIN COVID19**

Where:

RU – entry

1A – GDS

HK1 – Number of passengers in the booking

NBO – Station of action

10DEC – Date of Action

Retain COVID 19 – Reason for retention of booking

The RU ELEMENT above must be removed during ticket re-issue/exchange.

- **Travelport**

**RT.T /DATE\* COVID 19**

- **Sabre and Abacus**

**00THYYGK1NBO26SEP- COVID 19**

NBO=city code

26SEP=date

#### **EMD Procedure**

- Issue EMD to the value of the existing ticket.
- COVID-19 to be inserted in the Endorsement box.
- Amadeus users can issue the EMD using code UNST (standalone) to be issued for 1A users

#### **How to Issue an EMD in 1A**

Issue EMD UNST (Amadeus users) to the value of the existing ticket.

#### **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/**WUSD0.00** (ensure **Total ticket Value shows 0.00**)

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'.**

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Agents using other GDS (Travelport, Sabre, Worldspan, Travelsky, Apollo, Abacus) can email [uksales@kenya-airways.com](mailto:uksales@kenya-airways.com) for EMD issuance with following details:

- Copy of pnr with KQ locator
- Ticket details showing ticket value

**Please note:**

- To avoid ADMs, please ensure that you insert the waiver code “**COVID-19**” where applicable.
- This waiver applies to tickets booked for travel up to **30th September 2020**.
- All ticket changes must be completed by **30<sup>th</sup> June 2021**.

Please ensure all ticketing staff are made aware of this information.

If you have any questions or need further clarification, please contact our reservations team.

Tel: 020 8283 1818

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