

Updated Tariff Notice

TN Number: 05/01/2021

Date: 28th January 2021

Rebooking Guidelines for Guests travelling To/From China

Following temporary suspension of **day 1** China flights, i.e. KQ 882 of 1st, 8th, 15th and 22nd February 2021, guests holding Kenya Airways tickets can be given the following rebooking options: -

Change of Travel

Customers whose bookings are impacted can make one change to a flight of equal 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).

Cancellations

Customers who do not wish to take advantage of the rebooking options above may submit their tickets for refund. Partially utilized tickets should be refunded less one-way fare for the utilized sector. Refund penalties will be waived.

Qualification for Above Waivers

- **Guests Must be holding Kenya Airways tickets travelling to/from China on Kenya Airways operated flights only.**
- Disrupted guests travelling on KQ 882 on 01st, 08th, 15th, 22nd Feb 2021 and disrupted guests travelling on KQ 883 on 3rd, 10th & 17th February 2021.
- The guests mentioned above must be holding tickets issued on/before 29th January 2021.
- All rebooking/Refund application must be completed by 28th February 2021.

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.**