

肯尼亚航空公司关于退改签规定的调整

各位尊敬的代理人：

肯尼亚航空公司总部自 2017 年 4 月 17 日起对肯尼亚航空公司航线网络（除合作经营航线）机票的更改规定做出如下调整：

ECONOMY CLASS						
REGIONS	CLASSIFICATION	CHANGES		NO SHOW	CANCELLATIONS/REFUNDS	
		Before Departure	After Departure		Before Departure	After Departure
DOMESTIC	Promo (G,W,V,R)	40	50	50	Non-Refundable	Non-Refundable
	Semi Restricted (E, T, Q, N)	30	50	50	Non-Refundable	Non-Refundable
	Semi Flex (L,H,K,U,M)	30	50	50	Charge USD 75	Non-Refundable
	Full Flex (B,Y)	Free Changes	Free Changes	50	Permitted	Permitted
INTRA AFRICA	Promo (G,W,V,R)	75	100	100	Non-Refundable	Non-Refundable
	Semi Restricted (E, T, Q, N)	50	100	100	Charge USD 100	Non-Refundable
	Semi Flex (L,H,K,U,M)	50	75	100	Charge USD 100	Charge USD 150
	Full Flex (B,Y)	Free Changes	Free Changes	100	Permitted	Permitted
AFR-WORL VV except JV	Promo (G,W,V,R)	100	150	150	Non-Refundable	Non-Refundable
	Semi Restricted (E, T, Q, N)	75	100	150	Charge USD 150	Non-Refundable
	Semi Flex (L,H,K,U,M)	Free Change	100	150	Charge USD 100	Charge USD 150
	Full Flex (B,Y)	Free Changes	Free Changes	150	Permitted	Permitted

BUSINESS CLASS						
REGIONS	CLASSIFICATION	CHANGES		NO SHOW	CANCELLATIONS/REFUNDS	
		Before Departure	After Departure		Before Departure	After Departure
DOMESTIC	Promo (ZPR...)	75	100	50	Non-Refundable	Non-Refundable
	Semi Restricted (ZLS..., ZSR...)	50	100	50	Non-Refundable	Non-Refundable
	Semi Flex (I,D)	1 change free, additional @ 25USD	1 change free, additional @ 75 USD	50	Permitted	Charge USD 75
	Full Flex (C,J)	Free Changes	Free Changes	50	Permitted	Permitted
INTRA AFRICA	Promo (ZPR...)	200	300	150	Non-Refundable	Non-Refundable
	Semi Restricted (ZLS..., ZSR...)	100	150	150	Charge USD 150	Non-Refundable

	Semi Flex (I,D)	1 change free, additional @ 50 USD	1 change free, additional @ 100 USD	150	Permitted	Charge USD 100
	Full Flex (C,J)	Free Change	Free Changes	150	Permitted	Permitted
AFR-WORL VV except JV	Promo (ZPR..)	100	150	200	Non-Refundable	Non-Refundable
	Semi Restricted (ZLS.., ZSR...)	75	100	200	Charge USD 200	Non-Refundable
	Semi Flex (I,D)	Free Change	1 Change free, additional @ 75USD	200	Permitted	Charge USD 150
	Full Flex (C,J)	Free Change	Free Changes	200	Permitted	Permitted

特别说明:

- 如机票规则说明不能退票, 则 YQ/YR 亦不能退.
- 改期费收取适用于每次航班、日期、路线等预定变更后的机票更改和/或重新出票。
- 改期费收取适用于每次航班、日期、路线的运价构成变化、调整。在机票更改当日必须完成重新出票, 且必须在航班起飞前完成。
- No Show 费, 改期费均没有代理费。
- 前往 MPM/APL/POL/LLW/BLZ 的机票如果退回程应在到达 7 日后才可以办理。
- No Show 费收取适用于任何预定的航段。
- No Show 定义: 客人没有在航班起飞前更改或取消预定。

如有违上述规定 KQ 会通过 ADM 方式追回应收款项或补足差额.

如有疑问请致电肯尼亚航空公司各地销售部门。

注释:

ECONOMY CLASS: 经济舱 BUSINESS CLASS: 公务舱

REGIONS: 区域 CLASSIFICATION: 舱位 CHANGES: 变更 CANCELLATIONS/REFUNDS: 取消/退票

Before Departure: 起飞前 After Departure: 起飞后

Non-Refundable: 不能退票 Permitted: 允许 (退票)

DOMESTIC: 肯尼亚国内线 INTRA AFRICA: 非洲内陆线 AFR-WORLD VV: 洲际线