

Tariff Notice

TN Number: 02-08-2022

Date: 03-08-2022

Kenya Airways UPDATED Booking Process For NBO-CAN Flights

Please find below guide on updated Booking process and Testing requirements for NBO-CAN Flights.

Sales period and Travel period	Effective 12 August 2022
Route	NBO-CAN
Booking class (RBD)	On availability for both Business class and Economy.
Fares	Published fares
Discount	1. Not allowed for guests above 12yrs 2. Child & infant discounts apply
Ticketing Time Limit	24 hours after booking confirmation
Date change/Refund	Not permitted, except: 1. When IGM results are not qualified but PCR is negative, free refund or reissue without penalty. 2. PCR is positive or rejected by Chinese Embassy. Date change/refund charge USD500. Above test reports must be sent to local KQ sales office as evidence.
No show	Not permitted any time, No-show tickets will be treated as flown.
Flight disruption or suspension	Free refund or reissue without penalty.
Sales Channel	Bookings to be done on first come first served basis through KQ Sales Offices and select agents.
Additional requests at ticketing	Once an agent/passenger issues the ticket, s/he must contact the local KQ Sales Office immediately and provide passenger details. Local KQ Sales Office will contact the agent or passenger about the KQ protocol requests, if any passenger fails to comply with the testing requirement as per the KQ protocol policy, they will be denied boarding.

For further details, refer to:

- Attachment 1: KQ protocol request for NBO origins.
- Attachment 2: KQ protocol request for transit passengers
- Attachment 3: KQ IGM rules
- Attachment 4: NBO hotel and land operator contacts

For queries, please contact: RM.DFA@kenya-airways.com

Please be guided accordingly and ensure this Tariff Notice is circulated to ALL KQ reservations, Travel Agents, GSAs, and Check-in offices.