

KQ Holidays

Frequently Asked Questions (FAQ'S)

Question	Answer
What is Kenya Airways Holidays?	Kenya Airways Holidays is a tour operator that provides dynamic flight + hotel packages, hotel stays, tours & activities, and airport transfers, and is fully operated by: United States: Holidays USA, Inc. European Economic Area: TUI Spain, S.L.U. Other Markets: TUI International Holiday (Malaysia) Sdn. Bhd.
What are the products that Kenya Airways Holidays sell?	Kenya Airways Holidays sells Nairobi Stopover package, Flight + Hotel package, Tours, and Transfers
Can I select other fare types?	No. Kenya Airways Holidays will select the most affordable fare type available at the time of booking by default.
What are the options for cabin class?	Kenya Airways have 2 cabin class, Economy and Business.
Can I select my seat in advance?	Yes, you can select the seats in advance with charges. After booking completion, go to the Manage Booking portal at https://www.kenya-airways.com/en/book-manage/manage-booking/ and enter the Flight reference (PNR) with your Last name.
What is the airline's policy on flight delays or cancellations?	We'll do our best to help you get your travel plans back on track. If possible, we'll offer you rebooking options or a refund. If your flight is delayed or cancelled, please contact us as soon as possible at kenyaairwaysholidays.tui.com .
Can I request special meals for dietary restrictions?	Yes, you can request for special meals in advance. After booking completion, go to the Manage Booking portal at https://www.kenya-airways.com/en/book-manage/manage-booking/ and enter the Flight reference (PNR) with your Last name. More information and guides on this can be found at https://www.kenya-airways.com/en/plan/special-care/special-meals/
What are the check-in options available? Can I check in online?	You may check-in at the airport or online at https://www.kenya-airways.com/en/book-manage/post-booking/check-in/
Can I request assistance for passengers with disabilities or special needs?	Yes, passengers with reduced mobilities can request for a wheelchair by contacting the 24-hour contact center on Tel: +254 734 104 747, Mobile: +254 711 024 747, WhatsApp: +254 705 474 747. For other needs of special care, you may visit the website https://www.kenya-airways.com/en/plan/special-care/
What documents do I need to travel internationally?	Please make sure you have valid travel documents for the duration of your trip, such as a passport, visa (depending on your nationality, you may need to apply for a visa for some destinations), and other necessary documents. If you need information on passport, visa, or travel requirements, please contact the embassy of the country/countries on your itinerary. If you do not travel with the correct documents, you may be refused entry to the destination country, deported, or detained, and in such event, you will be solely responsible for any costs, losses, or damages incurred by you or us (or our agents or servants).
How do I get a visa for my holiday? Do you provide any visa assistance?	Please be advised that Kenya Airways Holidays exclusively offers package bookings. It is the responsibility of the traveler to secure and carry a valid passport and any other necessary travel documents, including visas, permits, vaccination certificates, and travel insurance. Kenya Airways Holidays will not be held accountable for any inconveniences, expenses, losses, or damages incurred by the customer due to the failure to obtain or present such documents. We recommend contacting the relevant embassy of the destination country or local consulate. Please let us know if you require specific documents related to our package for any visa application purpose.
How many guests can I have in one booking with Kenya Airways Holidays?	A maximum of 3 rooms are allowed per booking with a total of a maximum of 9 guests (excluding infants on lap) per booking.
How many accommodation rooms can I have in one booking with Kenya Airways Holidays?	A maximum of 3 rooms are allowed per booking.

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Can I see the price breakdown for my flight and hotel package booked with Kenya Airways Holidays?	No. Kenya Airways Holidays obtains the best possible rates when you book a package. Hence you can only view the total price for your flight + hotel package.
If I have issues with my booking on Kenya Airways Holidays, which number should I contact?	You may contact Kenya Airways Holidays Customer Service at kenyaairwaysholidays.tui.com
Whom should I contact should I have any issue during my trip?	You may contact Kenya Airways Holidays Customer Service at kenyaairwaysholidays.tui.com
Can I view or manage my flight booking online?	Yes. You can check your flight details, add extras, select seats, and meal preferences in Manage Booking at the website https://www.kenya-airways.com/en/book-manage/manage-booking/ by entering your Flight reference (PNR) and Last name. The seats are subjected to availability and additional payment (if any). However, for changes and cancellation, please contact us at kenyaairwaysholidays.tui.com to get quotations.
How far in advance can I change my flight booking?	Changes can be made after a booking is confirmed. However, it is subjected to the availability, price difference, and admin fee. This will also align with the package cancellation policy. Please contact us at kenyaairwaysholidays.tui.com with the details and we will provide you with a quotation accordingly.
Can I amend a passenger name in the flight ticket and is there any fee imposed for such request?	Name and title amendments are subject to certain policies and fees. A ticket issued on a codeshare flight may be unavailable for name amendment. Please contact us at kenyaairwaysholidays.tui.com with the related details (including passport copy) and we will send you a quotation accordingly.
Can I change my flight reservation? What are the associated fees?	Yes, you can change your package booking, subjected to the latest availability. The associated fees may include airline change fee, price difference, and admin fee. Please contact us at kenyaairwaysholidays.tui.com with the requested change details and we will provide you with a quotation accordingly.
Can I make changes online via Manage Booking portal?	No. Changes must be made by contacting kenyaairwaysholidays.tui.com to ensure any change aligns with all package components.
What happens to my hotel and transfer bookings if I change a flight?	Kenya Airways Holidays will make sure to consider the hotel and transfer bookings when quoting and executing a change request. However, your seat or meal won't be automatically rebooked on one of your changed flights. You must select a new seat or meal for the new flight(s) via the Manage Booking portal.
Can I make changes for only one passenger in the booking?	If you have a booking with multiple passengers, the change applies to all passengers on the booking. If you want to modify individual in-flight services such as seats, meals, or other services for individual passengers, you can do so through the Manage Booking portal.
Can I make changes online for a partially utilised package?	Some components in a package may still allow changes after partially utilizing it. You may contact Kenya Airways Holidays Customer Service at kenyaairwaysholidays.tui.com to get a quotation.
What happens to my seat or meal requests when I change a booking?	Your seat or meal won't be automatically rebooked on one of your changed flights. You must select a new seat or meal for the new flight(s) via the Manage Booking portal.
Can I cancel my booking and get a refund?	Yes, you can cancel your package booking and get a refund, subjected to the applicable package cancellation fee and admin fee. To proceed or to get an exact quotation, please contact us at kenyaairwaysholidays.tui.com
How can I get a refund on an unused or only partially used ticket?	You may contact Kenya Airways Holidays Customer Service at kenyaairwaysholidays.tui.com to get a quotation.
How do I cancel my booking and get a refund?	You may contact Kenya Airways Holidays Customer Service at kenyaairwaysholidays.tui.com to get a quotation.
What is my allowance for checked baggage?	The checked baggage allowance varies across fares, origins, and destinations. You can find the checked baggage allowance during the flight selection phase (before booking completion) and in the booking voucher (after booking completion). For more information, please visit the website https://www.kenya-airways.com/en/plan/baggage-information/baggage-allowance/
What is my allowance for cabin baggage?	For Business class, you are entitled for 2 piece + 1 accessory. For Economy class, you are entitled for 1 piece + 1 accessory. For more details on the sizes, weight, and list of accessory items, please visit the website https://www.kenya-airways.com/en/plan/baggage-information/hand-baggage/

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What should I do if my baggage is delayed?	<p>If your baggage is damaged on arrival, or does not turn up, please present yourself at the desk for file creation. The details of your baggage will be taken and you will be offered immediate assistance and you will be given a file reference number, which you should keep safe. Then, you can track the lost baggage online at http://www.worldtracer.aero/filedsp/kq.htm if you have a file reference number or call +254-20-3274747.</p> <p>For more information about this steps, please visit the website https://www.kenya-airways.com/en/plan/baggage-information/delayed-baggage/</p>
What should I do if I've lost a piece of property?	<p>If your baggage is damaged on arrival, or does not turn up, please present yourself at the desk for file creation. The details of your baggage will be taken and you will be offered immediate assistance and you will be given a file reference number, which you should keep safe. Then, you can track the lost baggage online at http://www.worldtracer.aero/filedsp/kq.htm if you have a file reference number or call +254-20-3274747.</p> <p>For more information about this steps, please visit the website https://www.kenya-airways.com/en/plan/baggage-information/delayed-baggage/</p>
Where do I find the booking confirmation details of my hotel?	<p>Once the booking is completed at the website, you will receive a booking confirmation email with a voucher within 24 hours.</p> <p>If you have not received it by then, please reach out to us here so that we may re-send it here.</p>
What is the hotel check-in time?	Hotel check-in time will be following standard hotel check-in time, which is at 15:00pm, in most cases.
Can I request to have specific room or any special arrangement?	You may reach out to us here to request for specific room or any special arrangement. We will notify the hotel about your request. However, these will be subjected to the availability upon check-in.
What are the documents required to check-in to the hotel?	You may bring the booking confirmation voucher and your identification.
Who do I contact if the hotel is unable to find my booking?	Please contact us (contact details are available in the booking confirmation voucher) and we will help you with the check-in.
Who do I contact if there is any issue with the hotel room or service?	<p>Please reach out to the hotel staff directly for immediate assistance.</p> <p>If the issue is not resolved, please contact us at kenyaairwaysholidays.tui.com, including any relevant evidence, for further escalation.</p>
Do the flight + hotel package booking includes an airport transfer?	By default, it is not included. You may add transfer booking as add-on during the booking process.
How do I book an airport transfer?	You may add airport transfer booking as add-on prior to the payment phase during the booking process.
Where do I find the information about my booked airport transfer?	The instructions and relevant contact details are included in the booking confirmation voucher.
How do I find the driver?	The instructions and relevant contact details are included in the booking confirmation voucher.
Can I change the airport transfer pickup date, time, or location?	Please contact us at kenyaairwaysholidays.tui.com and we will check on the availability.
Do Kenya Airways Holidays offer tours and activities?	Yes. You may add tours and activities booking as add-on during the booking process.
How do I book tours and activities?	You may add tours and activities booking as add-on prior to the payment phase during the booking process.
I cannot find any tour at the selected date and destination. Why?	Tours and activities are subject to the latest availability and price. If no tours are available on the selected date and destination, then no tours will be displayed.
Where do I find the information about my booked tour and activities?	The information and relevant contact details are included in the booking confirmation voucher.
Do the tours include pickup service?	In general, it is not included. Some tours may have designated pickup services, and it is indicated in our website during the booking and on our voucher upon completion of your booking.
Can I change the tour date and time?	Please contact us at kenyaairwaysholidays.tui.com and we will check on the availability.