

COVID-19

Frequently Asked Questions - Customers

1. I bought my ticket on your website and I want to change my flight to a future date?

- If you purchased a ticket before 30th June 2020, for travel until 30th September 2020, please complete the [online rebook form](#) below to change your flight.
- For travel after 30th September 2020, normal change fee policy applies. Use [Manage booking](#) to change flights.

2. I bought my ticket through my travel agent and I want to change my flight to a future date?

Please contact your travel agent to make the change you may require.

3. I bought my ticket on your website and I want to cancel and refund my ticket?

- If you purchased a ticket and/or EMD before 30th June 2020, for travel until 30th September 2020, please complete the [online refund form](#) to obtain a travel voucher and/or further actions from the airline.
This voucher is non-refundable and non-transferable voucher and is valid for one year on all Kenya Airways flights.
- Refund requests for tickets issued for travel after 30th September 2020 will be processed through EMD voucher. It is refundable after 12 months if not utilized. Normal ticket rules will apply.

4. What is a Voucher? How and when do I qualify for a voucher?

- A voucher is a document issued by the airline, in form of an electronic miscellaneous document (EMD).
- You will qualify for a voucher (EMD) If you purchased your ticket before 30th June 2020, for travel until 30th September 2020.
- What are the KQ EMD/Travel voucher conditions?
 - EMD/Vouchers are valid for at least one year from date the voucher was issued and can be used for any Kenya Airways product or service.
 - EMD/Vouchers are issued per passenger and are non-transferable.
 - EMD/Voucher can be redeemed for any KQ product on a single use.
 - The customer will also receive EMD/Vouchers for any services they have paid for associated to their ticket subject to availability.
 - Should the customer be unable to travel for 12 months from the date the voucher was issued, they will be entitled to a refund as per original ticket rules

5. I bought my ticket from my travel agent and I want to cancel and refund my ticket?

Please contact your travel agents for assistance.

6. Why does your website say there is a fee when I cancel and refund?

- If your ticket meets the waiver criteria (including travel dates until 30th September 2020 for tickets purchased by 30th June 2020) we encourage you to submit your details through the [online refund form](#).
- If your ticket does not fit within the waiver criteria, normal ticket rules will apply.

7. What if my ticket is expiring soon, can I still change to a later date?

Yes, if the change is done within the validity of the ticket.

8. What if my ticket has expired?

Ticketing rules apply.

9. I don't know when I want to rebook my flight. What do I do?

- For impacted customers whose travel date was between 22nd April 2020 to 30th June 2020, ticket validity has been extended automatically for 12 months from date of the cancelled flight segment within the period.
- You can also request for a voucher valid for at least 12 months that will allow you to rebook your flight.

10. Can I change where I'm travelling To/From?

- 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. A change includes flight, routing and date modification.
- If the new ticket is a higher fare, you will only pay the fare difference and taxes (in case of change of routing).

11. How will I make a booking in future once I get the KQ Voucher?

You can contact any Kenya Airways offices for rebooking of your flights within the validity of the voucher.

12. What happens to my ticket (with prefix 706) issued by Kenya Airways with flights operated by Kenya Airways and its partners? Do I still get a waiver?

Yes, the entire ticket value will be issued on EMD and waiver will apply.

13. I bought another airline ticket flown on KQ, what happens to my ticket?

For tickets purchased on other partner airlines, please contact the concerned airlines for detailed information about the rebooking

14. I bought my ticket through Flying Blue loyalty program, can I change or cancel the flights

- For tickets bought through Flying Blue reward scheme, you can rebook your ticket without having to pay the change fee, or request a refund. The following conditions apply:
 - Your ticket should be valid for travel between up to 30th September 2020.
 - You can rebook your flight at the latest on 30th September 2020.
 - Your new departure date can be no later than 30th September 2020.
 - Booking fees will not be refunded.
- For questions, we advise you to contact your local Flying Blue Service Center. Please expect longer call waiting times.

15. What will happen to my ticket in-case I am required to self-quarantine for 14 days, yet my travel is for 5 days.

Kenya Airways will allow you to change your travel date for free. We are also offering a voucher which can be utilized in future.

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16. Can I use the EMD to purchase a ticket of which the travel date(s) is/are after the expiry of the EMD?

No, the EMD can only be used within the 12 months validity of the EMD.

17. Is the EMD transferable especially in a situation where the ticket was for company travel?

The voucher issued is non-transferable and can only be used by the customer whose name appears in the tickets.

18. Why does the change of reservation still apply online?

- If your ticket meets the waiver criteria (including travel dates until 30th September 2020 for tickets purchased by 30th June 2020) we encourage you to submit your details through the [online refund form](#).
- If your ticket does not fit within the waiver criteria normal ticket rules will apply.

19. How do I know if my flight has been disrupted?

- Please ensure your contact details are up to date on our [Manage Booking](#) page.
- We encourage all customers to check [Flight Status](#) ahead of their planned travel as we need to make adjustments regularly given the pace of the changes.

20. How do I stay informed on the changes Kenya Airways is making?

- Please ensure your contact details are up to date on our [Manage Booking](#) section.
- We encourage all customers to check [Flight Status](#) ahead of your planned travel as we need to make adjustments regularly given the pace of the changes.

21. Will my flight be cancelled because of concerns over the Novel Coronavirus (COVID-19)?

- Kenya Airways has suspended some flights since the Coronavirus outbreak. The development of the situation is very fluid and we have started making network revisions. Some decisions are still being made, we will share more details as these decisions are made and finalized. The revisions will vary by day of week and region—some airports and regions will be more impacted than others. Customers who have already booked their travel and will be impacted by our amended schedule will be notified of their re-accommodated travel according to our flexible accommodation procedures.
- Please ensure your contact details are up to date on our [Manage Booking](#) section.

22. Does the Presidents directive on no foreigners entering Kenya apply to guests transiting through Kenya?

Yes, effective 25th March 2020, all international flights have been cancelled until further notice.

23. How do I know that your aircraft cabins are safe from COVID-19?

Kenya Airways aircraft are regularly maintained in accordance with an established program aimed at providing a clean and inviting cabin experience. In addition to aircraft being tidied up between flights during the day, each aircraft receives a thorough review that

includes cleaning, sanitizing, and disinfecting that meets or exceeds recommendations from the Center for Disease Control (CDC) and World Health Organization (WHO). We have enhanced cleaning and sanitizing [procedures](#) in all our aircraft before a flight. These [procedures](#) cover: seat armrests, seat pockets, headrests, tray tables, seatbelts, galleys, overhead luggage compartments, windows, carpets and lavatories.

24. How do you keep the cabin air clean?

All our aircraft have High Efficiency Particulate Air (HEPA) filtration systems installed to keep the air clean during flight. HEPA filter out airborne particles as the air onboard is recirculated with outside air. These same filters are used in many hospitals to enhance air quality within that environment.

25. Are face masks being offered on your aircraft?

Kenya Airways is not providing face mask to customers, all customers are required to bring their own mask.

26. Can customers bring hand sanitizers onboard your aircraft when traveling?

Yes, you can. However, you must adhere to the Transportation and Security Administration's (TSA) regulations for carrying gels or liquids through airport security checkpoints. If you bring your own hand or surface sanitizing items onboard, please use items that do not contain bleach, or have "plus bleach" on the label, as they risk damaging hard and soft surfaces.

Additionally, we request that customers do not use aerosol or pump-spray cleaners, as those products cannot be contained to your personal space and may impact other customers in the shared environment of our aircraft cabins.

27. Is Kenya Airways recommending any specific actions to customers?

We recommend the CDC's website as a resource for ways that customers can best protect themselves from becoming ill. Additionally, customers are encouraged to wash their hands frequently and use hand sanitizer and/or anti-bacterial wipes when traveling. Customers should not travel if they experience any signs of illness.