

# COVID-19

## Frequently Asked Questions - Travel Agents

### A. Booking & Ticketing

#### 1. How will I make a booking in future once I successfully process a refund EMD as guided by the airline?

- The customer will contact the travel agent when ready and a new booking will be generated referring to the EMD number in the PNR.
- Note: Effective 2nd June 2020 all tickets will be left open until 30th June 2021. There is no need to request for an EMD. The EMDs/Tickets must be redeemed by 30th June 2021.

#### 2. How many changes is a customer entitled to?

- Customers whose bookings are impacted by COVID-19 pandemic i.e. until 30th September 2020 can make unlimited changes to a flight of equal to or lesser value with no change fee to any Kenya Airways destination. A change refers to date/routing/flight.
- Note: ADM policy will apply for any churning practices..

#### 3. Can the routing be changed after an EMD has been issued?

Yes. Route changes are allowed with applicable ADC collected.

#### 4. For rebooking of customers, has KQ restricted dates to December 2020?

No, rebooking is possible within system range and validity of EMD upto 30<sup>th</sup> June 2021

#### 5. Can a customer utilize the EMD multiple times for future travel?

No, EMD is a single use document. Customers can change to a flight of equal or lesser value with no change fee. If the new fare of the ticket is of lesser value, there will be no refund, but the remaining value can be utilized until fully utilized within EMD Validity. If the new ticket is a higher fare, the customer will only pay the fare difference.

#### 6. What if the customer's ticket is expiring soon and are impacted by COVID19?

For impacted customers whose travel date was between 1<sup>st</sup> February 2020 to 30<sup>th</sup> September 2020 with tickets issued on or before 30<sup>th</sup> June 2020,

ticket validity has been extended automatically for 12 months from date of the last cancelled flight segment within the period.

#### 7. Do we re-price wholly unutilized tickets sold on PROMO fares e.g. 43% bonanza when guests rebook for alternative dates due COVID-19?

Yes, if the new ticket is a higher fare, the customer will pay a fare difference.

#### 8. Can a customer use an EMD issued for another service e.g. excess baggage, to top up for fare difference when issuing a new ticket?

No, only EMD with RFISC UNST (Good for further transportation) can be used to issue new ticket.

#### 9. The customer does not want to be issued with an EMD but wish to have their tickets left open. Does KQ allow open ticket option?

Customers can choose to leave the ticket open until 30<sup>th</sup> June 2021. This applies to tickets issued on or before 30<sup>th</sup> June 2020 for travel between 1<sup>st</sup> February 2020 to 30<sup>th</sup> September 2020. The new departure will be free of charge for the same booking class and seasonality else fare differential will apply.

#### 10. Will there be charges applicable when a customer finally has a new travel date if they were holding an open ticket for travel after 30<sup>th</sup> September 2020

Any open ticket after this date will attract a change fee as per the fare rules.

#### 11. Does KQ allow use of retention line in the PNR?

Travel Agents can insert the retention line as per their GDS guidelines. However, Agent will take FULL responsibility in case of expired tickets. If refund and rebook requests are received after ticket expiry, KQ will NOT honor these.

# COVID-19

## Frequently Asked Questions - Travel Agents

### B. EMD/Travel Vouchers/ Refunds

#### 1. How do I issue KQ's Travel voucher?

The KQ travel voucher is a document issued to the customer in form of an electronic miscellaneous document (EMD). Refer to your GDS guidelines for EMD issuance. The customer will qualify for a voucher (EMD) if they purchased their ticket before 30th April 2020, for travel until 30th June 2020.

#### 2. 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.

#### 3. What currency will the Voucher be issued in?

The same currency as per the original payment

#### 4. What should I do if the customer cancels due COVID-19 but declines the refund EMD option and insists on cash refund to the original form of payment?

Customers who do not wish to take advantage of any of the rebooking options may still submit tickets/EMDs for refund. Refunds will be processed according to the fare conditions or, in the case of cancelled flights, on an involuntary basis. However due to the current situation, we ask for understanding as there will be delays in processing refund requests.

#### 5. How do we handle refund requests for tickets with travel dates from 30<sup>th</sup> September 2020 onwards?

If customer purchased a ticket for travel after September 30, 2020, provide them with a voucher in the form of an EMD for the same amount of value as their original ticket value. With this voucher, the customer can purchase a new ticket within 12 months of the validity of the EMD.

#### 6. I have a customer who is required to self-quarantine for 14 days, yet their travel date is due in 5 days, does KQ allow for cash refund?

- KQ will offer refund but in the form of an EMD valid for 12 months from date of issue which can be utilized in future. Cash refunds will be permitted after expiry of EMD or Tickets, applying original fare rules and conditions.

- Alternatively, Guest can be rebooked to a future date if they so wish or leave their tickets open if travel date was up to 30<sup>th</sup> September 2020.

#### 7. Pax is not interested in an EMD as it is unlikely that he will travel again on KQ soon, can he pay the required penalties and get a cash refund?

Refunds will only be possible via EMD that can be utilized within 12 months from date of issue for Domestic Tickets and 24 months for International Tickets. Cash refunds will be permitted after expiry of EMD or Tickets, applying original fare rules and conditions. Alternatively contact the local KQ office for further guidance

#### 8. How should I calculate refund if the customer insists on getting a cash refund?

Ticket rules to be used to calculate the refundable amount. Cash back is not currently available. All refunds will be issued as EMD but only refundable after 12 months from date of issuance and original fare rules will be applied. Travel agents should contact KQ contact center to make the request for refunds.

#### 9. How do we compute the value of EMD for partially utilized tickets?

The un-utilized value of the ticket will be converted to EMD Voucher.

#### 10. Can I still process the non COVID-19 related refunds through the BSP link?

Yes, however agent should first contact KQ local sales representative before initiating the refund in BSP. Any request initiated before prior agreement with KQ will be declined.

#### 11. How will a customer get a refund for tickets paid via credit card?

Travel Agents to get in touch with the local KQ office for further guidance.

#### 12. What will happen to EMD's issued for extra service and have its validity expiring soon?

Initiate the process of EMD re-issue and issue a good for further transportation voucher (UNST).

#### 13. How do I handle issuance of EMD where tickets were issued for a group?

Same process to be applied for individual customer with the same EMD terms and conditions.

#### 14. Can I use the EMD to issue a KQ ticket where other airlines are participating in the itinerary as operating carrier?

Yes, so long as it's on 706 documents and KQ have control of the coupon(s) in question.

# COVID-19

## Frequently Asked Questions - Travel Agents

### C. Change Waivers

#### 1. Has Kenya Airways waived No show fees?

No, we expect all travel agents to action their disruption queues following cancellation of our flights.

**Note:** Ticket status for no show passengers will be changed to 'Suspended' therefore, No Show fees should be collected. (Travel agents to ensure bookings are cancelled on time)

#### 2. Will the waiver policy communicated by KQ apply to domestic travel within Kenya?

The Policy waiver communicated will be applicable to all fare types, including groups and conferences, all Kenya Airways destinations, all points-of-sale and for travel up to 30<sup>th</sup> September 2020.

#### 3. Are name changes allowed? Can the EMD be swapped for use by another person?

No. Name changes are Not permitted and EMDs are non-transferrable

#### 4. For tickets issued before January 2020, can you apply the waiver for cancellation due Covid-19.

Yes, for travel up to 30<sup>th</sup> September 2020. However, any ADC to be collected.

#### 5. Does the change fee waiver apply to code shared flights?

Yes, only on KQ-706 documents

#### 6. Are there any remarks that need to be included when exchanging a ticket to EMD or Issuing ticket once customer has decided to travel?

- For remarks to be included in PNR: Ticket value transferred due COVID-19 EMD VLD 1YR from Issuance.
- Waiver Code to be included in the endorsement details: COVID-19 Exchange.

TMI/RUSD1000.00/cv-1000/W0 (Total ticket Value)  
TMI/CR-Ticket value transferred due COVID-19 EMD VLD 1YR from Issuance (To add Coupon Remark on TSM)  
TMI/NA-XXXXXXXX e.g. TMI/NA-23MAR21 (To update Not valid after element)  
TMI/FO-706-1234562700E1NBO05MAR20/1234584 (FO element)  
TMI/FP-O/Original FOP+/NONREF (Form of Payment)  
TTM/RT (EMD Issuance)

Remember to update the Not valid after in the EMD to capture 12 Months validity.

#### 6. I am not an Amadeus Travel agent; how do I issue the KQ travel voucher/EMDs using Galileo or Sabre GDS?

- For impacted customers whose travel dates are between 22<sup>nd</sup> April 2020 to 30<sup>th</sup> June 2020, ticket validity has been extended automatically for 12 months from date of the flight segment within the period. This will be applicable for flights with cancelled segments.
- Agents who will still need to issue EMDs can contact Kenya Airways local offices for support.

#### 3. How do we handle cases where the ticket stock is not KQ 706 prefix?

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

#### 4. Are travel agents still responsible for actioning disruption queues that airline sends on daily basis through the GDS process?

Yes, we expect all travel agents to action their disruption queues following cancellation of our flights.

#### 5. Some agents sell tickets on credit and have remitted amounts to BSP, can EMD be issued to the Agent instead of individual customer?

No, the voucher must be in the name of the customer as per the original ticket.

#### 6. I am charged fees by my GDS for EMD issued and Automatic Ticket Change usage, will the airline refund these costs?

No, kindly engage your GDS on this issue.

#### 7. Can the EMD be used on partner airlines or codeshares?

No, only on 706 plated documents.

### D. KQ Partners and Travel Agents

#### 1. How do you issue EMD for Goods for Further Transportation?

IA-Follow process below-

NM1TEST/ERIC MR  
IU KQ NN1 UNST NBO/16APR-ISSUED DUE COVID-19  
[APETEST.ERIC@KQ.COM](mailto:APETEST.ERIC@KQ.COM)  
TKOK RFERIC; ER  
TMC

# COVID-19

## Frequently Asked Questions - Travel Agents

### E. Flight Operations (Suspension and Come back)

#### 1. How do I know that KQ flights have been disrupted?

For real time updates on schedule changes, check your disruption queues and visit [KQ.com](http://KQ.com) for flight status update.

#### 2. 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.

#### 3. How do I know that your aircraft cabins are safe from the Coronavirus (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.

#### 4. 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 HEPA filters are used in many hospitals to enhance air quality within that environment.

#### 5. Are face masks being offered on your aircraft?

Kenya Airways is not providing face masks to Customers, but all Customers are now required to wear facemasks while on board our aircrafts.

#### 6. 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.

#### 7. 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