



Alternate ways to get help if you experience long Call or Live chat wait times

Our Customer Excellence Centre is experiencing a large volume of calls and chats therefore you may experience long wait times before we can attend to you.

Suggested alternatives:

- If you are contacting us about travel that is not within the next 72 hours, please consider coming back later.
- You can make a new booking on [Kenya-Airways.com](https://kenya-airways.com) or change an existing booking through [Manage Booking](#).
- If you need to find out about travel requirements for your travel, please check the details on the [Health and Travel Requirements](#) page. Our Customer Excellence Agents use the same information as reference.