Kenya Airways
The Pride of Africa

SKYTEAM

RE: Open Tickets Rebooking Guidelines for Kenya Airways

With reference to the ongoing Covid-19 situation guests who would like to leave their tickets open for a later travel date can do so until **31st May 2020**. This applies to tickets New or Existing issued for travel up to **30th June 2020**. Guests can leave their tickets open until 31st May 2020 for any departure system range. The new departure will be free of charge for the same booking class and seasonality else fare differential and penalties will apply.

Waiver Code **COVID-19** should be indicated in the Passenger Name Record (PNR)

This applies to:

- All fare types, including groups and conferences.
- All Kenya Airways destinations (excluding travel within Domestic Kenya ie: MBA/KIS).
- All points-of-sale.
- All travel up to **30th June 2020**.

Open Tickets

- Customers can choose to leave the ticket open until **31st May 2020** for any departure system range.
- The new departure date will be free of charge for the same booking class and fare seasonality else fare differential and penalties will apply.
- Any open ticket after this date will attract a change fee as per the fare rules.
- Customers should retain their ticket number which starts with the prefix 706
- A retention line should be added in the PNR for holding the booking with cancelled segments by all reservation offices.
- Travel Agents can insert the retention line as per their GDS guidelines. Agents will take FULL responsibility in case of expired tickets and if refund/ rebooking request is received after the ticket has expired.

Below are the GDS entries to use when inserting the Retention line.

- **Amadeus**

  RU 1A HK1 NBO 10DEC/RETAIN COVID19

  Where:
  RU – entry
  1A – GDS
  HK1 – Number of passengers in the booking
  NBO – Station of action
  10DEC – Date of Action
  Retain COVID 19 – Reason for retention of booking

  The RU ELEMENT above must be removed during ticket re-issue/exchange.

- **Travelport**

  RT.T /DATE* COVID 19

  This means the agent can still rebook on the same PNR in future and can access the PNR history if it's within the DATE indicated in the retention line.

- **Sabre and Abacus**

  0OTHYYGK1NBO*26SEP*- **COVID 19**
  NBO=city code
  26SEP=date

For queries contact customer.relations@kenya-airways.com

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