

# Notice To Agents: 017

17<sup>th</sup> July 2024

## HANDLING OF DISRUPTED PNRs ON KENYA AIRWAYS OPERATED AND CODESHARE PARTNER FLIGHTS

Dear Travel Partner,

To serve our guests better, please ensure your schedule change queue's are actioned and communicated to guests prior to departure. If the guest is not traveling, you must cancel all segments in the PNR to avoid no show charges and ADMs.

In the event of a schedule change on Kenya Airways operated flights or codeshare partners and ticket issued in **706 document** you can offer the below options to the passengers.

Options available:

1. Offer Kenya Airways flight operating on the same day or +/-2 or 3 days before or after the original departure date which is suitable. Rebooking must be in the same booking class/cabin and routing. If the same class is not available, please rebook in the lowest available class within the same cabin, i.e. – original PNR booked in T class, if T class is not available but Q/L/H/K is available then Q is next lowest class to book. If Segments are under married segment control (O&D), then rebook the entire O&D.

**Rebooking in J or Y RBDs is NOT permitted, unless originally booked in these classes.**

Once confirmed, ticket must be reissued with the following message in the Endorsement field **“INVOL REISSUE DUE SC KQ KQXXX/DD/MM/YY”** where **XXX is the flight number followed by date the flight was disrupted.**

2. In case the alternative flight options offered are not suitable to the passenger and the schedule change is of a significant time (more than 2 hours), then a refund can be offered. Refund must be applied through **BSPlink** with the following message in the remark's column **“INVOL RFND DUE SC”** and attach a copy of the PNR history to show that schedule change has taken place, this is an audit requirement. If this information is not provided, auditing will be done based on the applicable fare rule and penalty will be charged. Refunds for schedule change should not be actioned through your GDS.

If the schedule change is less than 2 hours, rebooking option can be offered as per above procedure (stated under option 1).

3. If a schedule change takes place after the passenger has partly travelled, please offer option 1. Partial refunds will only be offered if there are no suitable options available on Kenya Airways. Refund will be calculated based on sector fare paid plus any unused taxes (YR will be calculated at 50%). Applications should be made through BSP link - please ensure a copy of the PNR history showing flight disruption is attached as this is an audit requirement.
4. In a situation where an overnight stay in Nairobi is involved, STPC will be provided. Please contact [Europeusa.Support@kenya-airways.com](mailto:Europeusa.Support@kenya-airways.com) to request the same once the passenger has agreed to an overnight stop in NBO due to schedule change.

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PLEASE NOTE THAT THE ABOVE OPTIONS CAN ONLY BE OFFERED IF SCHEDULE CHANGE OCCURRED ON KENYA AIRWAYS OPERATED FLIGHTS or CODESHARE PARTNERS AND TICKETS ARE ISSUED ON 706 PAPER.

If a schedule change has occurred on a Kenya Airways flight but the ticket is issued on another carrier, please contact that carrier for suitable options.

Failure to observe the above will result in an ADM.

**Please ensure that this information is shared with your colleagues.**

For any queries, please call team on 93 117 27 22 or email [kenyaairways@apq-spain.com](mailto:kenyaairways@apq-spain.com)