

★肯亞航空 KQ 改退票豁免罰金公告★

有關新開立機票、現有機票和 EMD，豁免更改及取消費用的相關規定如下：

根據 TN 17-05-2020 所示，此改退票豁免公告將取代之前關於新冠肺炎改退票規定公告，並適用於 2020 年 6 月 30 日前開票且於 2020 年 2 月 1 日~2020 年 9 月 30 日間出發的新機票、現有機票及 EMD。

Reissue、更改行程、改 open ticket、開立 EMD 等改退票作業須在 2021 年 6 月 30 日前完成。

PNR 中應註明豁免代碼 COVID-19 及在 EMD 和重發機票的 ENDORSEMENT BOX 應註記 “The EMD/Reissued ticket affected by the COVID-19 pandemic”

1. 免除改票費用適用對象：

- 全部票種, 包含團體票及會議目的行程
- 全部肯亞航空航線
- 全部售票通路
- 全部針對航空附加服務及團體訂金的已開立 EMD
- 適用 2020 年 6 月 30 日前開立且於 2020 年 2 月 1 日~2020 年 9 月 30 日間出發的機票

2. 改票選擇：

A. Open Ticket

- 機票及 EMD 可保留 Open 狀態至 2021 年 6 月 30 日。
- 未來可免費重新開立同艙等及同季節性的機票。

B. 更改行程

- 若肯亞航空航班受新冠肺炎影響，機票可豁免改票費用，次數不限。
- 若新機票的票價低於原機票的票價，將不退款產生之票價差額。
- 若新機票的票價高於原機票的票價，旅客需補足更改後之票價差額和稅金。

C. 取消行程

- 退款僅提供 EMD（國際線機票兌換 EMD 效期 24 個月、肯亞國內線機票兌換 EMD 效期 12 個月）。例：2020 年 5 月 28 日開立 EMD，則有效期至 2022 年 5 月 28 日。
- 現金退票僅限過期之 EMD 及機票，退票規定依照原機票票規處理。例：EMD 有效期至 2022 年 5 月 28 日，則 2022 年 5 月 28 日後可辦理現金退款。
- 若不希望以任何上述之改票方式辦理，旅客仍可申請正常退票，退款將依照原票規辦理或因航班取消之非自願性退票方式處理。但由於新冠肺炎影響，退款申請流程將受到延遲，敬請見諒。

RE: Updated Rebooking Guidelines for Kenya Airways during Covid-19 Period

This waiver supersedes previous Tariff Notices issued in this regard and applies to tickets and EMDs issued on/before 30th June 2020 for travel between 01st February 2020 to 30th September 2020. Reissue of tickets or EMDs affected by Covid-19 should be redeemed by 30th June 2021.

Waiver Code COVID-19 should be indicated in the Passenger Name Record (PNR) and in endorsement box of the EMD and Reissued ticket affected by the COVID-19 pandemic

This applies to:

- All fare types, including ticketed groups and conferences.
- All Kenya Airways destinations.
- All points-of-sale.
- All EMDs issued for Ancillary Services and Group Deposits
- All travel up to 30th September 2020.

Below are the Rebooking Options:

1) Open Tickets

- Guests can leave their tickets/EMDs open until 30th June 2021
- The new departure will be rebooked and ticketed free of charge for the same booking class and seasonality for any future flight.

2) Change of Travel

- 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.
- If the new ticket is a higher fare, the customer will only pay the fare difference and taxes (in case of change of routing).

3) Cancellations

- 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.
- Customers who do not wish to take advantage of any of the rebooking options above 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.

➤ 開立 EMD 方法

Issue EMD UNST (Amadeus users) to the value of the existing ticket and indicate COVID-19 in the endorsement box.

EMD generation steps:

NM1TEST/ERIC MR

IU KQ NN1 UNST NBO/16APR-ISSUED DUE COVID-19

APE TEST.ERIC@KQ.COM

TKOK

RFERIC; ER

TMC

TMI/RUSD1000.00/cv-1000/W0 (Total ticket Value)

TMI/M1/NA-15JUN22 (Amend the validity)

FO*L15 (Line number of the FA element)

TMI/FO-706-1234562700E1NBO05MAR20/1234584 (FO element)

TMI/FP-O/CASH+/NONREF (Form of Payment)

CR-Ticket value transferred due COVID-19 EMD VLD 2YRS from Issuance (To add Coupon Remark on TSM)

Ticket endorsement box (FE element) to be updated with 'TICKET EXCHANGE DUE COVID-19'.

TTM/RT (EMD Issuance)

➤ Open ticket 輸入保留行指令

■ 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

OOTHYYGK1NBO26SEP- COVID 19

NBO=city code

26SEP=date

※實際以最新公告為主※

※細節內容以英文版為準, 中文內容僅供參考※



菁英旅行社
Elite Holiday

台北市南京東路二段 62 號 5 樓之 1

TEL : (02)2560-2620 FAX : (02)2567-7722



Kenya Airways
The Pride of Africa