

Tariff Notice

TN Number: 02-10-2024

Date: 2nd October 2024

Collection of Change of reservations and No Show Fee Penalties Under Tax Code OA & OD

Effective **1st October 2024** Kenya Airways requires that ticket reservation change and no-show fee penalty to be collected **via OA & OD tax respectively**.

Issuance of EMD for penalty collection (both change and no-show fee) will no longer be acceptable.

This applies to all reissues done by KQ own ticketing offices and Travel agents.

This notice applies to both Auto-quoted and manually reissued tickets.

ADMs will be issued if the correct penalty amount is not shown on the OA & OD tax code line.

Sample ticket showing OA & OD tax code

FXQ/R,U8I23I4/S4

I.GUEST/PASSENGER MR

I MBA KQ 601 L 21JAN 0810 OK LFMKEI8 18JUN IPC NBO

FARE Y USD 171.00

EQUIV KESKES

TX001 X KES 2605-OA TX002 XKES 3905 -OD TX003 O KES1200-KELO TX004 O KES220-YQAD

TX005 O KES 4300-YRVA

TOTAL KES 2995 BSR 107.276

GRAND TOTAL KES2995

NBO KQ MBA M/IT KQ NBO M/IT END

21.FE KES3220 NONREF - VALID ON KQ ONLY

24.FO 706-XXXXXXXXXXBO16JAN18/41212220/706-XXXXXXXXXXXXE2

25.FP CASH

27.FT *F*GOKREKE

29.FV *F*KQ

Refund

Issuing EMD as cancellation and no-show penalties is also not permitted.

For any queries please revenue.integrity@kenya-airways.com.

Be guided accordingly and ensure this Tariff Notice is circulated to ALL Kenya Airways Sales (ATOs/CTOs), Travel Agents, GSAs and Check-In Offices.