

Customer Update



This is a follow-up update on the ongoing delays into and out of Jomo Kenyatta International Airport (JKIA) due to operational constraints within Air Traffic Control (ATC) Services. As at 1700Hrs EAT, our scheduled flights for today have departed with an average delay of 2- 3 hrs.

We are proactively reaching out to our customers to update them on any flight changes. Customers are also advised to visit our website or KQ Mobile app, click on Manage Booking, and update their contact details to receive up-to-date information.

We sincerely apologise for the inconvenience this situation has caused to travel plans. The safety of our customers and crew remains our highest priority. Our teams are working with the relevant aviation stakeholders to ensure safe operations and minimise the inconvenience and disruption to our customers' travels.

CORPORATE COMMUNICATIONS

30 August 2026