

INTRODUCTION

Kenya Airways aims to provide the best connections across the network from our Nairobi Hub in partnership with Sky Team and our Code-Share partners. To maintain our leadership role we must always stay abreast of industry trends; therefore measurement of our performance is critical. In this Customer Service Charter, we outline our commitment to our passengers, to help us ensure continued success and to deliver on our passenger expectations.

OBJECTIVE OF THE CUSTOMER SERVICE CHARTER

The “*Pride of Africa*” Customer Service Charter has been designed to express our commitment to treat our customers in a fair, consistent, courteous and prompt manner. It will provide clear information about what you can expect us to do, particularly in the event of service disruptions.

The Charter contains specific, voluntary service commitments and addresses all areas of travel experience from making a reservation, to arrival at the final destination and post departure. It also outlines avenues for redress where our services fall short of the set standards.

We believe that you have the right to expect a high level of service at all times. On rare occasions when we may fail to meet those expectations, we welcome your feedback on how to improve our services in the future.

The charter is divided into sections to specifically outline the key service delivery information about Kenya Airways “The Pride of Africa”

OUR MANDATE

Kenya Airways seeks to achieve world class standards in service delivery, product quality and operational efficiency. We believe that we are the airline of choice in Africa and aim to develop JKIA as Africa’s premier hub. We wish to pursue a business model that will deliver a consistent level of profitability and enable sustainable development of Africa. Our actions, behaviors and attitudes are driven by safety, integrity, customer satisfaction and quality at all times.

OUR VISION

Be ***The Pride of Africa*** by inspiring our people and delighting our guests consistently.

OUR CORPORATE PURPOSE

Contributing to the **sustainable development** of Africa.

OUR CORE VALUES

- Safety
- Customer first
- Respect
- Integrity
- Passion
- Trust

CUSTOMERS' EXPECTATIONS

- Service satisfaction from ticketing to arrival
- Safety and Security
- Fairness and Impartiality
- Integrity and Reliability

CONTACTS

Kenya Airways contacts include all out-station sales outlets both in online and offline destinations. In Kenya, and Nairobi in particular, we have six sales points at Barclays Plaza, The Junction Mall, Sarit Center, Yaya Center, Village market and JKIA Airport office. Check out our website <https://www.kenya-airways.com/contacts/> for the contact addresses of all the sales points at stations across the network.

RESERVATIONS AND TICKETING

Booking and Fare Information

We endeavor to offer you, at the time you make your booking directly with us via our contact centre, website or sales desks, the lowest possible fare available for the time, date and class of service you wish to travel in. All bookings are subject to seat availability at the time of your booking.

We encourage our customers to plan their bookings early in advance as it guarantees a greater likelihood of securing competitive and/or discounted fares. We would like to advise you that the lowest fares have less flexibility i.e. should be booked well in advance, will limit your stay, are non refundable and you cannot subsequently change dates or flights routes. If you want a more flexible ticket, let your ticketing agent know so that they can search for the best deal.

Reservations & Restrictions

Our reservations agents and online booking service, will offer the fare available for the itinerary planned (*date of travel, class and destination*), based on the information provided by the customer. It is important that you observe the Ticketing Time Limit (TTL) for each ticket as they defer depending on the prevailing factors. Active bookings will be valid for payment and ticketing up to 48 hours before the flight.

Applicable charges/penalties with respect to any changes on restricted tickets will be applied as necessary. An additional service fee is charged on each ticket purchased offline. The total amount payable is dependent on the prevailing Rate of Exchange (ROE) for the day.

Customers Responsibilities

- Make bookings well in advance and pay on time
- Provide adequate contact information to allow for contact in case of any eventualities
- Familiarize with ticket validity, restrictions, penalties and route technical stop over's (if any)
- Ensure all necessary travel documents are valid for travel

Online Booking, Payment and Check-In

Kenya Airways website allows passengers to plan, reserve and pay for their flights at the click of a button. We offer flight schedules and update timetables to allow you manage your flights effectively. Flexible payment options are also available through credit card, M-Pesa or cash. Booking and payments are honored subject to the prevailing regulations of on-line booking and the conditions of carriage.

Take advantage of our on-line check-in service between 30 hours to 2 hours before departure. For a speedy check-in process log onto <https://www.kenya-airways.com/glo/> Kindly note that if your booking has special requests (e.g. special meal request, wheelchair service, medical request) or if you are travelling with an infant or with children, you will not be able to check in online or at our service kiosks at the airport due to the unique seating requirements for families with children and guests with infants. You are then expected to check in at our service counters. If your booking does not include any of the above and you experience any difficulties checking in online, kindly contact our internet sales team on telephone number +254 20 6422764/65 or +254 (0) 711022764/65 for assistance.

Bookings done using authenticated and validated Credit cards will be eligible for payment and ticketing up to 72 hours before the flight. We shall inform you of schedule changes as they happen. For significant schedule changes we will assist with the rebooking/rerouting on the first available flight. We urge you to kindly ensure that a reliable contact number and/or e-mail address is provided.

Special Assistance/Meals

If you require assistance at the airport or preferred meals, you should contact Kenya Airways or your preferred travel agent at least 72 hours before your scheduled time of departure. This will enable the contracted service provider plan appropriate resources beforehand. Notifications made at check in might not be honored due to time constraints.

Schedule Changes

We shall endeavor to inform you of any changes to your itinerary as and when they happen. We shall not be held liable for responsibilities arising from schedule changes that occur seven (7) days before the date of departure and which communication has been sent to the contacts provided in the booking. For significant schedule changes we will either rebook you or reroute you on the first available flight operated by us or by our partners to your destination. When booking your ticket kindly ensure that a reliable contact number or e-mail address is provided for communication in case of any eventualities.

Ticket Refunds

Ideally all ticket refunds are made from the point of sale/purchase.

Refunds of unused tickets are made through the original point of sale, provided the ticket you purchased is refundable. Therefore if you bought your ticket on kenya-airways.com using your credit card online and it is refundable, it will be refunded to your credit card. You are then required to go to <https://www.kenya-airways.com/glo/> and fill the provided refund form for the process to begin. For bookings done online but payments done in cash, you are required to visit the point of purchase to apply for the refund. If you purchased your ticket from a travel agent, you should contact your agent and apply for your refund through your travel agent.

If you have already taken part of your journey and are requesting for a refund as a result of a delay, the refund will need to be made at your point of sale. Such refunds will be made within 7 days once all documentation has been received by our finance office and with all requirements met.

If, before you leave your departure station, it is reasonably expected that there will be a delay, and you are not able to travel as the delay has made you travel not of use, you will be entitled to either a full refund of your ticket, or you may wish to postpone your journey to a later date. To claim your refund or change your booking, kindly contact our contact centre with details of your original ticket. Depending on the conditions surrounding the delay, your refund may be subject to ticket restrictions.

AIRPORT & TRANSFERS

Security Checks

Security checks at airport departure gates are carried out by independent companies across the network. It may include the Police Force, Port Health, Customs and Airport Authorities responsible for security at border point/airport. It is important that when you are requested for a security search, you should ask the agent to show their identification for authenticity. Most of the officers are usually in their official uniform therefore you should submit to requests as they are for your safety and wellbeing.

Check In

We shall always endeavor to ensure our check-in process is efficient. We will provide all the necessary information through our check-in agents and avail staff at the terminal for any other enquires to help deliver seamless service. Priority check in services is available for our premier and elite passengers (Sky Priority).

If you have checked in online and printed your boarding pass prior to arriving at the Airport and have luggage to check in, kindly go straight to the bag drop counter together with your travel documents including passport and ticket. If you only have hand luggage, go directly through Airport Security and/or immigration desk to the boarding gates.

Customers Responsibilities

- Report at the airport at least 3 hours before departure for international flights and 2 hours before for domestic flights.
- Ensure you have all the required travel documents and health certificates for a speedy processing
- Always comply with the baggage weight allowances and content restrictions

The check-in and boarding gate closure times are summarized in the table below:-

Flights	Arrival at the Airport	Check-in closure Time	Boarding Gate Closure
International	3 hours to flight closure time	1 hour to departure	30 minutes to departure
Domestic	2 hours to flight closure time	30 minutes to departure	20 minutes to departure

Customers Needing Special Attention

- **Unaccompanied Minors**

If your child needs to travel alone for some reason, do not worry, we will make sure their flight goes smoothly. We shall be happy to accept children between the ages of five (5) to fourteen (14) years of age and ensure that they are well taken care of throughout their journey including transfers.

All minors will be pre-boarded and introduced to the Senior Flight Attendant. They will be provided with all the comforts necessary. Prioritized care during any disruptions will be offered after consultations with the parent or guardian.

Unaccompanied children above 15 years of age or minors shall receive the same services as adult passengers, except in cases of flight irregularities. For more information kindly visit <https://www.kenya-airways.com/prepare-for-travel/special-assistance/umnr/en/>

Customers Responsibilities

- Ensure you complete, sign and present the **Declaration of Indemnity Form** at check in on the day of departure.
- If the child has any special needs or medical conditions, please be sure to let us know at the time of booking.
- Check whether your child will need any visas or other documentation for their destination, organize, confirm and counter check before travel.
- You must provide a reliable origin and destination contact.
Max no. of Ums to be booked/accepted on board? - Currently No Limit documented anywhere

- **Passengers with Reduced Mobility**

If you have difficulty getting around, we shall be happy to help you with your journey. We are committed to meeting the needs of all our customers with reduced mobility. Therefore we have contracted service providers charged with escorting and assisting our guests with reduced mobility while on the ground to boarding and disembarking. These special services are provided to assist our guests with reduced mobility to travel independently with ease and comfort.

We comply fully with our obligations under the agreed aviation regulations concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

All possible efforts will be made, especially with prior notification, to provide priority service and ensure comfort during flight, ground time and particularly flight disruptions. We shall not charge excess weight on equipment checked-in to aid a customers' comfort.

Customers Responsibilities

- Please make the booking and special request 48 hours, at the very minimum, before their scheduled time of departure
- Passengers with medical considerations should book flexible tickets to avoid attracting penalties due to unplanned changes.
- Inform Kenya Airways of any special equipment or attention required when booking your flight at least 48Hrs before flight e.g. oxygen, stretcher, or packaging of a wheelchair battery.
- Please be at check-in a minimum of 3 hours before flight departure.

IRREGULAR OPERATIONS

At all times, we endeavor to ensure that the majority of our flights arrive and depart on time. These include flight delays and cancellations that may be caused by reasons anticipated, within or beyond our control. We want to assure you that in the event of a disruption to your schedule, we will be taking steps to minimize the inconvenience to you and make any waiting time as comfortable as possible. All our actions meet the requirements of the aviation regulations establishing predefined rules on compensation and assistance to passengers in the event of denied boarding, long delay or cancellation.

Schedule Change Notification

We shall use all available resources to inform our customers of any flight changes. We shall rely on the available contacts in your booking record. It is therefore imperative to have your personal international contacts in your booking. Should the changes occur upon arrival at check-in, we will notify our customers with continuous updates and offer assistance accordingly.

Overbooking Policy

Like most airlines we may sometimes overbook flights to allow as many people as possible to travel. Often passengers holding confirmed reservations and flexible tickets change their plans or do not turn up. To address this and ensure flights do not leave with empty seats we use historical data to add a small number of additional reservations.

We shall use a fair, open process with clear justification whenever we deny boarding to our passengers. Every effort will be made to inform our passengers at check-in and we shall abide by the “Denied Boarding Compensation (DBC) policy” as appropriate (*see the denied boarding policy for reference*). Prioritized acceptance will be given to passengers needing special attention i.e. minors, passengers with children and persons with reduced mobility.

If you meet the conditions outlined below, you will be offered compensation based on the route/region, accommodation, and airport transfers (to and from hotel/residence) a 3 minutes telephone call for non-residents.

- Ensure your ticket is valid for the scheduled flight
- Ensure you arrive on time and you are checked in for the flight.
- Ensure all your travel documents and health certificates are valid for travel

Rebooking or rerouting, if available, will be offered to ensure that our customers arrive at their final destination as soon as possible. We shall however not re-route or rebook you to a transit route that requires a night stop, extra travel documentation or has operational challenges. We shall only do this at your consent after signing a form of indemnity discharging us from circumstances that may arise and cause difficulties on your travel.

Flight Irregularities

Not more than 4 hours

We will provide you with information, meals and refreshments depending on the period of delay. We also give you up to date information about the status of your flight, the reason for the delay and estimated time of departure, if known.

More than 5 hours

In the event your flight no longer serves any purpose in relation to your travel plans and you choose to cancel your booking, refunds will be credited back through the original form of payment. Travel Agents issued tickets will be cancelled and refunded by contacting the Agent ,Online purchased tickets will be refunded by filling an online refund application form on our website www.kenya-airways.com or agents website previously used .For tickets purchased directly from Kenya Airways sales office we will cancel and refund upon receipt of your request.

Until the next day (local time)

If you choose not to cancel your flight, we will offer hotel accommodation inclusive of meals and transport (or to and from your home if you reside nearby). The care detailed above may be restricted or declined if the provision of refreshments, meals and hotel accommodation would itself cause further delay.

Passengers on inclusive/package holidays must refer to their tour operators who may not operate the same re-booking policies. Passengers should also be aware that any applicable refund would only relate to the airfare portion of the inclusive package and not the entire cost of the holiday. Your tour operator should therefore be contacted for further advice before you cancel your holiday booking (*remember there are independent restrictions and limitation to all holiday packages*)

Care and Assistance

We shall at all times prioritize the needs of persons with reduced mobility and persons accompanying them, as well as the needs of unaccompanied children, minors and passengers traveling with children in the event of mass flight disruptions

Beyond Our Control

If circumstances that are beyond our control (including force majeure) cause extensive delay, reschedule or cancellation, we shall facilitate and recommend hotels and restaurants at the passengers' expense.

*Force Majeure means unusual and unforeseeable circumstances beyond your control, the consequences of which could not have been avoided even if all due care had been exercised include e.g. bad weather, natural disaster, and/or the total shutdown of public transport services serving the airport, Industrial action(employee unrest).

You may apply for an open ticket for future travel on a Kenya Airways operated flight subject to the deduction of a reasonable administration and service fee provided that you promptly advise and furnish us with evidence of such Force Majeure.

EU Regulation

EC Regulation 261/2004- This are common rules on compensation and assistance to passengers in the event of denied boarding, flight cancellations, or long delays of flights. The regulation applies to any passenger:

- departing from an airport located in the territory of a Member State to which the Treaty applies or
- departing from an EU member state

For more please visit the website ec.europa.eu

Tarmac Delay

In the event that a flight is delayed while passengers are on board (*known as a tarmac delay*) we will take all reasonable measures to ensure you are comfortable. We shall make every reasonable effort to minimize the duration however in cases related to weather, visibility, parking space limitations or other unplanned circumstances resulting to long delays, we urge you to carry in your hand luggage any essential medication, baby food and other provisions as well as specific or individual dietary items as we are unable to provide these items and/or unable to distribute them during a tarmac delay should they be checked in.

During this period we will ensure the following;

- Refreshments are offered,
- The lavatories remain serviceable.
- Advice if and when it is safe to use electronic devices
- First aid and other routine medical services are on standby if needed.
- Work with airport authorities to allow our customers disembark the aircraft safely and be escorted to a waiting terminal.
- Regardless of the circumstance, we will begin to notify you 30 minutes after the scheduled departure time including the reasons for the tarmac delay, if known and every 30 minutes thereafter that if the opportunity to disembark exists you have the opportunity to get off the aircraft.

ON BOARD

We shall ensure that we provide a sanitized cabin environment and comfortable ambience, quality catering services and friendly customer care while on board our flights. We ask that you comply with the required safety rules provided on board and report to the staff any irregularities for immediate action.

In-flight Exercises

It is important to sit comfortably and arrive feeling fresh. Sitting for a long time can become uncomfortable – even on spacious cushiony seats like on Kenya Airways flights. There are some simple exercises you can do to ease your muscles during long-haul flights and you can do them while seated. The various types of exercises can be found on our In-flight booklet.

Catering Service

All meals and bar service offered on board are complimentary. They have been handled, prepared, packaged and stored as per the international aviation standards governing food sanitation while on board.

For domestic flights, we shall serve snacks and light refreshments in accordance to the limited service time during these short flights.

For international flights, we shall serve meals as per the duration of the flight. If you require specific dietary meals, you should inform your reservation agent or travel agent at point of booking. All meals must be inserted in the itinerary as per the applicable airline coding. Kindly ensure that this is done at least 48 hours, before the date of your travel to avoid any disappointment.

Medical Conditions

- **Expectant Mothers**

It is important that you are extra careful to ensure that you and your baby are not put at risk by flying. Ideally as long as you have not experienced any complications during pregnancy, you can fly until your 28th week without needing to tell us. Beyond the 28th week, you will need to take note of the guidelines below.

Single Pregnancy

If you are expecting one baby and want to travel between your 28th and 36th weeks, we will need your doctor to fill out a Pregnancy Information Form. Once completed, the form will need to be sent to our doctors on call for approval. After your 36th week, it is recommended that you do not fly and the airline will not approve travel.

Multiple Pregnancy

If you are expecting more than one baby and want to travel between your 28th and 32nd weeks, we will need your doctor to fill out a Pregnancy Information Form. Once completed, the form should be sent to our doctors on call for approval. After your 32nd week, it is recommended that you do not fly and the airline will not approve travel.

Travelling cut-off date

Your return-travel dates must fall within the period before the 36th week for single pregnancies or the 32nd week for multiple pregnancies.

Medical Information Form

As outlined above, you will need your doctor to fill in this form if you wish to fly beyond the 28th week of your pregnancy. Download Medical Information Form which is in PDF format. Once you have completed the form, scan and send it to Doctors.KQ@kenya-airways.com our doctor will get back to you with a decision. This should be done at least 48 hours before your flight.

Medical Form Link; <https://www.kenya-airways.com/prepare-for-travel/special-assistance/expectant-mother/en/>

- **Medical Clearance**

Your comfort is our utmost concern when travelling with us. A medical clearance ensures that both your doctor and ours are satisfied that you are able to take your journey without incident. However, please note that the fact that Kenya Airways clears you to fly does not mean that the company takes responsibility for any incident or medical expenses accruing from such incidents.

Conditions needing medical clearance could be due to and are not limited to:

- A situation requiring oxygen onboard your flight
- A pre-existing medical condition
- An unstable medical condition

- A recent illness, injury, surgery or hospitalization
- Intention to seek treatment overseas
- **A contagious disease**

You will need your doctor to fill in Medical Information Form (MEDIF) to certify that you are fit to fly. Download the Form which is in PDF format and once you have completed the form, scan and send it to Doctors.KQ@kenya-airways.com our doctor will get back to you with a decision. This should be done at least 48 hours before your flight.

MEDIF form link; <https://www.kenya-airways.com/prepare-for-travel/special-assistance/medical-and-special-needs/en/>

- **Accessibility on board**

We are equipped with on board wheelchairs (WCOB) accessible along the alleys of some of our aircrafts to provide smooth transfer to and from the toilet door. For those aircrafts that do not have on board wheelchairs, our cabin crew will be happy to help you to and from the toilet door. They however cannot assist inside the toilet itself.

If your situation requires further assistance once inside the toilet, we recommend that you travel with a close confidant for your comfort and privacy.

- **Allergies**

We are well aware of the dangers of serious allergies while flying. If you have a pre existing allergic reaction, you must carry your medication, in your hand luggage. However, if you have had an allergic reaction in the last 30 days before travel it is important that you notify the airline at the point of booking.

If you need a specific meal, kindly speak to your reservations agent for the available dietary requirements and make sure you do this at least 48 hours before your flight. Just in case we can't meet your dietary requirements, we recommend you bring your own snacks onboard.

Allergy Policy As allergies are generally on peanuts, we do not serve peanuts, but cannot guarantee a 'peanut free' environment. For allergies, a guest is expected to carry all necessary medication to counter possible allergic reactions.

Duty Free

We all love to buy duty free items; however there are certain items that have restrictions e.g. liquids, cigarettes and many more particularly when your journey involves a connecting flight.

Most airports/countries will allow you to take duty free liquids onboard your flight as long as they are in a sealed in tamper-evident bag, with the receipt clearly displayed inside the bag.

It is however important to check the information at the back of our in-flight magazine – Karibu - so that you do not spend money on duty free items you cannot take onboard your onward flight, restrict your entry into the country of destination or subject yourself to unwarranted search by the customs officials at departure, destination, and anywhere you will be transiting through.

Items left on board

Traveling can be an exhausting experience. As a result you might feel tired and/or rushed to either meet your next flight or leave the airport. As you gather your items from your seating space, you may leave something behind. If you do not remember this before disembarkation of the flight and have passed to the transit or security area, turning back at that point is prohibited.

If you lose an item during your travel with us, please contact the lost and found desk immediately. Should we locate your item, our security team will revert without delay. Kenya Airways makes every effort to return recovered articles left on board our aircraft however kindly note that the duty of care for all unchecked items remains with the passenger. We urge you to be attentive not to leave these items behind. Our crew make it their duty to remind you to ensure that you check the back of the seat pockets and the area around you for any items that may have been forgotten before disembarkation.

We recommend that you label everything you plan to take out and use on a plane with your name, phone number and address in order to ease its recovery and return.

ARRIVAL**Stopover (Hotel) Paid by Carrier (STPC)**

Stopover is defined as a planned overnight stop on a ticketed journey. In other words, if there are no immediate connecting flight(s) available for more than 8 hours on the same itinerary/contract, Kenya Airways will provide accommodation, airport transfers and meals, at a cost.

As per the preset rules, this provision is only valid for certain tickets and connections. We therefore urge you to enquire, at point of sale, if your ticket is eligible for this service.

If you are not entitled for STPC, we have negotiated a rate just for you! On booking/purchase of your ticket you can get a discounted rate by simply contacting your sales agent and they will give you all the details you may need about STPC. If you have any additional questions, please let us know on stpc.services@kenya-airways.com

Temporary Entry Visas

When you qualify for STPC, your temporary entry permit into the country is not guaranteed by the airline. It is only during disruptions to your travel that the airline will cover costs of temporary entry permits into the country, with consent from the Kenya Immigration. We have briefed the immigration authorities about this service and the hours granted are of a short-term time period however it is at their discretion to provide entry. If unfortunately you are declined entry, we shall provide you with lounge access until it is time to make your connecting flight. If you however qualify for a visa but choose to remain at the airport and do not qualify for lounge access, we shall not offer this option to you due space limitations.

Baggage Services

Kenya Airways prides in safeguarding your baggage while it's in our care. We have devoted extensive resources to ensure baggage is secure and delivered on time. However, occasionally a bag may have some irregularities.

- **Food Stuff**

It's illegal to carry most foodstuffs in checked in baggage, even if they are for your personal use. Limited quantities of food products, including fish, eggs and honey, may be allowed from certain countries. The health officers at various airports will allow entry to some as long as they are free from disease. It is therefore important to declare any foodstuffs that you have carried in your baggage on arrival. If your food is deemed to be illegal, customs will take it from you and destroy it. If you do not declare and you are found out, you stand a chance to be penalized heavily as you will have committed an offence.

We shall not be held liable for baggage containing fresh produce

Delayed delivery

If your baggage is delayed your baggage details shall be entered in our worldwide baggage tracing system www.worldtracer.aero/filedsp/kq.htm and you may be assured that every effort will be made to ensure the safe return of your baggage. When necessary, tracing will continue for up to 45 days though most misdirected baggage is located sooner. During the tracing period, progress can be established by contacting our local office or handling agent.

Damaged baggage & partial loss of contents.

Damage or pilferage to your baggage must be reported immediately to the Kenya Airways Baggage Handling Office. Kindly note that scratches, scuffs and nicks may occur despite the best care taken in handling. In addition, manufacturer's defects may also become apparent. Such damage is viewed as normal wear and tear in handling and Kenya Airways will not accept liability in such cases.

Lost baggage

If your bag is not located or delivered within 5 days, submit a written claim to the nearest Kenya Airways office. All claims must be accompanied by a baggage claim form and original documents listed below. Please note that a Property Irregularity Report (PIR) alone does not constitute a written claim.

Documents required

- Baggage claim form
- Property irregularity report
- Passenger coupon/ticket
- Baggage tag (s)
- Cash receipts
- Excess baggage ticket
- Passenger letter of complain
- Copy of passenger passport (bio data page)

Always give an accurate description of your bag to help us to locate it more easily. Just in case, have a picture of your luggage on your phone that would be helpful, Tracing of your baggage will continue in addition to the insurance claim process. At most 60 days after the receipt of the documents at our insurance office, your claim should be finalized.

Found Baggage

As soon as we locate your baggage, we will contact you and make arrangements for it to be delivered to you if this was stated on your file. Unfortunately, due to customs regulations in certain countries, we may be unable to deliver some of the baggage – in such cases we shall contact you to collect it from the airport.

Limitation of liability

In common with all international carriers, our liability for mishandled baggage is governed by law. For international flights the Warsaw Convention and Montreal Convention of 1999 may apply and limit the airline’s liability for loss or damage to baggage.

- The **Warsaw Convention** applies and liability is limited to USD\$20 per kg per checked baggage up to 40kgs (\$800.00) and \$200 per passenger for cabin baggage, unless a higher valuation has been declared and additional charges paid. Excess valuation may not be declared for certain types of articles.
- The **Montreal Convention** applies and liability is limited to 1,000 Special Drawing Rights (SDRs) per passenger regardless of the number of bags a passenger may check. Exchange rates are available at www.imf.org.

The airline regrettably cannot accept liability for:

- Valuable/fragile items (including but not limited to money, jewellery, precious metals, computers, electronic devices),
- Important /valuable documentation (including but not limited to, business documents, negotiable papers, securities, passports, deeds),
- Samples, security items removed by airport authorities, car/house keys, medicines, or medical equipment and damage resulting from inherent vice.

If you have travel insurance we would strongly advise that you first pursue the claim with your insurer.

Procedures to be strictly adhered to

A written notice of claim must be submitted to the airline for any irregularity and the limitation periods to be observed as follows:

- In the event of loss, twenty one (21) days from date of travel.
- For loss of contents, seven (7) days from date of receipt of baggage.
- In the event of damage, seven (7) days from date of receipt of baggage.
- For delay, twenty one (21) days from the date of receipt of baggage.

Any right to damages shall be extinguished if an action is not brought within two years of the date of arrival at destination, or the date on which the aircraft was scheduled to arrive or the date on which the carriage stopped. The method of calculating the period of limitation shall be determined by the law of the court where the case is heard.

Contacts at Kenya Airways Insurance Office:

For more information see our conditions of carriage (available on our website) or contact the following;-

Our local office closest to your location

Baggage Claims and Tracing Office - Jomo Kenyatta International Airport, Nairobi
E-mail: customer.relations@kenya-airways.com

Cargo Handling

Unaccompanied baggage sent separately to avoid excess baggage fees or which exceeds approved allowances by the airline is referred to as cargo. This service is run by the Kenya Airways cargo division, offering rates that are more competitive than the excess baggage fees. For more information on cargo rates for each destination and excess baggage charges please visit the KQ cargo section on Kenya Airways website.

Kenya Airways Cargo serves a vast regional and international cargo network with scheduled and charter services. We offer both belly and freighter capacity to over 100 destinations. As Kenya Airways Cargo we are committed to offer the following services: -

- **KQ Express Cargo** is a priority service designed to cater for urgent cargo shipments with speed and reliability.
- **KQ Courier** is tailor-made to cater for the specific transportation requirements of the courier companies.
- **KQ Pharma** is designed to cater for transportation of pharmaceutical products in the most efficient, reliable way possible to ensure product quality and safety is preserved.

For more information on the charges & taxes applicable, visit www.kqcargo.com/

Quality Customer Service from Code Share Partners

All of Kenya Airways’ code-share partners are equally committed to our service level agreements and operate in line with this service charter.

Loyalty Programs

- **Flying Blue**

Kenya Airways is a partner in the frequent flyer program Flying Blue. The program offers benefits that ensure recognition and rewards all over the world. Thanks to our partner-network of over 1000 destinations, every flight is another opportunity to earn and redeem miles to your favorite destination on Kenya Airways and our Sky Team partners. The program has four membership levels that offer different benefits, the more flights you take enable you to earn more miles and move to a higher level in the program which will attract more benefits.

Program Levels	Platinum Elite	Gold Elite	Silver Elite	Ivory
Level miles or	70 000	40 000	25 000	
Number of one way flights	60	30	15	1

The benefits a Flying blue passenger can gain when travelling with Kenya Airways and Sky team partners is based on the Member’s Level in the program.

	Platinum Elite	Gold Elite	Silver Elite	Ivory
Extra baggage allowance	20kgs	20kgs	10kgs	none
Lounge access	Yes + one guest	Yes + one guest	none	none
Priority check in	Yes	Yes	none	none
Day of Departure Upgrade	Yes	Yes	Yes	Yes

Ensure that you present your flying blue card at the check in counter or input your number during online check in for your miles to be credited to your account. Eligibility for day of departure upgrades using your flying blue award miles is subject to seat availability and applicable to members holding tickets in B, M, Y and U classes only.

Award Miles can be redeemed for Award tickets, Award Upgrades, Car Rental and Hotel.

Retro claim - Members can claim their Miles for trip up to 6 months back and for newly enrolled members up to 3 months. Kindly retain your e-ticket and boarding pass to claim the Miles.

Members can contact our 24-hour contact centre on 254-20-3274747 or email customer.relations@kenya-airways.com to manage your account or handle any other service requests. For more details on the program, visit www.kenya-airways.com

Passenger Information on the Internet

We provide all information to our passengers through our website www.kenya-airways.com

Handling Customer Feedback

We will respond to customer feedback, subject to availability of contacts and within 48 hours. In case of a complaint, it is important to always provide flight and ticket details for quick investigations and satisfactory response. We will do everything possible to ensure that we resolve customer concerns conclusively within 21 working days.

If you are dissatisfied with the resolution, we invite you to call or write to the Customer Relations team to review the matter in order to reach an amicable solution. Customer Relations office may be reached through the following contacts:-

Website: <http://kenya-airways.custhelp.com/>

or

Customer Relations Office

Kenya Airways
Head Office

Airport North Road, Embakasi

P.O. Box: 19002 – 00501 Nairobi, Kenya

Telephone: +254 (0) 20 3274747 / +254 0711 02 4747 / +254
0734 10 4747

Email - customer.relations@kenya-airways.com

DISCLAIMER FOR THE CHARTER

Kenya Airways takes the Customer Service Charter very seriously and we know that you expect nothing less. However, the Customer Service Charter does not create contractual or legal rights. Our contractual rights and obligations are set out in our conditions of carriage and applicable tariffs, both of which provide additional details on the matters discussed and must be consulted to fully understand your rights and our obligations e.g. We are not responsible for any special, incidental, or consequential damages for delays, cancellations, lost baggage, late refunds, or instances in which we do not meet our service goals.

For more information visit <https://www.kenya-airways.com/condition-of-carriage/en/>

AMMENDMENTS TO THE CHARTER

With respect to the ongoing developments and dynamism of the aviation industry, this service charter will periodically be reviewed and updated with a view to improving our service.

Confirmed by _____ Date _____

Vincent Coste
Commercial Director

Endorsed by _____ Date _____

Jan de Vegt
Chief Operating Officer

Approved by _____ Date _____

Sebastian Mikosz
Chief Executive Officer