

## Refund/Reissue/No-Show/Re-route – Penalty Waiver

Dear Travel Partners,

Please be advised that the below procedure can be applied to all flights and sectors on Kuwait Airways for all passengers booked to travel from 22Feb,20 till 30<sup>th</sup> April,2020 regardless of the date of ticket issuance.

### 1. Refundable Tickets & Non-Refundable Tickets

#### Refund on Fully unutilized tickets

- Refund without deducting any refund penalty charges. (Refund can be processed through BSP-Link or by means of manual refund application)
- For O & D sectors where passengers utilized first leg and last leg of journey (Origin to Transit point KWI and return to Origin Point), due to KU cancellation of onward sector, such ticket status maybe changed to open enabling full refund waiving penalty on involuntary basis.

### 2. Refund on Partially utilized tickets

- Refund permitted on the unused component of any tickets, calculation as in the example below:

Tickets issued BOM KU KWI 200.00 KU BOM 180.00 NUC 380.00 END

BOM-KWI component used, hence NUC 180.00 will be considered as the refundable amount.

- If a sector of a component is unused refund will not be processed, however unused coupons may be flown maximum by 31 DEC2020.

### 3. Re-issue/Re-Routing Voluntary

- Refundable Tickets: Re-issue/Rerouting is permitted without charging reissue/rerouting penalty charges. Any difference in Fare, Taxes, Surcharges must be collected.
- Non-refundable Tickets: permitted to travel until 31Dec2020 waiving all penalties. Any difference in Fare, Taxes, Surcharges must be collected.

## Terms and Conditions

- Tour Code: **RH 20-023** must be annotated for all above waiver tickets
- For Refundable tickets – Penalty waiver is applicable as per the ticket validity
- Penalty waiver is not applicable if tickets are presented after 31 Dec 2020