

KUWAIT AIRWAYS – COVID19 CIRCULAR

This is further to your request for the waiver of refund penalty due suspension/re-schedule/miss-connection/cancellation of flights by Kuwait Airways as a health preventive measure of COVID -19.

You may kindly process refund of your ticket, subject to meeting any of the below categories:

Passengers booked to travel from 22nd Feb 2020 until 30th Apr 2020, regardless of date of ticket issuance.

1. REFUNDABLE TICKETS

- **Refund on Fully unutilized tickets** - Refund without deducting any refund penalty charges. (Refund can be processed through BSP-Link or by means on manual refund application)
- **Refund on partially utilized tickets –**
 - a. Refund permitted on the unused component of any tickets, calculation as in the example below:
Ticket 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.
 - b. If a sector of a component is used refund will not be processed, however the unused coupons may be flown by 31st Dec 2020

Re-issue/Re-Routing

- Re-issue/Rerouting is permitted without charging reissue/rerouting penalty charges. Any difference in Fares, Taxes, Surcharges must be collected.
- **Tour code RH/20-015 or RH-20-015 or RH 20-015 (as per system acceptability) is mandatory in refund documentation to avoid debits**

2. UN-USED /NON - REFUNDABLE TICKET

- EMD valid for 6 months will be issued or else the ticket can be re-issued until 31st DEC 2020

Fully or partially unutilized tickets

- Date Change or Re-routing is permitted without any Reissue/Rerouting penalty charges. All travel to be completed by 31st DEC 2020.
Any difference in Fare, Taxes, Fees and Surcharges must be collected as per the fare conditions.
- **Tour code RH/20-015 or RH-20-015 or RH 20-015 (as per system acceptability) is mandatory in the reissue ticket and in refund documentation to avoid debits**

Until further notice our operations are suspended till 30th Mar 2020.

TERMS & CONDITIONS

- Tour Code: RH/20-015 or RH-20-015 or RH 20-015 (as per system acceptability) is must be annotated for all above waiver tickets.
- For Non-Refundable tickets – Penalty waiver is applicable for all travel to be completed until 31st DEC 2020.
- For Refundable tickets – Penalty waiver is applicable as per the ticket validity.
- Penalty waiver is not applicable if tickets are presented after 31st DEC 2020.
- Above re-routing/reissue is applicable only on KU operated flights.