



TO: GOOD TESTIMONY INTERNATIONAL SCHOOL.

Selected Flights

MBA-NBO

Flight number	Departure date	Arrival date	No of pax	Stops	Fare
KQ-601	KQ-601 07-Aug-2025 08:20	07-Aug-2025 09:20	60 (60A)	0	KES 10200.00 Fare breakdown

MBA-NBO

Flight number	Departure date	Arrival date	No of pax	Stops	Fare
KQ-603	KQ-603 07-Aug-2025 09:50	07-Aug-2025 10:50	35 (35A)	0	KES 10200.00 Fare breakdown ✓

MBA-NBO

Flight number	Departure date	Arrival date	No of pax	Stops	Fare
KQ-605	KQ-605 07-Aug-2025 12:05	07-Aug-2025 13:05	55 (55A)	0	KES 10200.00 Fare breakdown ✓

MBA-NBO

Flight number	Departure date	Arrival date	No of pax	Stops	Fare
KQ-607	KQ-607 07-Aug-2025 14:45	07-Aug-2025 15:45	20 (20A)	0	KES 10200.00 Fare breakdown ✓

Fare expires: 02-Jun-2025 1720HRS
Payment: 11-Jun-2025 0824 HRS (30% of pax)
25-Jun-2025 0820HRS (70% of pax)
Name list: 24-Jun-2025 08:20

Terms and conditions

KENYA AIRWAYS GROUPS POLICY 2025

This document outlines Kenya Airways group booking procedure.

1. HANDLING OF KQ GROUPS

- a) All Group requests with KQ online destinations should be channelled via Group Optimizer tool for fare quotation
- b) All Group requests booked on KQ operated flights with interline sectors should be sent to RM.Groups@kenya-airways.com for confirmation of KQ sectors and local area of sale contact person copied
- c) All Group requests with at least one KL/AF segment should be reserved as per AF/KL Interline group process

2. GROUP RULES AND CONDITIONS

2.1 Group size

Minimum of **10** passengers in economy cabin and **5** passengers in business cabin travelling together in one flight. Children and Infants should be accompanied by an adult passenger.

2.2 Fares

- a) Group fare is based on displacement cost and the quoted fare is valid for the travel dates, flights and routes approved only. Any subsequent **modifications** will require a re-evaluation of the fare
- b) Seats are only blocked after fare acceptance in GO tool
- c) Approved fare may change at the time of ticketing due to changes in taxes and surcharges
- d) Children will pay the same fare as adults; infant fare applies as per market rules
- e) **Voluntary re-routing is not allowed after ticketing**. In case of any re-route, you refund the tickets and use the residual value on the newly requested route
- f) Upgrades are allowed on passengers reserved in economy class. For mixed cabins, the total group (both business & economy cabins) should be within a threshold of **10** passengers and fare re-priced: difference between evaluated fare in GO tool and business class fare plus applicable taxes on upgraded passenger/s

Note:

STOPOVER /(STPC)---Kenya Airways offer STPC, refer to the current STPC policy tariff notice

2.3 Deposit Time Limits (DTL) Payment

- a) Deposit will be charged on total fare (**base fare and taxes**)
- b) 30% non-refundable deposit should be collected as per timelines updated by GTL robot in the PNR as per guidelines below
- c) The final payment requirement will depend on travel dates

Note:

- a) Deposits for **UN-TICKETED** bookings are non-refundable; the amount can be transferred to an EMD for future travel
- b) Non-payment of deposits beyond stipulated timelines will result to reservation cancellation without further warning
- c) EMD number related to deposits collected should be inserted in the OSI field and if this is missing the booking will be cancelled automatically
- d) Once the deposits are collected, always alert RM groups to remove related OPC timelines to avoid PNR cancellation
- e) EMD deposits should be issued under code **RFISC - 997**

- f) Group deposit EMD validity: -Please refer to the current EMD policy tariff notice

Groups Time Limit (GTL) Amadeus robot will update the time limits using OPW/OPC remarks in the PNR once confirmed.

· OPW - Option warning (OPW) element is a warning message used to notify the booking office by queue placement prior to the automatic cancellation of the segments associated with a time limit

· OPC - Option Cancellation (OPC) element is used to track the time limit, to initiate automatic cancellation of GTL associated segments (appendix)

It is the responsibility of each AOS to control the deposit received and monitor the final payment.

2.4 Modes of payment

- a) Cash is payable to Kenya airways sales office or appointed GSAs office in respective markets

- b) Wire transfer can be processed to Kenya airways bank accounts as advised in each country and KQ Finance must confirm cash has cleared and reflected in the account before EMD or ticket can be issued. Funds should be deposited in KQ account at least 4days before the advised DTL to allow processing/approval time
- c) BSP mode of payment is only allowed for duly Registered IATA agents who are actively participating in a BSP recognized by Kenya Airways

3. GROUP SEAT UTILIZATION

- a) At least 80% of the seats blocked must be utilized
- b) Reduction below minimum group size is not permitted before ticketing
- c) Reduction below 20% after deposit collection will attract materialization penalty as shown below
- d) After partial PNR ticketing below minimum group size, the fare is to be re-calculated as per structural market fares without discount and tickets re-issued. Otherwise, ADM will be raised to the issuing agent
- e) Open returns are NOT permitted for groups

3.1 Materialization

Materialization penalty will apply when less than **80%** of the total group tickets.

The penalties will be as follows:

Materialization penalties

Short Haul-USD 80 for return fare and USD 40 for one-way per passenger -----Domestic flights

Medium Haul - USD 150 for return fare and USD 75 for one-way per passenger----Greater than 1hr up to 4hrs flight time (regional flights)

Long Haul USD 300 for return fare and USD 150 for one-way per passenger-----Greater than 4hr flight time (international flights)

For example,

- 100% deposit payment for a group and less than 80% of the group is ticketed, materialization penalty will apply for the deficit of the group to materialization threshold, after which the balance can be refunded either by cash or EMD
- 100% deposit payment for a group and tickets 80% and above of the group, no penalty will be charged to the customer, and the deposit can be refunded either in cash or EMD

4. PNR MODIFICATION

4.1 Group Modifications Before ticketing

- a) For request initiated in GO tool,
 - Any downsize, upsize and change of itinerary from the parent PNR **should** be requested through GO tool
- b) For groups initiated manually in ARS,

Copying PNR

- In case you have an additional passenger to add to an existing PNR, you can use the RRA entry by Copying a PNR and creating an AXR Link.
- To Copy same number of Passengers do > RRA <
- To Copy specific number of Passengers e.g., 1 passenger do > RRA/1 <

Split PNRS

- In the event of cancellation, those travelling back separately should be split from the mother PNR
- Only 20% of the group may deviate. However, seat confirmation on the split PNR will be subject to seat availability without discount and fare repriced to reflect new quotation

4.2 PNR Modifications After ticketing

- a) Any deviated passenger/s from the initial group should be split from the parent PNR and re-priced fare based on availability without applying discount
- b) Only **20%** of the group may deviate. However, seat confirmation on the split PNR will be subject to seat availability without discount and fare re-priced to reflect new quotation

5. TICKETING DETAILS

Fare details are automatically updated in the booking upon request acceptance.

Fare basis

Fare basis for Groups will follow the logic below,

- First character in the fare basis will always represents the booking class
- Next two characters will be standard letters **GO** to represents quotes made from the tool

Last two characters will represent the **POS** two letter country code

For example, if a T class booking is quoted from POS KE, in the tool, the fare basis is TGOKE. If it is T class quoted from POS IN fare basis now becomes TGOIN.

Group Tour codes

The unique tour code is the same as the group quote reference number as generated by Groups optimizer.

For example, if the quote reference number is given as GRP100, the same will be captured in the tour code box of the ticket and tour code for that transaction becomes GRP100

Plating Carrier: All group fares to be plated on KQ ticket stock only

6. REFUNDS FOR UN-UTILIZED TICKETS

- a) No refunds allowed after departure for partially utilized tickets

- b) After partial PNR ticketing below minimum group size, the fare is to be re-calculated as per structural market fares without discount and tickets re-issued. Otherwise, ADM will be raised to the issuing agent
 - c) No materialization penalty is applicable to ticketed bookings. However, other penalties may apply
 - d) The penalty refund is based on total fare (Base fare plus YQ & YR)
- Refunds or cancellations penalty before departure for fully unutilized tickets is as per below table,

Days before departure Range (DBD)	Refund amount retained (percentage)
Cancelled at DBD 360-30	30% of fare is retained
Cancelled at DBD 29-15	40% of fare is retained
Cancelled at DBD 14-4	50% of fare is retained
Cancelled at DBD 3-1	100% of fare is retained

7. OTHER PENALTIES AFTER TICKETING

- a) No-Show: Each No-show ticket will be charged as per market rules
- b) Change of travel date: Any change requested regarding date of travel, route or flight modification for each passenger or entire group will be subject to a revised fare evaluation as per seat availability. The fare difference is to be collected if a higher fare is quoted
- c) Change of reservation: Reservation fee will be charged as per market rules
- d) Name update (to correct misspelling): Kenya airways allow Name update; Please refer to the current name update policy tariff notice
- e) Complete names change: Please refer to the current tariff notice on complete name change

8. RESPONSE TIME

RM Group's team will acknowledge the following response time if all mandatory information has been provided in the PNR and with the correct format.

Requests with incorrect format and insufficient information cause delays and will not be handled within the stipulated time. Responsibility of providing correct and detailed information lies with the applicant.

- a) Requests with Departure within 72 hours: Same day
- b) Requests with Departure beyond 72 hours: 24 hours

Please provide the correct information to enable us to achieve this response time.

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