

Kenya Airways Scandinavia Newsletter

October 2023 Edition

Dear Trade Partner,

Welcome to our very first Kenya Airways Scandinavia Newsletter.

The purpose of this Newsletter is to share information and highlight the different actions and news on current business developments Kenya Airways is undertaking to better serve you. This edition will provide you information on KQ fares, products, services, Codeshare/SPA agreements and much more.

Kenya Airways Fares

Kenya Airways new improved fare package has now been released and includes a number of changes:

1. **Publish fares** available to all Travel Agencies.
2. **Seat Only Private Fares** available to selected **KQ** appointed Travel Agencies.
3. **Tour Operator Fares** available to selected **KQ** appointed Tour Operator Agents.

Seat Only Private Fares

- Fares from our Scandinavian gateways to *all* KQ destinations in Africa.
- Economy & Business class fares available.
- Changes/Refund/stopover permitted as per fare rules.
- Oneway & open jaw fares permitted.

Tour Operator Fares

- Dedicated Tour Operator fares for all tour packages including KQ flights, accommodation, safaris or other tours, car rental etc.
- Economy & Business class fares available
- Extended TTL available only for contracted TO Agents by adding the necessary code *prior to EOT* - [click here](#) for TO TTL entries.
- Available from our Scandinavian gateways to selected touristic destinations in Africa.
- **One free** stop permitted in Nairobi (subsequent will be charged USD75).
- Open jaw fares permitted.
- Tour Operator fares can be identified by the Tour Code **TOURNO** (**NO** - country you are ticketing from)

To become an appointed KQ Travel Agent or Tour Operator, or if you have issues viewing KQ fares, please email reservations@apg-nordic.com . Please provide a copy of the screenshot showing the error message for fare display and quoting enquiries.

Interline & SPA Agreements

To offer your guests a wider choice of destinations, Kenya Airways has partnered with various airlines. Codeshare and SPA agreements with partner airlines allow for a greater choice of connections into and out of the Kenya Airways network.

	To/From: BLL, CPH, GOT, OSL, ARN (via AMS, CDG or LHR)			To/From: NBO		
Codeshare Partners	AF	KL		JM	SA	PW
SPA Agreement	BA					

- British Airways (BA) offers connections from Copenhagen, Gothenburg, Oslo and Stockholm to connect with Kenya Airways from London Heathrow Terminal 4 – 10x weekly flights to Nairobi and beyond. BA prefix must be used on BA operated flights as it is not a codeshare service.
- AF/KL offer codeshare connections from over 12 Scandinavian cities including Copenhagen, Billund and Oslo via Paris or Amsterdam. KQ prefix should be used on codeshare flights. Departures from other cities in Scandinavia where the codeshare flights do not appear then it is possible to book AF/KL prefix to AMS or CDG and onwards to Africa on KQ prefix.
- Jambo Jet (JM) offers codeshare connections within Kenya from Nairobi to Eldoret, Kisumu, Lamu, Malindi, Ukunda.

Great Connections from Europe to Africa via Nairobi

Kenya Airways currently offer daily flights from Amsterdam, London Heathrow and Paris (CDG) to Nairobi and beyond.

LONDON – Heathrow (LHR) Up to 10 flights per week & Double Daily from 30th October 2023

London – Nairobi Flight KQ101 & 103

Nairobi – London Flight KQ100 & 102

Kenya Airways departure and arrival flights operate from London Heathrow – Terminal 4

Amsterdam Up to 7 flights per week

Amsterdam – Nairobi Flight KQ117

Nairobi – Amsterdam Flight KQ116

Kenya Airways departure and arrival flights operate from Amsterdam Schiphol – Terminal 1

Paris – Charles De Gaulle (CDG) Up to 7 flights per week

Paris – Nairobi Flight KQ113

Nairobi – Paris Flight KQ112

Kenya Airways departure and arrival flights operate from Paris Charles De Gaulle – Terminal 2E

** MCT 2hrs is reinstated to accept connections from KQ112 NBO-CDG to CPH, BLL and more on KQ/AF codeshare flights.*

[Click here](#) to download Kenya Airways fact sheet.

ADM Policy

Kenya Airways will issue ADMs/invoices to recover costs and charge penalties relating to CRS abuse and bad booking and ticketing practices. IATA Res 850M and 830A and our ADM policy applies to all GDS subscribers.

Kenya Airways have seen a large number of Churning abuses. Churning is the act of repeatedly cancelling and rebooking the same or different itinerary for the same or different classes across one or more GDSs. If segments in a PNR are rebooked 4 times or more after cancellation by TTL or airline, an ADM will be raised for the excessive churn cost amount.

[Click here](#) to download Kenya Airways ADM policy.

Schedule Changes

Unfortunately schedule changes on KQ operated flights or on our connecting partner airlines occur from time to time. There is a standard procedure to handle rebooking of KQ 706 documents, further details can be found on the Kenya Airways Schedule change policy, [click here](#) to download.

About Kenya Airways

KQ operates Boeing 787-8 “Dreamliner” aircraft on all intercontinental routes with a convenient configuration of 30 Business Class seats and 204 Economy Class seats

- Intra-Africa flights including domestic Kenya are operated with a mix of Boeing 737’s and Embraer 190 aircraft, both aircraft types with Business & Economy Class configuration.
- It is possible to book Economy Class seats with extra legroom or preferred seats at a small surcharge on all Boeing 787 intercontinental flights.
- KQ offers a generous free baggage allowance. 2 checked bags maximum 23 kgs each in Economy Class and 2 checked pieces of maximum 32 kgs in Business Class. This also applies on connecting flights from/to Scandinavia on AF, BA and KL operated flights on the same KQ706 ticket.
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Extra News

- **Bangkok** – Flights to Thailand return to the KQ network from 21st November 2023.
- **More Flights** – Increase frequencies are available to Abidjan, Bujumbura, Cape Town, Dakar and Mauritius.
- **Asante Rewards** – Introducing Kenya Airways own loyalty Program, [click here](#) for more information.
- **Sustainability** – Find out how Kenya Airways prioritises environmental, social and governance factors. [click here](#)

Press Stop

Kenya Airways and Air Baltic has signed an Interline and SPA Agreement connecting Estonia, Latvia and Lithuania to 36 destinations in Africa and Indian Ocean Islands via Amsterdam and Paris CDG. More information will follow.

Want to know more about Kenya Airways and our products?

Contact us at APG Scandinavia & Baltics and we will be happy to come for a visit to present Kenya Airways products or organize a video meeting. Please let us know if you have any questions, suggestions or need to discuss any commercial issues. We are ready to assist. Always.

Contact Details

APG Scandinavia & Baltics is proud to represent Kenya Airways in Scandinavia, Estonia, Latvia and Lithuania. Our contact details are as follows:

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