

Tariff Notice

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KENYA AIRWAYS NAME CHANGE POLICY EFFECTIVE 01ST JULY 2024

Overview

Kenya Airways does not allow name changes to transfer a ticket to another passenger after booking and ticketing, as flight tickets are non-transferable and non-endorsable. In cases where a name change is necessary, the KQ ticket cancellation policy will apply.

However, exceptions may be made in legal circumstances or to correct typographical errors in reservations and tickets. These name corrections or changes should be handled according to Kenya Airways guidelines.

Best Practice Recommendation

Government requirements concerning Passenger Travel Data highlight the need for accurate recording of name information. **The Name in the booking should match the name on the passport.** The following guidelines should be used when the names do not match the above requirements:

1. **No Given Family Names.** When only one name is given and family or middle are not indicated, initials and/or title should be included example indicate **Baraka as Baraka/MS.**
2. **Compound Names.** When a hyphenated name is involved, delete the hyphen or replace it with a space. For example, indicate Jane Wangari Nganga-Smith as **NGANGA SMITH/JANEWANGARI MRS**
3. **Single Letter Family Name.** When a single letter is provided as a family name: Combine the single-letter family name with all the given name(s) of that passenger as the family name. For example, Miss Joy Y can be booked as **YJOY/MISS**
4. **Multiple Members of a single-letter family name.** Should be booked by individual name elements. For example, Joy and Sam Y should be booked as **YJOY/MS and YSAM/MR.**

Permissible Name Corrections

Below are some instances where KQ permits Name corrections. The name correction fee will be applicable. The list is not exhaustive.

1. **Update up to 3 characters.** Kenya Airways will allow passengers to rectify or update up to 3 characters in the name due to spelling mistakes. The characters limit shall not be misunderstood as the three characters each for the first name, middle name and last name. Any correction above the allowed limit is considered a name change and not allowed except for exceptional legal circumstances or as approved by the airline's authorized staff.
2. **Addition to the last name.** You may add an additional last name to reflect on the passenger's name as it appears on their passport, but the original surname must not be changed. For example, SMITH/JOYCE to MICHAELSMITH/JOYCE
3. **First and last names are inverted.** In the flight booking where passengers have mistakenly booked a flight ticket with inverted names, KQ allows correction of the names in the customer reservation. For example, DAVID/JAMES to JAMES/DAVID.
4. **Married/maiden name change.** In case the passenger booked a Kenya Airways flight ticket with the maiden name and then there is a need to update their name on the ticket after booking the flight, you need to submit the proof of the name change (a copy of marriage certificate or the divorce decree), and this will support the name correction.

Name correction or changes are subject to the conditions below.

- Name correction is applicable on KQ-operated flights (flight numbers starting with KQ) for the ticket stock starting with 706 only.
- For interline partner flights, their respective name change policy will apply and such tickets will be rebooked subject to space availability.
- For each request of name correction, passengers need to submit supporting documents such as a passport or government-issued photo ID.
- Name correction requires an additional payment of the Kenya Airways name correction fee.
- If requesting a name correction, any change to the date, routing, time, and date of birth is not permitted. Making corrections to the above specified will be subjected to the respective ticket/fare rules
- Name correction requests should be submitted at least 48 hours before the scheduled departure time. Requests outside these timelines risk not being actioned and may be subjected to Kenya Airways ticket cancellation policy.
- Once a passenger has taken the outbound flight, name change, or correction is not allowed.
- For passengers traveling on tickets on special group bookings, marine/seamen fares, the specific name change policy on such fares and tickets will be applicable.

Kenya Airways Name Correction/Change fees

To facilitate the name update process, the airline charges a separate fee for the name correction and the name change. The fee varies based on domestic Kenya and International travel as per the below table. These fees do not replace the need to collect any fare difference that may be applicable based on ticket rules and conditions.

TYPE	DOMESTIC	INTERNATIONAL	REMARKS
Name Correction	USD15	USD75	Up to Max 3 Characters
Name Change	USD50	USD150	Above 3 characters. Must be approved by the KQ Sales Manager.

***Fees apply after ticketing and Travel Agents should contact the airline reservations staff to facilitate the name updates.**

The name update fee will be entered in the booking (PNR) via Special Service (SSR) code NUFE. In the ticket fields, the fees will be collected via tax code OC and tickets have to be reissued to reflect the correct names. Any ticket not reissued will cause a mismatch between tickets and passenger travel documents and customers will be inconvenienced at the airport.

Travel Agent should contact the local KQ/GSA reservations office as applicable for their country or region.

For any enquiries, please contact revenue.integrity@kenya-airways.com

Airways Reservations, GSAs, Travel Agents and Airport Check-in Offices.

Be guided accordingly and ensure this Tariff Notice is circulated to ALL Kenya