

NOTICE TO AGENTS: 338

5th September 2014

**CHANGES TO FEE STRUCTURE FOR UNACCOMPANIED MINORS (UM)
ON KENYA AIRWAYS**

Dear Travel Partner

Please find below a revised fee structure for unaccompanied minors (UM) travelling on Kenya Airways.

UM FARES

Unaccompanied minors (UM) are required to pay the full adult fare for the journey plus an additional handling fee. Please note **Adult Promotional/Tactical Fares are not permitted for use when calculating the UM fare.**

This notice supercedes Agents Notice 312 dated 21st February 2014.

UM HANDLING FEES

1. Travel from the UK

Applicable Fee	Journey	Example
EUR150.00	ONE WAY	LON-NBO
EUR150.00	ONE-WAY WITH TRANSFER	LON-X/NBO-HRE
EUR300.00	ROUND TRIP	LON-NBO-LON
EUR300.00	ROUND TRIP WITH TRANSFER	LON-X/NBO-HRE-X/NBO-LON

The following information is mandatory

- Add minor's age, followed by gender and first name/last name
- Add minor's passport information
- Add SR OTHS WBBB (will be brought by at the departure airport, form of Identification)
- Add SR OTHS WBMB (will be met by at the final arrival airport, form of Identification)

Example below to show how to insert remarks in the SSR filed:

SR OTHS- 9YRS/MALE/DAVID/SMITH
SR OTHS- PPT NO A100051
SR OTHS- WBBB by ONYANGO/TOM MR ID/PPT NO A00005
SR OTHS- WBMB by ONYANGO/MARY MRS ID/PPT NO C00007

The above will also apply for minors between the ages of 15-17 (both ages inclusive), who have voluntarily paid for the UM service fee.

For correct entries, please check your GDS manual.

Reference Notes

1. UM forms must be completed prior to handing over the minor to Kenya Airways staff. These forms can be downloaded from our website www.kenya-airways.com.
2. Correct SSR remarks must be inserted in the PNR – please check the correct entries in your GDS help pages
3. For children aged 5-14 years, UM handling fees **must** be collected and is not optional.
4. For children aged 15-17 years, UM fees are optional. If service is requested, the above charges will apply.
5. Children below the age of 5 years will not be accepted as unaccompanied minors.
6. Overnight connections are NOT allowed.
7. For UM groups, UM fees will apply if group not accompanied by an adult. Normal group policy will apply.
8. UM shall be accepted for on-line transportation only. If interline transportation is involved, and this is accepted between Kenya Airways and Partner airlines, Kenya Airways will only accept the UM provided that prior to travel, the UM service request has been accepted and confirmed by the connecting airline and the itinerary is issued on one continuous ticket. **Please do not issue two separate tickets**
9. The service of an UM will end at the International airport if the passenger's tickets have been purchased on separate documents, and who have onward domestic sectors on other airlines.

TICKETING INSTRUCTIONS

1. UM Handling Fee needs to be added into the fare
2. Please show fee collection in the fare construction i.e. LON KQ NBO671.30 **Q203.97****
NUC771.30END
3. Please insert comment in endorsement field - UM FEE PAID

** please convert EUR into NUC and insert the sum in fare construction denoted by Q.

Please amend your records accordingly and ensure all ticketing staff are made aware of this information

*If you have any enquiries please contact Kenya Airways Sales Department on
020 8283 1819 Email: uksales@kenya-airways.com*