



## **POSITION STATEMENT**

We in Kenya Airways have been working hard to help our passengers return to their homes given the increased travel restrictions across the world.

As we mentioned in our previous communication, we have been forced to reduce our network by over 70% and it had become increasingly difficult to continue offering international passenger services. Today the Government of Kenya has issued a directive that requires all incoming and outgoing international passenger traffic to and from Kenya to cease from midnight on 25<sup>th</sup> March 2020.

To comply with this directive, we have therefore temporarily suspended all international services effective midnight 25<sup>th</sup> March 2020, until further notice.

We will continue to operate cargo flights particularly so that we are available to offer emergency services or much needed supplies. In the meantime, our domestic flights to Mombasa and Kisumu remain operational.

Throughout this crisis, we have received incredible support from our staff, customers and well-wishers and we would like to thank you all for this acknowledgement of the dedication and hard work from all of the Kenya Airways family. We also recognise that these sudden changes have greatly inconvenienced many of our customers and we would like to apologise sincerely for this but hope that we will come back stronger than ever in due course.

Customers affected by the suspension will be able to change their bookings for later travel or exchange their booking for vouchers for future travel within 12 months. Additional information is available on our website [www.kenya-airways.com](http://www.kenya-airways.com)

We thank you for your support during this time and look forward to serving you on board our flights in the near future.

**Allan Kilavuka**

**Ag. Group Managing Director and CEO**