



SUSPENSION OF SERVICES: ROME - GENEVA ROUTE

In response to the latest developments in the COVID-19 outbreak around the world, Kenya Airways has suspended its flights on the Rome – Geneva route effective Friday 13th March 2020 until 30th April 2020.

We have also activated our Crisis Management protocol to proactively address situations as they arise and implement appropriate actions. We continue our engagement with the relevant ministries and Government agencies in Kenya and across our network and will provide affected customers with updated information in a timely manner. The situation remains dynamic and we are constantly monitoring any developments. In the meantime, all other flights operate as normal albeit some with an adjusted schedule.

For all our customers who have been affected by the suspension, we will rebook them on alternative flights, extend a full refund to those who would like to cancel their travel or waive booking fees for those willing to reschedule their flights with us to a later date.

We continue to implement high hygiene measures, and we reaffirm that the safety and security of our passengers and employees remains our highest priority.

We sincerely apologise to all our customers for the inconvenience caused.

Corporate Communications

12 March 2020

About Kenya Airways

Kenya Airways, a member of the Sky Team Alliance, is a leading African airline flying to 54 destinations worldwide, 41 of which are in Africa and carries over four million passengers annually. It continues to modernise its fleet with its 34 aircraft being some of the youngest in Africa. This includes its flagship B787 Dreamliner aircraft. The on-board service is renowned and the lie-flat business class seat on the wide-body aircraft is consistently voted among the world's top 10. Kenya Airways takes pride for being in the forefront of connecting Africa to the World and the World to Africa through its hub at the new ultra-modern Terminal 1A at the Jomo Kenyatta International Airport in Nairobi. Kenya Airways celebrated 43 years of operation in January 2020 and was named Africa Leading Airline 2019 by the World Travel Awards. For more information, please visit www.kenya-airways.com or call our 24HR Contact Center: +254 20 327 4747, Twitter: @KenyaAirways, Facebook: KenyaAirways, Instagram: OfficialKenyaAirways

