





Your premiere safari airlines connecting you to the East African region

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**13th March 2020**

## Ease of mind when booking with Airkenya

Dear Valued Partner,

Taking into account the evolving COVID-19 situation, we acknowledge the effects that it is having on our travel industry.

At Airkenya we would like to support you, our partners, our customers and ease your minds during these unfamiliar times whilst you make your travel plans.

We have added flexibility to our flight cancellations terms for all tickets issued for travel between **1st March and 30th April 2020 as follows:**

1. If you cancel your travel 7 days before travel date, we will waive all cancellation fees. Should you want to change your travel dates, you can do so without a change fee (however note there may be rate changes due to seasonality) For Cancellation within 7 days to travel date, the existing cancellation terms will apply.
2. We will continue to monitor the situation and give further update regarding bookings for travel after 30th April 2020.

### **Aircraft**

### **Sanitization**

We would also like to reassure you that we have audited our aircraft cleaning routines, and made sure that the cleaning teams are taking all necessary precautions in sanitizing all our aircraft in order to provide you with a healthier on board environment.

Your well being and comfort will always be AirKenya's first priority,

Thank you for your trust and support,

**Yours**

**Sincerely,**

**Capt.  
General Manager**

**Dino**

**Bisleti**

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