

Frequently Asked Questions About KQ Self Rebooking Service



2. Will I be charged to use the self-rebooking service?

No, The service is absolutely free.

4. What do I need to rebook myself?

You only need your booking reference or e-ticket number. Use this link for rebooking: <https://digital.kenya-airways.com/servicing/self-reaccommodation/retrieve>

6. Where do I find the flight options available for rebooking?

Once you log in, you will be redirected to a page that has all available flight options and timings.

*Flight timings available for rebooking are either less than 24 hours from your original flight or 7 days after.

1. What is the KQ Self Rebooking Service?

It is a self-service option by Kenya Airways that allows you to rebook your flight easily in case your flight is canceled or rescheduled. Where possible/available, it provides you with multiple flights options to choose from if you are not happy with the flight you have been rebooked on.

3. Will my flight preferences and services remain the same?

Yes, all your service selections from your original flight remain the same. i.e. same destination, same travel class, same baggage allowances.

5. Where do I go to rebook my flight?

You have two options to get to the rebooking option.

a.) You can visit the Kenya Airways website, select "Manage Booking" <https://www.kenya-airways.com/en-ke/book-manage/manage-booking/> You will find the rebooking link at the top marked "Click here.

b) You can Use this link for rebooking: <https://digital.kenya-airways.com/servicing/self-reaccommodation/retrieve>

8. What happens if I do not rebook myself/are not able to rebook?

The system will automatically rebook you on the next available flight after which you will receive an email with your new flight details.

10. I have received an email that my flight has been canceled /rescheduled. Does that mean I have been rebooked?

The system will automatically rebook you on the next available flight and send you an email. If you are happy with the new flight details highlighted on the email, click on "ACCEPT CHANGES".

However, if you would like to see more flight options, click on "View Alternative Flight Options" which will then redirect you to page with flight options to choose from.

12. If my outbound flight has been changed, can I also change the inbound flight free of charge?

No. With the self-rebooking tool, you will only re-book yourself on the alternative flights of the disrupted sectors. If you wish to change the inbound because you lost a day(s) on the outbound, you will have to reach out to your travel agent or our Contact center office.

7. Can I rebook a flight that hasn't been disrupted?

No. Only flights with a schedule change i.e. delayed or canceled are open for self-rebooking.

9. Will I receive my e-ticket and boarding pass?

Yes, after you have selected and confirmed your new flight, you will receive an email confirmation as well as your e-ticket.

11. Will I be charged for rebooking and how can I be refunded?

You will not be charged for using the KQ self-rebooking service. If you choose not to travel and want a refund you can request for one by filling in the form below:

<https://www.kenya-airways.com/en-ke/book-manage/manage-booking/request-for-your-refund/>

If you purchased your ticket through a travel agency, you will have to manage the refund directly with them.

13. If checked-in, will the bags be transferred automatically to the new flight?

Yes, they will be transferred automatically.

14. Does the tool rebook other airlines document with KQ sectors like DL or AF?

Yes, it does. However, instead of revalidation, the ticket will be reissued.

16. Does the tool rebook award tickets?

Yes, it does.

15. How come when you call the CEC team you cannot change the flight past 2 days yet on the website we rebook over 7 days?

The Self Rebooking tool will allow rebooking +/- 7days within reservation window and -24hrs/+ 72hrs within the check-in window only on the website. For offline rebooking, normal policies apply.

17. What happens if a flight is disrupted more than once?

You can self-rebook once per every disruption. In the unfortunate event that your flight is disrupted more than once, you will be allowed to rebook yourself again