

A new way to holiday
is just a click away



FREQUENTLY ASKED QUESTIONS ABOUT KQ HOLIDAYS

QUESTION	ANSWER
1 What is KQ Holidays?	KQ Holidays is the holiday arm of Kenya Airways and offers tailor-made memorable holidays at the best value coupled with specially curated travel packages across the Kenya Airways network.
2 How do I make a booking on the website?	You can book your holiday on our website at www.kqholidays.com
3 What type of holidays does KQ holidays offer?	KQ Holidays offers diverse holiday packages including beach holidays, safari holidays, solo holidays, romantic holidays, city tours, family holidays and luxury holidays to different destinations across the Kenya Airways network.
4 Is there a physical office I can visit to make my booking?	No, all bookings are done online on www.kqholidays.com . However, if you need assistance, you may contact us on Kenya +254 800 733 348, UK +44 2046000715 & US +1 (607) 2082130
5 Can I make a group booking?	Yes, on the website, you can make bookings for up to 9 people. If you have a holiday request for 10 or more people, please contact us on Kenya +254 800 733 348, UK +44 2046000715 & US +1 (607) 2082130
6 Will my booking include ground transfers/transport? If yes, will I charge extra?	Unless otherwise stated, most of our packages will include ground transfers. If it's included in the package, there is no extra charge in addition to the package rate.
7 Does my booking include airport transfers?	Unless otherwise stated, all our packages include airport transfers.
8 Will I be charged a service fee for booking with KQ Holidays?	There are no chargeable fees when you make a booking online, However, should you call our offices for assistance for booking a service fee is chargeable of \$27.
9 What are the acceptable means of payment?	All Major cards are accepted. At the moment, mobile money or direct deposit will not be accepted.
10 I need to amend details on my bookings, how do I reach you?	Please contact us through Kenya +254 800 733 348, UK +44 2046000715 & US +1 (607) 2082130 or Click on the following links Kenya , United Kingdom & US and our team will help you with your booking amendments.
11 What is the cancellation policy?	Cancellation and refund conditions differ depending on the type of fare applied to your booking and your holiday package. Some components of your holiday are non-refundable eg the optional insurance fee. A handling fee of €25 per person will be applied for bookings to Europe and €50 per person outside Europe (except for refundable rate). For more details please read the detailed T & C
12 Will I earn Asante Reward points if I am a member?	You will earn Asante awards on the flight part of your booking. By flying on Kenya Airways, Asante Members earn both status points and reward points without expiry if you continue to fly with us. Members earn points on all qualifying fares and products on Kenya airways. The number of points you earn depends on your destination, fare type and class of travel.
13 If my travel requires a visa, will KQ Holidays assist with visa processing or visa letters?	No. Passengers are required to make their own visa arrangements. Please ensure you have a valid passport and visa for your holiday destination.
14 What happens to my hotel booking if my KQ flight is canceled?	You will be rebooked for the next available flight to your destination. KQ Holidays will notify all relevant hotels, ground handlers and activities of all changes on your itinerary. Including flights.
15 I would like to extend my holiday by a few days, how do I make my new booking for flights and accommodation? Will I be charged?	You can reach our team though Kenya +254 800 733 348, UK +44 2046000715 & US +1 (607) 2082130 or Click on the following links Kenya , United Kingdom & US . Please note the extension could have additional charges, and this will be communicated to you.
16 Can I get a holiday quote then come back and make my booking later?	The holiday package pricing is always available on the website so you can view different holiday options anytime and make your booking whenever you are ready on the KQ Holidays site.
17 Can I make a "hotel only" booking?	All packages have been curated to include flights at a competitive price to the Holiday destination.
18 How do I cancel my booking?	Please contact us through Kenya +254 800 733 348, UK +44 2046000715 & US +1 (607) 2082130 or Click on the following links Kenya , United Kingdom & US and our team will help you with your booking amendments. Please check the terms and conditions of your booking as there may be charges applied.

 **holidays**

 **Kenya Airways**
The Pride of Africa 