

Tariff Notice

TN Number: 02-04-2024

Date: 15th April 2024

Implementation of the Hidden Groups Module in Kenya Airways Reservations.

With the objective of improving the quality of bookings and enforcement of the booking policy, Kenya Airways has now implemented the Hidden Groups detection module with effect from 08th April 2024.

The Hidden Groups module will detect and action cases of multiple individual PNRs for the same itinerary created instead of one single group PNR. Such PNRs bypass our Group fares controls and leads to demand forecast distortion.

Upon detection of such cases in Inventory, the Hidden Groups robotic will take immediate action based on business rules. Action will include cancellation, queuing, or both.

PNRs detected and actioned will have special remarks like:

SSR OTHS HIDDEN GROUP DETECTED BY KQ OR SSR OTHS HGM ACTED ON PNR

Travel Agents and all booking offices are now reminded and advised to avoid creating multiple individual PNRs for the same itinerary and if pax are more than 10 passengers to initiate the PNR as a group booking. Refer to KQ group booking policy for guidance.

Effective 01st June 2024, KQ will start issuing ADMs for non-compliant bookings created as Hidden Groups as per the ADM policy.

For queries contact: Revenue.Integrity@kenya-airways.com

Be guided accordingly and ensure this Tariff Notice is circulated to ALL Kenya Airways Reservations, GSAs, Check-in Offices and Travel Agents