

Customer Update



DUBAI FLIGHTS RESUMPTION

Dubai Airport authorities have today released a notice stating that they are still experiencing operational challenges due to the recent severe weather. To support the gradual and smoother recovery, the notice requires airlines to reduce their capacity to Dubai by 50% to facilitate ground handling, minimise inconvenience, and reduce congestion at Dubai Airport.

In this regard, Kenya Airways will reduce its frequencies to Dubai from two daily flights to one flight daily, effective today, Friday, 19th April 2024. We shall review this daily with the Dubai Airport authorities and update our customers accordingly.

Customers travelling to Dubai are advised to expect departures and arrival delays over the next 72 hours. Affected customers can contact us at +254 711 024 747, WhatsApp at +254 705 474 747, or email customer.relations@kenya-airways.com or visit www.kenya-airways.com for the latest flight schedules.

We sincerely apologise to our customers for any inconvenience resulting from the disruption. We assure you of our commitment to providing you with the best possible travel experience and express our gratitude to all our customers for their patience, continued support, and loyalty to Kenya Airways.

CORPORATE COMMUNICATIONS

19 April 2024