

Customer Update



We wish to advise our customers to expect delays in departures out of Nairobi's Jomo Kenyatta International Airport due to some road closures. These closures have impacted both our employees and customers. Customers are advised to plan for extra time en route to the airport at least four (4) hours before the scheduled flight departure time.

We understand that these changes may cause some inconvenience and sincerely apologise. However, please rest assured that your safety and well-being and that of our staff remain our utmost priority.

You can check in online via www.kenya-airways.com or the KQ Mobile app from 48 hours to 90 minutes before flight departure. Physical check-in at the airport is also available as early as 2 hours before departure.

Affected Customers can get in touch via +254 711 024 747, WhatsApp: +254 705 474 747 or Email: Customer.relations@kenya-airways.com or Twitter @KQSupport for further assistance.

Corporate Communications
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