

Customer Update



Dear Valued Customer,

Kenya Airways would like to apologize for the delays and disruptions that have been experienced in the recent past. These have been caused by unscheduled engine overhaul and unforeseen engine supply chain constraints; thus, resulting in us having two (2) 787 Dreamliner aircraft grounded.

We are currently working with our engine lessors and manufacturers on a solution, and this includes finding replacements for our engines. We have therefore had to downgrade, reschedule and, or delay some of our flights. We do however expect this to be resolved shortly, and we will keep you updated. In the event that this takes longer than expected, we shall realign our network to reduce on the number of delays or rescheduled flights.

In the interim, we kindly request that you update your booking contact details (email and phone number) directly with KQ via our website Flight Status (kenya-airways.com) or call our Customer Excellence Center via +254 711 024 747, WhatsApp: +254 705 474 747 or X @KQSupport. This is to enable us to provide you with timely flight updates.

We apologize for the inconveniences that this has caused. As always, our customers' and staff's safety remain our utmost priority, and we are committed to ensuring a safe and comfortable travel experience for you. We thank you for your patience and for continuing to choose to fly with the Pride of Africa.

Corporate Communications
4th September 2024