

"ZAWADI" IS SWAHILI FOR REWARDS

Flying Blue – Flying Free

# Zawadi

Issue No. 28

October 2006 - December 2006

## Starting

October 26th 2006,

Kenya Airways takes you direct to Paris in France, thrice weekly. Join us on this new journey and enjoy this exotic city, as we continue to usher in more destinations from Africa to Europe.

THE EIFFEL TOWER • PARIS, FRANCE

## From the editors

Welcome to a brand new issue of Zawadi – the newsletter packed with information for frequent flyer members residing in Kenya, Tanzania, Uganda, Rwanda, Burundi, Ethiopia, Sudan, Malawi, Zambia and Mozambique. This special bumper issue has a new look and feel re-designed to give you even more information about Kenya Airways and the Frequent Flyer program Flying Blue. Flying Blue offers you endless possibilities and benefits and we acknowledge that it is not always easy to keep up with all the benefits around your membership. So in this issue, we have dedicated space to answering all your questions about managing your membership, starting from enrollment and earning miles to redemption and service matters. "How do I get a PIN code so that I can check my status myself on the internet?", "Why did my member level change to a lower tier?", "How do I apply for an award ticket or an award upgrade?", "Why haven't I received my card yet?", "How and when am I going to get it?" ... all these and many more questions are answered!

As African Airline of the Year and the Pride of Africa, Kenya Airways continues to develop the most convenient network for customers travelling to and from Africa. We have new destinations that we are flying to this summer including Paris (which needs no introduction!) in October this year, and we are already operating new routes to Cotonou in Benin and Brazzaville in Congo.

In order for you to keep track of miles on these and all other KQ destinations, included in this issue please find a handy miles chart that shows how many miles you can earn or redeem on Kenya Airways destinations, step-by-step instructions on how to apply for your PIN code on the internet so that you can check your member statement yourself, ... an award application form for you to tear off and redeem your miles and a data correction application form in case you want to change your contact details (your correct personal contact data ensures that your member statement and program mail is being sent to the right delivery address). And to keep Zawadi information continuously fresh and relevant to you, we invite you to visit our website at [www.kenya-airways.com](http://www.kenya-airways.com) to contact us and let us know what your thoughts are on this issue and what you would like to see in the next. We thank you for continuing to fly with us and look forward to welcoming you on-board your next flight!

Kenya Airways Flying Blue Team

The New Zawadi. Special Bumper Issue packed with information and tips about "How to spend your Flying Blue Miles" and manage your Flying Blue account. Also – a handy Miles Chart!

 Kenya Airways  
The Pride of Africa

Flying Blue

# FLYING BLUE MILES CHART



## EARNING MILES

Earn! You must register your miles in order to earn.

TO - FROM	Economy miles	Business miles	If you are Silver Elite, you	If you are Gold Elite, you	If you are Platinum Elite, you
	earned per sector every time you travel and register your miles	earned per sector. Earn an extra 50% every time you fly Business class	earn an extra 50% every time you travel	earn an extra 75% every time you travel.	you earn an extra 100% every time you travel.
	These miles count towards your Level Miles and Award Miles	These miles count towards your Level Miles and Award Miles	These miles count towards your Award Miles Only	These miles count towards your Award Miles Only	These miles count towards your Award Miles Only
	ONE WAY	ONE WAY	ONE WAY	ONE WAY	ONE WAY
Nairobi - Abidjan	2857	1429	1429	2143	2857
Nairobi - Accra	2601	1301	1301	1951	2601
Accra - Abidjan	750	375	375	563	750
Nairobi - Addis Ababa	750	375	375	563	750
Addis - Djibouti	750	375	375	563	750
Nairobi - Bamako	3227	1614	1614	2420	3227
Bamako - Dakar	750	375	375	563	750
Nairobi - Bujumbura	750	375	375	563	750
Bujumbura - Kigali	750	375	375	563	750
Nairobi - Cairo	2203	1102	1102	1652	2203
Cairo - Istanbul	764	382	382	573	764
Nairobi - Dakar	3882	1941	1941	2912	3882
Nairobi - Djibouti	989	495	495	742	989
Nairobi - Douala	1912	956	956	1434	1912
Douala - Yaounde	750	375	375	563	750
Douala - Abidjan	944	472	472	708	944
Nairobi - Yaounde	1786	893	893	1340	1786
Nairobi - Dubai	2213	1107	1107	1660	2213
Nairobi - Entebbe	750	375	375	563	750
Nairobi - Harare	1216	608	608	912	1216
Nairobi - Istanbul	2966	1483	1483	2225	2966
Nairobi - Jo'burg	1819	910	910	1364	1819
Nairobi - Khartoum	1206	603	603	905	1206
Khartoum - Cairo	1006	503	503	755	1006
Nairobi - Kigali	750	375	375	563	750
Nairobi - Kinshasa	1495	748	748	1121	1495
Nairobi - Kisumu	500	250	250	375	500
Nairobi - Lusaka	1127	564	564	845	1127
Lusaka - Lilongwe	750	375	375	563	750
Nairobi - Lubumbashi	957	479	479	718	957
Nairobi - Malindi	500	250	250	375	500
Nairobi - Maputo	1724	862	862	1293	1724
Nairobi - Mombasa	500	250	250	375	500
Nairobi - Mumbai	2816	1408	1408	2112	2816
Nairobi - Seychelles	1299	650	650	974	1299
Nairobi - Zanzibar	750	375	375	563	750
Nairobi - London	4250	2125	2125	3188	4250
Nairobi - Amsterdam	4148	2074	2074	3111	4148
Nairobi - Guangzhou	5449	2725	2725	4087	5449
Guangzhou - Dubai	3636	1818	1818	2727	3636
Nairobi - Bangkok	4690	2345	2345	3518	4690
Bangkok - Hongkong	1075	538	538	806	1075
Nairobi - Free town	3518	1759	1759	2639	3518
Freetown - Accra	917	459	459	688	917
Nairobi - Kilimanjaro	750	375	375	563	750
Kilimanjaro - Zanzibar	750	375	375	563	750
Nairobi - Paris	4030	2015	2015	3023	4030

\*Your miles are added to your account every time you register your miles. Remember to bring your card with you every time you fly for your miles to be registered • Upgrades are available on selected Kenya Airways Fares - S,B and M only • Taxes Applicable on Award Ticket Economy Fares • Award Tickets are Subject to Availability • Open Miles option is now available: Double the award miles required to redeem a confirmed and flexible award ticket • Conditions Apply and are Subject to Change • There may be slight differences in the miles earned per sector in your member statement.



# Destination Paris

4

ZAWADI

**A**s one of the most famous capitals of Europe, Paris needs no introduction. Beautiful and culturally rich, you will find the latest in fashion, film, romance, world brands, cuisine, art, and fabled scenic sites in the great outdoors, many of which are within walking distance of each other. All are easily accessible by an excellent road network. Mouthwatering cuisine and delicacies including fresh baguettes and heavenly patisseries, can be found in a myriad of restaurants and the famous French roadside cafés. Book your Kenya Airways ticket now to Paris at any one of our sales offices, travel agents or via [www.kenya-airways.com](http://www.kenya-airways.com). Redeem a Flying Blue roundtrip economy award ticket from Nairobi to Paris for only 70,000 award miles. Earn at least 8,060 Flying Blue award miles on an economy round trip ticket from Nairobi to Paris.



Paris has endless activities to offer you, whether you are travelling on your own, with a companion or family and children. Some of the “must visit” attractions include:

## The Eiffel Tower, Les Invalides and Bois de Boulogne

The classic sightseeing attraction of Paris, the Eiffel Tower can be seen from almost anywhere in the city. Surrounded by a beautiful fountain display, it's a must see. A short walk from the Tower is the Golden dome of the Les Invalides built by Louis XIV as a residential village for soldiers, and heading out of the city is the 680 hectare Bois de Boulogne park – a surprisingly flat and beautiful expanse of nature inside such a vast city.

## Place de la Concorde

The largest public square in Paris, Place de la Concorde stands as arguably the most powerful site of French History. Physically, it separates the Tuileries Gardens from the beginning of the Champs-Élysées boulevard.

Fact file: Originally designed in the shape of an octagon by Jacques-Ange Gabriel, Louis XV's architect, it was the focal point of the bloodiest French political upheaval – the French Revolution. The Egyptian gift of the powerful Obelisk of Luxor, which portrays the reigns of the pharaohs Ramses II and Ramses III, stands in the court, flanked on both sides by two fountains constructed during the same period. This is another must see!

## Montmartre

The highest hill in Paris and very rural until recently, it is also the last village in the big city of Paris. Many painters are always ready to sketch your portrait, reminding us of the many penniless artists who lived a Bohemian life there in the early 20th century. Walking across the hill, you will discover gardens, old houses, steep streets and staircases with magnificent views of Paris. Weekends can be very crowded so consider scheduling your visit during weekdays!

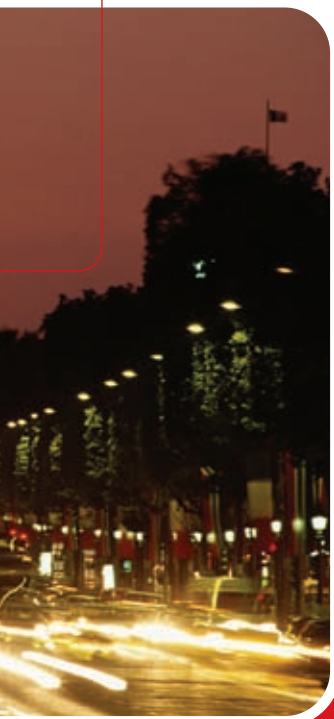
## The Tuileries

The Tuileries Gardens are always a joy to appreciate. The original gardens were redesigned in the style that became the model for classic French formal gardens.

## Ile de la Cité

The cradle of Paris Civilization, this was where the original Parisii tribe lived. Conquered by the Romans in 52 AD, and given the name Lutecia, it was originally two smaller islands. A number of beautiful homes which are still standing were built here making it a lovely place to visit.

# How the Program Works



## Latin Quarter and Musée d'Orsay

Located in the station with the old clock still in its place, Musée (Museum) d'Orsay displays famous impressionists' work including Monet, Van Gogh and Millet. Just a walk away is the literary and vibrant Latin Quarter with beautiful boulevards where the Romans, having conquered the Parisii tribe in 52 BC, extended their original settlements and built a Forum, a theater and amphitheatre, an aqueduct and thermal baths, as well as laying main roads through the area, including the modern Rue St. Jacques.

## Disneyland Paris

A huge resort that is one fifth the size of Paris! Six hotels, wooded camp sites, restaurants, shops, golf, tennis, night entertainment and of course – the magical Disney amusement park experience.

## Cité des Enfants

A science and nature interactive museum specifically for children aged 3-11 (one parent must accompany each child). Children can work on a mini construction site, learn how to program a video game, view an aquarium with 200+ species of fish, crustaceans, mollusks and seaweed.

### Beyond Paris ...

## The French Alps

Loaded with vacation opportunities, the French Alps were sculpted by glaciers. Inspiring craggy peaks and snowcapped mountains rise up in the French Alps, where there are fantastic opportunities for skiers and snowboarders. There are over 200 resorts, with Chamonix, Megeve and Val d'Isere being the most popular. Annecy city has lantern lit lanes, Chambery has a fascinating history, and Grenoble is the largest city in the French Alps. With pleasant weather in the summer, the valleys open up to lush green flora and fields of wildflowers. Hiking, rafting, mountain biking, and canoeing are popular.

## Cote d'Azur

This famous strip on the Mediterranean Coast is also known as the French Riviera. Good weather, warm seas, beaches, the Cannes film festival, a lively night life and stylish sophisticated resorts make it one of the memorable getaways that you can visit in the world.

Here are some basic facts you should know about Flying Blue. Flying Blue has been designed specifically with you, our frequent flyer, in mind. You now have even more chances to **earn** frequent flyer Miles, **save** them and **redeem** them on a host of flights from any one of the **36** airline and non-airline partners on the program. Airlines on the program are continually expanding every day to cover even more destinations, with more convenient frequencies. Some of the airline partners include Air France, KLM, Alitalia, Czech Airlines, Aero Mexico, Korean Air, Delta Airlines, Northwest, Continental, Aeroflot, Comair, Jet Airways, Malev Hungarian Airlines and Alaska Airlines.

To register your Miles, remember to bring and show your card to staff at the airport check-in counter every time you fly. Claiming your Miles later will require you to bring both your ticket and boarding pass to a Flying Blue Helpdesk and this can be quite a time-consuming exercise! Both documents are mandatory for you to get your retro-claim. **You receive your permanent card two months after applying** provided that you have already flown with us at least once, and at least 3 months prior to the date of your enrollment application.

**Here is what you need to earn to achieve the different member levels. As you will see Flying Blue is a very generous program making it easier to achieve some of the member levels:**



Levels	Level Miles	Flights	Service Benefits
Ivory		1	Award Ticket * Advance or Day of Departure Upgrade *
Silver	25,000	15	Award Ticket * Advance or Day of Departure Upgrade Priority on Waitlist Guaranteed seat on full fare tickets Business Class check-in 5kg extra baggage allowance Preferred seating 50% bonus on miles earned
Gold	40,000	30	Award Ticket * Advance or Day of Departure Upgrade * High priority on waitlist Guaranteed seat on full fare tickets Business Class check-in Priority Baggage tag and handling 10kg extra baggage allowance Preferred seating Access to lounge with one guest Free internet usage in the lounge 75% bonus on miles earned
Platinum	70,000	60	Award Ticket * Advance or Day of Departure Upgrade Highest priority on waitlist Guaranteed seat on full fare tickets Business Class check-in 20 kg extra baggage allowance Preferred seating Platinum for Life * 100% bonus on miles earned. Priority Baggage tag and handling Preferred seating Access to lounge with one guest Free internet usage in the lounge
(if you maintain Platinum for 10 years)			

\* Member becomes a Platinum for Life if they sustain Platinum level for ten years running. Award Upgrades and Tickets are based on member application/authorisation and are issued in exchange for miles. All benefits are subject to the terms and conditions of the program. For the complete overview please visit: [www.klm.com](http://www.klm.com) or call your Flying Blue Helpdesk.

**Don't lose out on your Award Miles!** Please remember to bring your card with you every time you fly so that your miles can be registered automatically

6

ZAWADI

Moving from one level to another will be dependent on the number of Level Miles or the number of flights you were able to make within 1 calendar year (January to December) in the previous year.

Use the mileage statements you can track how many Miles you have accumulated, how many were credited to your account and how many more you need to earn to keep your member level, because this will affect your member level in the next year (and you may lose your level if you don't achieve the required flights or remember to register the flight activity!)

Most importantly, once you have accumulated enough Award Miles, apply early to redeem your Miles or get an upgrade from economy to business class\*. You can redeem your Award Miles on a host of destinations on the Kenya Airways network. For instance, if you want to fly from Nairobi to Johannesburg or any destination to and from within Africa, you need only **25,000 Award Miles** for a free round-trip economy award ticket (note that taxes are applicable and are payable by cash or credit-card). From Nairobi to London, you need only **70,000 Award Miles** for a free round trip economy award ticket (taxes payable).

In fact, award tickets are available on **all** destinations operated by Kenya Airways, including our new destinations to Paris France, Cotonou Benin and Brazzaville Congo this summer. Remember that these awards are subject to availability, so the earlier you plan your trip, the better! An Award Order form is available in this issue of Zawadi, as well as on [www.kenya-airways.com](http://www.kenya-airways.com), and from Flying Blue customer service centres.

**Level Miles** are like a counter and they determine your level in the program i.e. whether you will be Platinum, Gold, Silver or Ivory next year. Because they are like a counter, measuring your flight activity – they expire by the end of every calendar year. For example - if you are holding a Gold card but you have not achieved the required flight activity to maintain be a Gold status this year, you will become a Silver member next year. Provided you must have registered some flight activity on Flying Blue. If you are a Gold and you do not register any flight activity you become an Ivory member. And that is how your member level works! **You have until December 31st to build and register enough Level Miles to achieve your desired level in the program, so - plan now!** If you fly business class, you earn an extra 50% bonus on your Level Miles – we'll show you an example of how this is calculated after we explain what Award Miles are.

**Award Miles** are available for you to redeem for various benefits in the program. So long as you continue to maintain some flight activity, award miles will never expire\*, they are always available for you to use. You can use your award miles to redeem an award ticket, award upgrade, rent a car, book a hotel or, (coming soon) ... buy excess baggage voucher. For more on this - please read "How to Spend Your Flying Blue Miles". **One of the great benefits of Flying Blue is that you earn a minimum mileage of 500 miles on the various destinations we fly to.** That means that even if it's only 266 miles from Nairobi to Mombasa, you will earn a minimum of 500 miles! Also, if you fly business class, you earn an extra 50% bonus on your award miles. Additionally, you also earn an extra award miles bonus depending on your level in the program – the Platinum bonus is 100%, the Gold bonus is 75% and Silver bonus is 50%. There is no bonus for Ivory.

## Earning your miles

As members, we know that you have a number of questions about how the earning of miles works. Here is everything you need to know about how to earn miles!

To register your miles. Remember to carry your card to automatically register your Miles at the airport check-in counter every time you fly. Keep the card in a safe place and remember to bring it with you every time you fly. Although it sounds pretty obvious – your miles cannot be added to your statement if they are not registered onto the program! Claiming your Miles later (retro-actively) will require you to bring **both** a copy of your ticket or e-ticket receipt, **and** the original boarding pass to a Flying Blue Helpdesk and this can be quite time-consuming! Also don't forget that both documents (the copy of the ticket **and** the original boarding pass) are mandatory and many members are unable to claim their miles because they forget to keep both documents. So – in short, what we are saying is - avoid the hassle of retro-claims and register your miles automatically at the check-in counter!

### Tips:

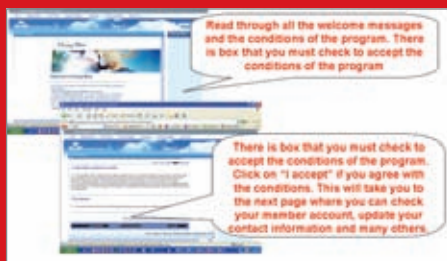
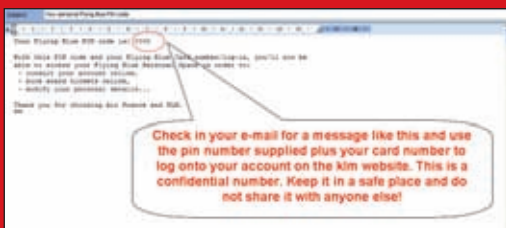
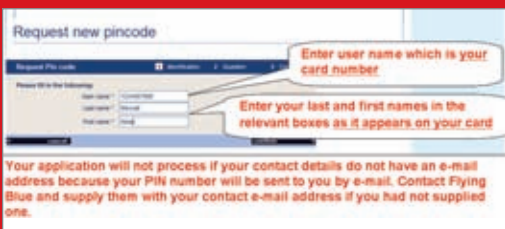
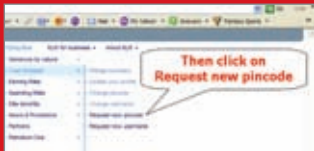
- 1 Avoid the hassle of retro-claims and register your miles automatically at the check-in counter (retro-claim means claiming your miles later after you fly).
- 2 You earn two types of miles – Level Miles and Award Miles. Level Miles determine your level in the program next year. Award Miles are available for you to redeem and enjoy various benefits on the program.
- 3 You maintain your level through the Level Miles. Use the miles chart attached to this issue to plan your trips now in order to achieve your desired member level with the required trips. You still have until December to achieve and register your flights so plan now to avoid disappointment!
- 4 Apply for a PIN code to access your member level on the internet today – check out the step-by-step procedure in this issue that shows you how to do it.
- 5 Keep and use the Miles Chart attached that shows how many miles you earn on the various Kenya Airways routes.
- 6 Remember that you can also earn miles on 'non-airline' partners like hotels. Just remember to present your Flying Blue card at the hotel check-in counter to earn miles.



**Every time you fly, you earn Award Miles and Level Miles.**

There is a difference between the two!

You can **access your member statement** anytime through the internet and you will also receive statements sent to your physical address. If you are not receiving your statements, it could be due to the fact you have changed your address. Please fill in a data correction form and/or contact your local Flying Blue helpdesk. The easiest way however is to check your member statement on the internet. Here is a step by step demonstration of how to apply for your PIN CODE on-line and view your statement.



Below is an example of the miles that you would **earn** if you flew Nairobi – London, Business Class as a Platinum member.

Nairobi - London	Level Miles	Award Miles
Sector Miles	4250	4250
Business Class Bonus Miles (50%)	2125	2125
Platinum Level Bonus Miles (100%)		4250
	<b>6375</b>	<b>10625</b>

Keep and use the Miles Chart attached to this issue of Zawadi to check how many miles you **earn** when flying to the various Kenya Airways destinations.

**Earn miles while staying at a Flying Partner hotel**

Earn Flying Blue award miles while staying at Serena Hotels, Hilton Hotels, Intercontinental, Crown Plaza, Holiday Inn Express and Hotels, Mercure, Radisson hotels, Novotel, Starwood Hotels and Summit Hotels including The Stanley among many others. Book your stay now!

**Earn miles when you rent a car**

Earn Flying Blue award miles while renting a car with Avis, Hertz, Europcar, National and Sixt.

**Earn award miles when flying on Flying Blue and SkyTeam partner flights**

In addition to Kenya Airways, KLM and Air France, you also earn award miles on Skyteam flights – Northwest Airlines, Continental Airlines, Delta Airlines, Alitalia, Korean Air, Aeromexico, CSA Czech Airlines and Aeroflot. You can also earn miles on over 15 other airlines including Air Europa, Air India, China Southern Airlines and Comair. For more information on this when you visit [www.kenya-airways.com](http://www.kenya-airways.com)

**MORE NEW DESTINATIONS**

**>>>> TO WEST AND CENTRAL AFRICA THIS SUMMER!**

**KENYA AIRWAYS IS NOW FLYING TO BRAZAVILLE CONGO AND COTONOU IN BENIN.**

The twice weekly flight on Tuesdays and Fridays stops in Brazaville, and continues to Cotonou.

# how to Spend your miles

Every time you register your miles, you earn Award Miles on the flights that you have made and registered. Now that you have earned enough Miles on Flying Blue, there are endless possibilities with what you can do with them. When thinking about the different things you can do with your miles, **don't just think of a ticket or an upgrade to business class**. Consider redeeming your miles on hiring a car and driving it for an inland trip up-country, a memorable Safari, or a trip to the beautiful African coast. Spend your miles for a holiday stay at a wide range of hotels or redeem an Aruba package holiday or an African Safari amongst many others.

## 14 things you (didn't!) know about Redeeming Your Miles

- 1 Redeeming your miles is easy! Apply using the application form included in this issue of Zawadi. So long as you have enough miles and seats are available, you will get your award ticket!
- 2 You can redeem your Miles on different types of awards – flights, upgrades, car hire, holiday packages... and more!!
- 3 You can Redeem Your Miles for a Flight Award Ticket – One way or Roundtrip.
- 4 If your ticket is an e-ticket, remember to bring all the required forms of ID.
- 5 You can redeem your miles for an upgrade to business class by applying in advance (at least 2 weeks in advance), or on the day-of-departure if there is availability in business class.
- 6 Upgrades are available on selected economy fares only
- 7 For only 25,000 miles, you can redeem a roundtrip ticket to and from any destination within Africa and only 12,500 miles for a one way ticket to and from any destination within Africa.
- 8 When award seats are fully booked, you can still get a flexible seat in exchange for double the miles.
- 9 Taxes are applicable on award tickets and can be paid by cash or credit card.
- 10 If you want to change your ticket, a cancellation fee of Euro 40 applies – so please ensure you provide the correct details in your award application request.
- 11 If for some reason you cannot fly and you do not cancel your trip with a Flying Blue establishment, 24 hours before the flight date – your miles will not be refunded to you and will lose all your miles!!
- 12 Consider booking your award ticket during low season – there is usually more seat availability then!
- 13 You can book an award ticket using your miles for pretty much anyone - yourself, your family or a friend!
- 14 It helps to book early and be flexible about the dates you want to travel.

## Flight Awards

You can exchange your miles for Award Tickets on all Kenya Airways flights and partner flights on Flying Blue. Simply fill in an award application form and provide your preferred date and alternative dates of travel. Award Flights are subject to availability and may not always be available on your first choice so it's important that you note the alternative dates. Once you are booked onto your selected flight, and have paid the applicable taxes you can fly to any one of the 900+ destinations available on Flying Blue. You can book an award ticket for yourself, your family or a friend. Book early to ensure that you get your seat – at the very least, 2 weeks in advance of the flight date.

### One way or Roundtrip

Kenya Airways has now introduced one-way award tickets on Flying Blue to all its destinations. This means that you only need to have earned a minimum of 12,500 miles to qualify for a one way award ticket to or from any destination within Africa. Award application is available in this issue of Zawadi. Download your award order form on-line now on [www.kenya-airways.com](http://www.kenya-airways.com).

### E-ticket

Flying Blue award tickets are now available as e-tickets. That means that you no longer have to wait to receive a physical ticket. Now, only the e-ticket number, ticket reference and itinerary details are printed for you. Don't forget to bring some form of ID with you on the day of departure as well as the itinerary.

## Flight Award Upgrades

### Advance

If you hold an economy ticket, you can upgrade to Kenya Airways Business Premier World. Upgrade to Premier World and experience our world class customer service while relaxing in our Award Winning lie-flat sleeper seat which was voted 4<sup>th</sup> best in the world\*. Award Upgrades are available on all flights with a Business Premier World cabin. Book at least 2 weeks in advance of the flight date. Upgrades are available only on selected economy fares – S, B and M class.

### Day of Departure

Award Upgrades are now available on applicable Kenya Airways flights on the Day of Departure. When checking in, ask your check-in service agent whether there are any seats available in Business Premier World. If you have enough miles and seats are available, you can exchange your miles on the day of departure and treat yourself to our world class customer service\*. Simply sign the miles deduction authorization form and you will be re-booked into business class on the economy class ticket you are holding. Upgrades are available only selected economy fares – S, B and M class.

DESTINATIONS	AWARD TICKET		
	Award Upgrade	Economy Roundtrip Award Ticket	Business Roundtrip Award Ticket
Within Africa	15000	25000	50000
Between Africa and Seychelles	15000	25000	50000
Between Africa and Egypt	15000	25000	50000
Between Africa and Dubai	20000	40000	70000
Between Africa and Europe	35000	70000	110000
Between Africa and Hong Kong	40000	80000	120000
Between Africa and Guangzhou	35000	70000	110000

Awards issued from point to point.

## Open Miles – Double the Miles for a confirmed award seat

When award seats are fully booked and not available, you may still be able to travel thanks to the Open Miles Option. In exchange for double the miles, you can book a confirmed Award seat with the opportunity to modify your travel date free of charge.

## Hire a car

Next time you are planning a road trip, think about redeeming your miles with Avis and Hertz car rental companies.

## Stay at a Hotel

You can also redeem your miles at over 17 partner hotels. Closer to home in Africa, make it a point to explore the Serena Group of Hotels. With the Serena group of hotels, you can plan a stay at a safari destination, a trip to the African coast or stay in the in 5 star facilities located in Entebbe and Nairobi in exchange for miles! Conditions Apply.

## Take a Holiday *with a unique experience*

Flying Blue also has a wide range of packages that offer you truly memorable treats. These include a package at the Disneyland Resort Paris for only 50,000 miles\*, which you may want to check out as Kenya Airways commences flights to Paris this October. You can also enjoy an African safari for only 30,000 miles\* or a beach vacation with the Aruba holiday package for only 165,000\* miles.

## More availability of Award Tickets and Upgrades during Low Season

Like regular tickets - during the low season, there will generally be more opportunities to redeem due to increased availability of seats. So take advantage of these seasons to get a confirmed seat. Check with your local sales office or local Flying Blue Helpdesk to find out when it is low season for the destination you want to book.



**AWARD ORDER FORM**

**Flying Blue**

**Flying Blue Help desk**  
 Barclays Plaza, 5<sup>th</sup> Flr, Loita Street.  
 P.O Box 49239-00100  
 NAIROBI, KENYA.  
 Fax: +254-20-3274776  
 FB Phone: +254-020-3274767  
 E-mail: [flyingblue.ke@klm.com](mailto:flyingblue.ke@klm.com)

IMPORTANT

You can request an award through Fax or Email. Please check with us after 48hrs for an update. If confirmed Please, collect your ticket(s) within **four** days or your booking will be cancelled.

**Requirements for ticket collection.**

At the time of ticket collection Flying Blue members **must** show their Flying Blue card. If the person collecting the ticket is a non member, then a signed affidavit from the member authorizing such collection will be required including members identification documents and the Flying Blue membership card

**N/B:**

**1. Please ensure you enter the correct travel dates because there is a penalty of 40euros for every change or cancellations done.**

**2. All changes on award tickets must be done in writing to the Flying Blue Helpdesk at least 24hours prior to departure date. If no communications received regarding your preferred changes, both the miles deducted as well as the ticket will be lost.**

PLEASE FILL OUT THIS FORM IN BLOCK LETTERS.

Card holder's Name\*\* .....

Address ..... E-mail .....

Zip Code ..... City .....

Province State ..... Country .....

Tel. Number ..... Date .....

*By signing you agree to your order being processed according to the terms and conditions. change/cancellation is not free of charge unless you provide valid reasons as described in terms*

Fax number .....

itions

**Member's \*\***

FB Number\*\* .....

**Signature.** .....

**Payments of airport taxes and surcharge for award ticket.**

**Please specify mode of payment\*\***  Cash  Credit Card

Credit card details required

Credit card number .....

Expiry date ..... (dd/mm/yy)

Credit card company  American Express(AX)  Masters card(CA)  Dinner card(DC )  Visa card(VI)

**AWARD TICKETS**

Passenger's Name(s)(as appears on the passport) PLEASE TICK THE CORRECT GENDER**					Initials	Date of birth (Only under16)
<input type="checkbox"/> Mr.	<input type="checkbox"/> Ms	.....				
<input type="checkbox"/> Mr.	<input type="checkbox"/> Ms.	.....				
<input type="checkbox"/> Mr.	<input type="checkbox"/> Ms	.....				
<input type="checkbox"/> Mr.	<input type="checkbox"/> Ms	.....				
	Date of Departure dd mm yy	Flight number	City of departure	City of destination	Preferred Class*	Total miles needed
1 <sup>st</sup> choice outbound					-- W -- D -- F	
					-- W -- D -- F	
inbound					-- W -- D -- F	
					-- W -- D -- F	
2 <sup>nd</sup> choice					-- W -- D -- F	



# Flying Blue

## DATA CORRECTION FORM

**Flying Blue Help Desk**

Barclays Plaza 5<sup>th</sup> Floor  
P.O Box 49239-00100  
Nairobi

**Please send this form to:**

Flying Blue Helpdesk via mail or fax  
Fax + 254-020-3274776

**N/B**

-You can also register data correction online (with pin number). Login at your personal FB pages at [www.klm.com](http://www.klm.com) and go to change personal data.

-In order to apply for a pin code to access your account online, you must provide an email address.

**PLEASE COMPLETE THIS FORM IN CAPITAL LETTERS USING BLACK INK**

Flying Blue Number **AF/KL**

Surname as printed on card

First name / initials as printed on card

**Gender:**     Male     Female

**PERSONAL INFORMATION** (this section please only fill out data that has changed)

Surname

First Name

Date of Birth

Country of citizenship

**Postal Address** (Please fill out the address where you want to receive your FB mailing)

*Incase private, please state:*

City/town                      Postal No                      Code:  
State/Province                Country:  
Tel: No:                         Email:                            @

*Incase business address, Please state:*

Company name:

Telephone Number:                                      Fax:                                      Postal No.                                      Code:

Mobile Phone number                                      Email:                                      @  
(Please fill in country and area code)

If you like to be notified by Email on any Flying Blue news or program updates please fill in the following

Email address: @  
Preferred mailing language:  English     Dutch     French     Italian     German     Spanish

Change of address valid from date:                                      (dd/mm/yy)

# Service matters

When it comes to accessing customer service needed to maintain your account there are two ways that you can contact Flying Blue: Self Service on the internet and/or through our Customer Service centres worldwide.

## Self Service on the Internet.

We recommend the self service option at [www.klm.com](http://www.klm.com) or [www.airfrance.com](http://www.airfrance.com) as the most convenient option. When visiting these sites for the first time, apply for a pin code (see how you can do this on the page 7). With your pin code, you will be able to check your member statement whenever you wish, change your contact details and get the latest Flying Blue newsletters and information. Experience the freedom and convenience of managing your own account on-line. Important Note: Kenya Airways flights are not yet available for redeeming on-line so you will still need to send your application to a physical service centre.

## Customer Service centres.

For Flying Blue members who reside in Kenya, Uganda, Rwanda, Burundi, Sudan, Ethiopia, Malawi and Zambia, there is a dedicated Flying Blue Helpdesk that works with country sales offices to process your award requests and other service requests. If you have any issues or queries or if you need to apply for an award ticket or an award advance upgrade, please contact your country sales office.

### NEW ACCOUNT POLICY:

MEMBERS TO MANAGE OWN FLYING BLUE ACCOUNTS FOR SECURITY OF TRANSACTIONS.

In order to streamline our processes and to make things smoother, more efficient and more secure for you as our loyal customer, Kenya Airways/KLM Royal Dutch Airlines have introduced a new policy for handling your Flying Blue account.

Under this policy it is the responsibility of each Flying Blue member to contact and authorise the Flying Blue helpdesk personally\* regarding all Flying Blue issues. Therefore, it is no longer possible for travel agents to handle the following matters on your behalf. This new policy is to ensure security around the transactions related to your account, which include

- Forwarding of award requests (tickets and upgrades)
- Following up on ticket and upgrade requests
- Collecting tickets and upgrade vouchers
- Queries regarding Flying Blue accounts (membership status, Miles balance, credited or un-credited flights)
- Submitting tickets and boarding passes for un-credited flights
- Cash and Credit Card Tax Payments and Refunds
- Cancellations and Changes
- PIN requests and Card replacements

\* However, your travel agent retains the key role of including your frequent flyer number with your booking. Remember that you can also enter your flying number in your reservation yourself while making your booking on line.

# FAQ's

## BUMPER CORNER ON ALL YOUR FREQUENTLY ASKED QUESTIONS!

Here are the answers to the most common service questions we receive from you...

### 01 Q I am unable to book a Flying Blue award ticket on a Kenya Airways flight on the internet.

**A** Award ticket bookings are not yet available on [www.klm.com](http://www.klm.com) for Kenya airways flights – but you can book all SkyTeam partner flights. To redeem on a Kenya Airways flight, use the application form attached to this special issue of Zawadi or download the form from [www.kenya-airways.com](http://www.kenya-airways.com). Fill it in and visit your nearest Flying Blue Helpdesk or Sales office. You can still book a regular Kenya Airways ticket on [www.kenya-airways.com](http://www.kenya-airways.com).

### 02 Q My name has been mis-spelled on both my statements and the card. How do I rectify this?

**A** For your name and other contact details, such as your address and telephone number, to be changed, you need to send a copy of your Flying Blue card, and a copy of your passport ID page to your nearest Flying Blue Helpdesk. You can also scan it and forward it with an e-mail to [flyingblue.ke@klm.com](mailto:flyingblue.ke@klm.com). A Data Correction Form for this purpose is included in this special issue of Zawadi.

### 03 Q For some reason, the miles I am earning are not being reflected on my member account. What could be the reason?

**A** There could be a number of reasons! 1) The first and most common reason is that you are not carrying your card with you to check in your miles automatically at the check in counter. Remember to bring your card with you every time you fly! 2). If for some reason, you forget to carry your card to the check-in counter to check in your miles on the day you travel, you still have the option of making a “retroactive claim” after the flight. As a Kenya Airways customer, simply ensure that you send us a copy of the ticket AND the original boarding pass with the relevant form. Both documents are mandatory for you to claim your Miles. Send them to the Flying Blue Helpdesk within 6 months and the miles will be credited to your account. 3) The third reason is that you could have been using your temporary card for a long period of time, with no account actually being activated. If you may have not received any permanent Flying Blue card yet, please check with your nearest service centre to verify that your account is active and they will advise what to do next. You need to have at least one flight activity for your account to be activated.

### 04 Q I forgot to bring my card to check in my miles. How can I register the miles?

**A** You can credit the miles back to your account with a “retro-claim.” Always make it a point to remember to bring your Flying Blue card and present it at the check-in counter to avoid processing a “retro-claim”. With a “retro-claim” you can still claim your miles when you present a copy of your ticket AND the original boarding pass to a Flying Blue service desk within 6 months of the flight date. Both documents are mandatory.

### 05 Q Although I presented my card, I'm not sure that my miles were checked in automatically at the check in counter. How can I be sure they were checked in?

**A** 1) You verify whether your miles were checked in by checking your member account statement. The member statements are sent to you by surface mail but the best way of checking your miles is by applying for a PIN NUMBER/CODE and this will allow you to access your statement on-line. Check out the step-by-step instructions in this issue of Zawadi on page 7 and follow the instructions. 2) Always keep a copy of your ticket AND the original boarding pass in a safe place. You may need both documents to “retro-actively” claim your miles within 6 months of the flight date. Both documents are mandatory.

### 06 Q How can I book an award ticket or an award upgrade to business class?

**A** Check whether you have enough miles and plan your trip early. 2) Then, book an award ticket by submitting your award request to your local Flying Blue Helpdesk. Submit your request at least two weeks prior to departure; two weeks is the absolute minimum, so plan your trip well in advance to secure your seats as they are subject to worldwide availability. 3) To book an upgrade to business class, you need to have purchased an economy ticket before applying for the upgrade. Upgrades are available on selected economy fares – S, B and M\* only. The award application form included in this special issue of Zawadi and can also be downloaded from [www.kenya-airways.com](http://www.kenya-airways.com). Upgrades are now also available on the day of departure. Read more about advance and day-of-departure upgrades in the “How to Spend your Flying Blue Miles” section in this issue.

### 07 Q I booked an award ticket but then I changed my mind about the travel dates. Why was I charged a fee?

**A** There is a change of reservation penalty of Euro 40.00 when you modify or cancel your award ticket. Additionally, members must advise Flying Blue of the change in writing. The only exception is the “Open Miles” ticket which is an open ticket with no penalties for change of reservation. Read more about “Open Miles” tickets in the “How to redeem your miles” section in this issue of Zawadi.

### 08 Q I spent my miles but I did not fly. How can I get my miles back?

**A** If for some reason you are unable to fly, please alert the Flying Blue Helpdesk - in writing - more than 24 hours in advance of the flight date to cancel your ticket. The change of reservation penalty will apply to your ticket. If you do not cancel your ticket, you will lose both the award ticket and your miles and unfortunately, neither can be refunded!

### 09 Q I have received two different Flying Blue cards. What should I do to correct this?

**A** If you have received two different cards, send a photocopy of both cards to your local Flying Blue Helpdesk. They will facilitate the merging of both your accounts into one, so that all your level miles and award miles are reflected on one account. Don't fill out a new enrollment form!

# Kenya Airways News

## Flying Blue Kenya sponsors Jazz Evening

Kenya Airways and KLM Royal Dutch Airlines in June this year jointly sponsored a cocktail and jazz evening. The event organized by RETRAK; a charity organization dealing with rehabilitation of destitute children in East Africa - was aimed at raising funds to help promote this organization in making the best of an opportunity for the needy in society. The proceeds from the concert went towards the street child rehabilitation. Flying Blue members among other guests were in attendance and were entertained by the Cincinnati group from USA.



## Kampala Serena Hotel ... a Great new experience!

Following a year of intensive refurbishment and reconstruction, the Kampala Serena Hotel opened in July 2006, as the acclaimed flagship of the Serena East African Safari Circuit. The five-star, 152-room hotel is located in 17 acres of the city's gardens and boasts four dining options, the two-storey 'Maisha' Health Club & Spa and the Uganda International Conference Centre - a facility ideal for all events. Enjoy the five star appointments at this state of the art getaway and remember to present your Flying Blue card when you check in. Conditions Apply and a stay is subject to availability. For more information visit [www.serenahotels.com](http://www.serenahotels.com)

## Kenya Airways now flies five times weekly to Entebbe

You need only 25,000 Miles for a return Flying Blue award ticket, and only 15,000 Miles for a one way upgrade to and from Nairobi.

## More Frequencies from Nairobi to Amsterdam

Redeem your Flying Blue award miles on this sector for a roundtrip economy ticket at only 70,000 Miles. A one way award upgrade is only 35,000 Miles.

## Contacts

### Nairobi

If you reside in Nairobi or are visiting, visit the dedicated Flying Blue Helpdesk on 4th Floor Barclays Plaza, Loita Street in the central business district. The Helpdesk is open from Monday to Friday from 8:30 am to 3:00 pm. You can also contact the Flying Blue Helpdesk on telephone: +254-(0)20-3274767, fax: +254-(0)20-3274776 or e-mail [flyingblue.ke@klm.com](mailto:flyingblue.ke@klm.com).

### Tanzania

For members residing in Tanzania, there is a dedicated Helpdesk that can be contacted on Telephone: +255-(0)22-2139789 or E-mail: [flyingblue.tz@klm.com](mailto:flyingblue.tz@klm.com)

### Other Sales Office Contacts:

**Uganda:** Telephone +256 (0)41 233068, 344304, 256506, Kenya Airways, United Assurance Building, Kimathi Avenue, Kampala.

**Rwanda:** Telephone +250 (0)77972, Kenya Airways, Avenue de Commerce de la Paix, Kigali.

**Burundi:** Telephone +257 2223542, Kenya Airways, Place de l'Independence, Immeuble Old East.

**Sudan:** Telephone +249 (0)781662, 781955, 781080, Kenya Airways, Elfayehaa Commercial centre Ground and 1st Floor, Ali Abdel, Latif Street, Khartoum.

**Ethiopia:** Telephone +251 (0)1-514258, Kenya Airways, Hilton, Addis Ababa

**Zambia:** Telephone +260 (0)1-228908, 228886, Kenya Airways, Comesa House, Ground Floor, Ben Balla Road, Lusaka.

**Malawi:** Telephone +265 1-624524, 620877, 620107, Kenya Airways, Le Meridian, Mount Soche Hotel Blantyre or +265 1-774227, 772330, 771413, Kenya Airways, Sales Office, ADL House, City Centre, Lilongwe.

Members residing in countries other than the ones listed above – please contact your Kenya Airways country sales office and they will assist you.

### Travel Alerts

Please note that there is important travel alert information for Kenya Airways and related flights. Please visit [www.kenya-airways.com](http://www.kenya-airways.com) for more information.

- >> Transit Visa Requirements through Europe to the USA.
- >> New Cabin Baggage restrictions on KLM, Northwest and Air France flights to the US.
- >> Additional information for KLM and Northwest flights.
- >> Passengers Flying from the United Kingdom.

### NOT RECEIVED YOUR CARD?

Please write to us at [flyingblue.ke@klm.com](mailto:flyingblue.ke@klm.com) and we will expedite delivery of your card. Remember to give us your current addresses as they appear on your statement. Check the expiry date on your card to avoid any inconveniences at check-in. Always present your Flying Blue card to automatically register your miles.



\*All references to the Flying Blue program contained in Zawadi are subject to the General Terms and Conditions found on [www.klm.com](http://www.klm.com), which are subject to change. Seats are subject to availability. All awards are issued from point to point. For more information, please visit our [www.kenya-airways.com](http://www.kenya-airways.com) Note that upgrades are available on selected economy fares - S, B and M class tickets. Lie-flat sleeper Business Class seats are available on selected aircraft. Miles in the miles chart are subject to change.