

"ZAWADI" IS SWAHILI FOR REWARDS

Zawadi

Issue No. 21

April - June 2007

INSIDE:

- Earn Double Dubai Miles Now!
- It's the season to earn more Miles Now.
- Tips on how to keep track of your Miles.
- Earn more Miles while staying at your favourite hotel.

Earn
**DOUBLE
DUBAI**
Miles

Flying Blue



FLYING BLUE MILES CHART



EARNING MILES

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

LEVEL MILES count towards your level in the program - Platinum, Gold, Silver or Ivory.

AWARD MILES are available for you to redeem on a wide range of awards.

Economy miles earned per sector every time you travel and register your miles

Business miles earned per sector. Earn an extra 50% every time you fly Business class and register your miles

If you are **Silver Elite**, you earn an extra 50% every time you travel and register your miles

If you are **Gold Elite**, you earn an extra 75% every time you travel and register your miles

If you are **Platinum Elite**, you earn an extra 100% every time you travel and register your miles

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

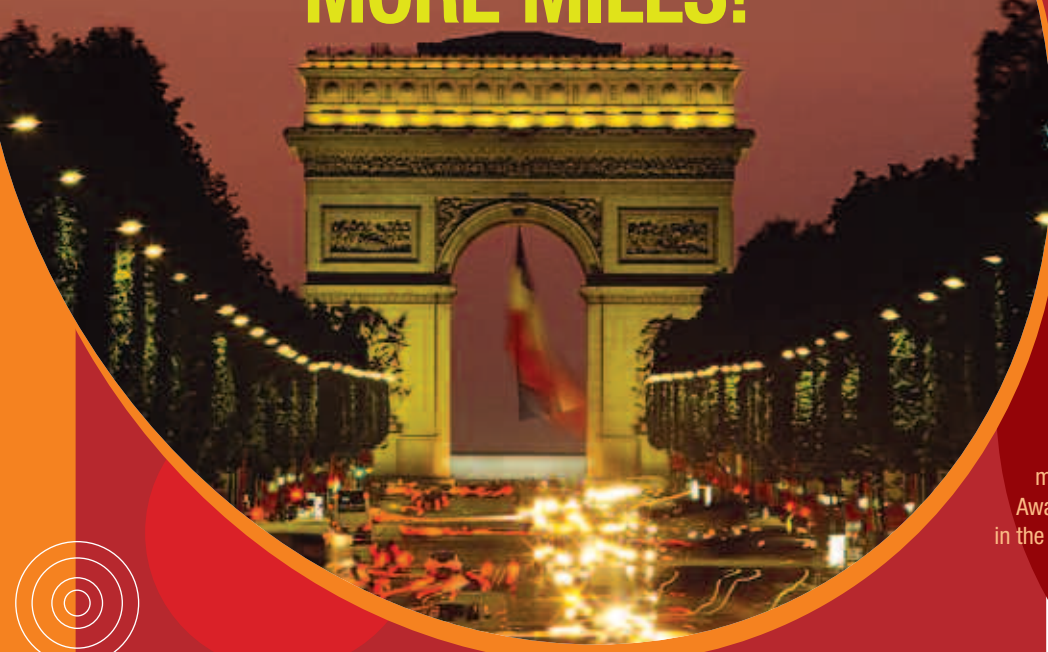
These miles count towards your Award Miles Only

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TO - FROM	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 - Dar es Salaam	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
Nairobi - Lagos	2377	1189	1189	1783	2377
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 - Freetown	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
Nairobi - Mayotte	750	375	375	563	750
Nairobi - Comoros	750	375	375	563	750
Nairobi - Cotonou	2442	1221	1221	1832	2442
Nairobi - Monrovia	3314	1657	1657	2486	3314

*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 class only. S and B for NBO-AMS route • Taxes are applicable on all Award Ticket 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 might be slight differences in the miles earned per sector in your member statement.

It's the season to
EARN
MORE MILES!



Every time you travel with Kenya Airways or any Flying Blue Partner airline, you earn both Award and Level Miles. What is the difference between the two?

Level Miles count towards your level in the program - Ivory, Silver, Gold or Platinum. These Miles expire on 31st December of every calendar year. They are like a "counter" that measure your activity on the program. When you fly business class, you earn a 50% bonus on your Level Miles

Award Miles are available for you to redeem on a wide range of awards and benefits. They are like a "currency" because you can use them to redeem award tickets and award upgrades. These Miles are valid for life provided just one Level Mile is credited to your account every 36 months. The distance flown, class of service (economy or business) and your member level in the program count towards your Award Miles. Award Miles do not count to the level in the program in any way.

Earn
DOUBLE MILES
**LUSAKA
DUBAI**
this season

Example: "I flew from Nairobi to London in Business Class and I am a Platinum member. How many Level Miles and Award Miles did I earn?"

	Level Miles Earned	Award Miles Earned
- Nairobi to London	4,250	4,250
- Business Class Bonus (50%)	2,125	2,125
- Platinum Member Level Bonus (100%)	0	4,250
Total Miles Earned	6,375	10,625

These Miles count towards your member level (i.e. whether you will be Ivory, Silver, Gold or Platinum). They "expire" and are set to zero on 31st December every year.

You can use these Miles to redeem a wide range of awards and benefits. They do not expire so long as you record at least 1 Flight Activity on Flying Blue every 36 months!

Earn more Miles when you travel business class
If you are a regular traveler on business class you must have noticed variation on the Miles you earn depending on the class your ticket is booked. Note that you earn 50% more bonus Award and Level Miles every time you travel Kenya airways business class.

The higher your membership level, the more Miles you earn
The higher your membership level, the more Award Miles you earn; making it easier for you to maintain that level as long as you continue traveling.

50% Award Miles bonus for Silver members
75% Award Miles bonus for Gold members
100% Award Miles bonus for Platinum members



Tips on

how to manage your Flying Blue account and ensure all your Miles are registered!

- Always remember to carry and present your Flying Blue card at check in.
- If you have an e-ticket, always remember to counter check if your card number appears on the printed boarding pass before leaving the check in counter
- Ensure the name used on the reservation booking is the same that appears on your Flying Blue card. Avoid using initials as there other customers who might share the same name as yours in their bookings and this may result in the Miles not being updated to your account.
- Always counter check your Flying Blue Mileage Summary after every flight so that you can monitor whether your Miles were credited. In the rare instance that you feel that there may be an error, contact Flying Blue.
- Counter-check the Miles appearing on your statement with your copies of ticket and boarding passes. If you need to double check the calculation, use the Miles finder on www.kenya-airways.com or the Flying Blue Award Chart in this issue. Never throw away your tickets and boarding passes after a flight just incase you might need to update your Miles.
- It's a great idea to have a personal access code to access your account online; if you require one, you can request it online.
- Always calculate your Miles based on how many Miles you require to redeem for an award ticket or any other benefits; this will help you calculate the number of roundtrips you need to fly to a particular destination to attain an award.



Forgot to present your card at check in?

Do not lose out on those Miles. You can retro-actively claim your Miles after the flight by presenting both your original boarding passes and a copy of the ticket to your nearest Flying Blue Customer Service Centre. Remember you can only earn Miles retro-actively if you claim them not more than six months after the flight date. If you just enrolled and want to earn Miles on the flight you have just done, remember to attach a copy of your ticket and original boarding pass as well.

Different fares earn different Miles!

Different fares (also called "classes") earn different Miles, fewer or no Miles based on the fare you paid and the class you booked. For example, business class tickets on Kenya Airways flights earn 50% more Miles. Most promotional fares earn only 25% of Miles. Group fares and Award Tickets do not earn Miles. Always check the program rules to know how many Miles your ticket will earn you.

REMINDING YOU OF YOUR FLYING BLUE SERVICE BENEFITS THIS BUSY SEASON!

Level	Level Miles	Flights	Benefits
Ivory		1	Advance or Day of Departure Upgrade* Award Ticket*
Silver	25,000	15	Advance or Day of Departure Upgrade Award Ticket* Priority on Waitlist Guaranteed seat on full fare ticket Business Class check-in 5kg extra baggage allowance Preferred seating 50% Elite Mileage bonus
Gold	40,000	30	Advance or Day of Departure Upgrade* Award Ticket* High priority on waitlist Guaranteed seat on full fare ticket Priority Baggage tag and handling 10kg extra baggage allowance Preferred seating Access to lounge with a guest Free internet usage in the lounge 75% Elite Mileage bonus
Platinum	70,000	60	Advance or Day of Departure Upgrade* Award Ticket* Highest priority on waitlist Guaranteed seat on full fare ticket Priority Baggage tag and handling 20 kg extra baggage allowance Access to lounge with a guest Preferred seating Free internet usage in the lounge 100% Elite Mileage bonus Platinum for life**

* Award Upgrades and Tickets are based on member application / authorization and are issued in exchange for Miles. All benefits are subject to the terms and conditions of the program

** Member becomes Platinum for Life after 10 consecutive years at Platinum level.

>> **Special Flying Blue Promotion**

SEEING double

Starting 5th March 2007 Earn double Miles Nairobi to Dubai on Kenya Airways Flights!

Fly 2 roundtrips Nairobi to Dubai now!
FREE economy one way award ticket to and from any Kenya airways destination within Africa.

Fly 3 roundtrips Nairobi to Dubai now!
Free roundtrip economy award ticket Nairobi to Dubai on Kenya Airways.

Book now! on www.kenya-airways.com or call your favourite travel agent! Offer valid for flight dates from 12th March until 5th June 2007!

Taxes and conditions apply

Miles cannot be pooled i.e. awards can only be issued against the Flying Blue member number on which the ticket is booked.

**Earn
DOUBLE
DUBAI
Miles**

**Earn
DOUBLE MILES
LUSAKA
DUBAI
this season**

**Starting 5th March 2007
Earn double Miles
Lusaka to Dubai on
Kenya Airways
Flights!**

Fly 2 roundtrips Lusaka to Dubai now!
FREE economy return trip award ticket to any Kenya airways destination within Africa.

Fly 4 roundtrips Lusaka to Dubai now!
Free roundtrip economy award ticket Lusaka to Dubai on Kenya Airways.

Book now! on www.kenya-airways.com or call your favourite travel agent! Offer valid for flight dates from 5th March until 5th June 2007!

Taxes and conditions apply

Miles cannot be pooled i.e. awards can only be issued against the Flying Blue member number on which the ticket is booked.





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Get your statement **ON-LINE**

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.

- 1** On the KLM Homepage, click here on Flying Blue
- 2** Then Click on Your Account
- 3** Then click on Request new pincode
- 4** Enter user name which is your card number
Enter your last and first names in the relevant boxes as it appears on your card
Your application will not process if your contact details do not have an e-mail address, because your PIN number will be sent to you by e-mail. Contact Flying Blue and supply them with your contact e-mail address if you had not supplied one.
- 5** Click on each of the down arrows, one by one and select your date of birth which you filled in when applying for membership
Click on confirm to move to the next page
- 6** You will see this message and you should get your PIN CODE sent to the contact e-mail address you supplied when enrolling into Flying Blue
- 7** Check in your e-mail for a message like this and use the pin number supplied plus your card number to log into your account on the KLM website. This is a confidential number. Keep it in a safe place and do not share it with anyone else!
- 8** Next time you visit the homepage, Enter your Flying Blue number and the 4 digit PIN number you get in your e-mail from Flying Blue
- 9** Read through all the welcome messages and the conditions of the program. There is a box that you must check to accept the conditions of the program. There is a box that you must check to accept the conditions of the program. Click on "I accept" if you agree with the conditions. This will take you to the next page where you can check your member account, update your contact information and many others.

Flying Blue
EARN DOUBLE DUHAI MILES

FLY 3 → 1 FREE

return ticket from Nairobi to Dubai

return award ticket to and from any destination within Africa

Earn more Miles while staying with Flying Blue partner hotels!

You will need to know where best to stay to earn more Miles on Flying Blue this season. You can also enquire for more information on whether you can spend your Miles while staying in these hotels, but for now you need to earn these Miles.

Earn Flying Blue award Miles while staying at any of the Serena hotels in East Africa, Hilton, Crowne Plaza, Holiday Inn hotels, Mercure Radisson hotels, Novotel, Starwood hotels, and summit hotels including the Stanley in Nairobi among many others. Book your stay now!

NEW FLYING BLUE HOTEL PARTNER!

Taj Hotels, Resorts and Palaces

You can now earn Miles when staying at Taj Hotels, Resorts and Palaces, one of the largest hotel chains with over 62 hotels and 45 destinations.

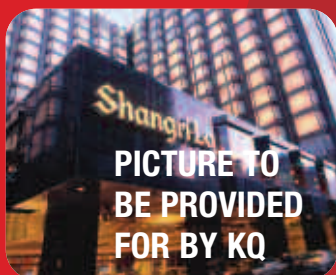
Stay in a luxury hotel and earn 750 Miles per stay and 500 Miles while staying in a business hotel resort. Earn 50 Miles more when you have lunch or dinner at Bombay Brasserie and Quilon Restaurant in London = 50 Miles

Golden Tulip! Treat yourself

This season treat yourself for lunch at Golden Tulip Branche Restaurant Bar and Lounge and earn 75 Miles while dinner earns 150 Miles now.



PICTURE TO BE PROVIDED FOR BY KQ



PICTURE TO BE PROVIDED FOR BY KQ



Earn Miles while staying at:

GROUP OF HOTELS

Accor Hotels

Sofitel
Novotel
Mercure
Suite hotel

Best western hotels CNG Hotels

Golden tulip hotels
Tulip inn
Pacific international
Hilton
Conrad International
Doubletree
Embassy Suites
Hampton inn
Hilton Garden Inn
Homewood suites
Scandic

Hyatt Le Meridien Hotels & Resorts Louvre Hotels

Campanile
Concorde hotels
Kyriad hotel

Marriott hotels

Marriott
Renaissance
Courtyard
Fairfield inn
Residence Inn
Spring Hill suites
Town place suites
Marriott Vacation Club
Horizon Vacation club

Movenpick Hotels & Resorts NH Hoteles

NH Hoteles
NH Collections
NH Express

Oberoi Hotels

Crown Plaza Hotels
Intercontinental
Holiday Inn Express
Stay bridge Suites
Hotel Indigo
Candlewood suites

Radisson hotels

Radisson SAS
Radisson Edwardian
Park inn

Shangri La Hotels

Shangri La
Traders

Star wood Hotels

Four points
St. Regis
Sheraton
The luxury Collection
W. Hotels
Westin Hotels

Summit hotels.

Hotel bookings may vary from time to time and various terms and conditions apply depending on the specific hotels-Miles earned per stay not per day



AWARD ORDER FORM

Flying Blue

Flying Blue Help desk
 Barclays Plaza, 5th 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

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 Euro 40 for every change or cancellation done.

2. All changes on award tickets already issued must be requested in writing to the Flying Blue Helpdesk at least 24 hours prior to departure date. If no communication is 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
 Fax number *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 and conditions*
 FB Number** **Member's****
 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 (mm/yy)

Credit card company American Express (AX) Master Card (CA) Diners 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 under 16)
<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
1st choice	outbound				<input type="checkbox"/> W <input type="checkbox"/> D <input type="checkbox"/> F	
	inbound				<input type="checkbox"/> W <input type="checkbox"/> D <input type="checkbox"/> F	
2nd choice	outbound				<input type="checkbox"/> W <input type="checkbox"/> D <input type="checkbox"/> F	
	inbound				<input type="checkbox"/> W <input type="checkbox"/> D <input type="checkbox"/> F	



Flying Blue

DATA CORRECTION FORM

Flying Blue Help Desk

Barclays Plaza 5th 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 and go to change personal data.

-In order to apply for a pin code to access your account online, you must have provided the program with 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 (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)

In case private, please state:

City/town: Postal No: Code:

State/Province: Country:

Tel. No: Email:

In case 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)

Signature Date: (dd/mm/yy)

Service matters

FAQ's

Redeem your Miles at the Serena Now!



Serena Hotels is partner of Flying Blue since June 2005.

Redeem your Miles now while visiting any Serena Hotel in Kenya or any Serena hotel partner listed below. Offers consist of one night stay for two.



Offer	Country	Miles	Inclusion
Amboseli Serena Safari Lodge	Kenya	30 000	Full board
Mara Serena Safari Lodge	Kenya	30 000	Full board
Mombasa Serena Beach Hotel	Kenya	30 000	Half board
Kilaguni Serena Safari Lodge	Kenya	30 000	Full board
Serena Mountain Lodge	Kenya	30 000	Full board
Samburu Serena Safari Lodge	Kenya	30 000	Full board
Nairobi Serena Hotel	Kenya	40 000	Breakfast
Arusha Mountain Village	Tanzania	40 000	Breakfast
Hotel Polana	Mozambique	40 000	Breakfast
Ngorongoro Serena Lodge	Tanzania	50 000	Full board
Serengeti Serena Lodge	Tanzania	50 000	Full board
Lake Manyara Serena Lodge	Tanzania	50 000	
Kampala Serena Hotel	Uganda	50 000	Breakfast
Zanzibar Serena Inn	Zanzibar	50 000	Breakfast

Kids vouchers for all hotels 15 000

Reservation Procedure

- Ask for a voucher at least 14 days before the date of use and specify the offer selected.
- Once the voucher is received, you must book your stay within 12 months directly with the partner for the offer selected, at least 14 days before arrival date.
- Once issued, the voucher is valid 12 months, for the offer selected.
- The voucher must be presented to the partner at time of use.

Restrictions

- Please note that once issued, the voucher cannot be modified.
- Modifications of the reservation are chargeable to the member and Serena conditions apply.

For more information please feel free to contact: www.serenahotels.com

01 Q: I know that a retro-claim allows me to claim my Miles later in case they were not registered at the check in counter. In order to make a retro-claim on Kenya Airways flights, I am supposed to present a copy of the ticket and the original boarding pass. But what if it is an e-ticket?

A: In case it is an e-ticket, obtain a copy of the "E-Ticket Trip Summary Receipt". Both this document and the original boarding pass should be presented within 6 months of the flight for you to register the Miles. Remember – both documents are mandatory.

02 Q: How many Miles do I earn for the different destinations I fly on Kenya Airways?

A: To know the different Miles earned per sector, you can use the Miles Chart on page 2 of this issue or find out online from the Miles finder on www.kenya-airways.com

03 Q: Am I allowed into the lounge? If yes – can I bring any guests with me into the lounge?

A: Access to Flying Blue frequent flyer lounges is an automatic service benefit for Platinum and Gold members. Platinum and Gold members are allowed to bring in one guest to the lounge.

04 Q: Where is my new Flying Blue card?

A: 1) You will soon be receiving your new Flying Blue card over the course of the next two months. 2) If you have moved to a new address, your card could have been sent to the old address so please check with the old address. If Flying Blue still has your old address, please update your contact details on www.kenya-airways.com or use a data correction form to ensure that your card, statements and other Flying Blue communication is sent to the right address. A Data Correction Form is also included in this issue of Zawadi.

Customer Service Centers.

For Flying Blue members with country of residence in Kenya, Uganda, Rwanda, Burundi, Sudan, Ethiopia, Zambia and Malawi, 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.

Kenya Airways News



Kenya airways takes delivery of 4th Boeing 777

Kenya Airways recently took delivery of its fourth B777-200 ER (Extended Range) plane. The Kenyan national carrier was the first to purchase and operate the Boeing 777 in sub-Saharan Africa, which has contributed to the airline's record profitability and ongoing fleet and network expansion.

The airline received the first 777-200ER in 2004 with the second and third of the model type entering service in 2005. It has an option for a fifth plane.

The latest 777-200ER will join Kenya Airways' three 777s in service on existing routes and to new destinations in Europe, the Far East and Africa. The Boeing 777-200ER is capable of carrying 30 tons of cargo with full passenger loads of 322 people.

Customer Service reconciliation forum

A rare occasion in the aviation industry, Kenya airways recently held a corporate luncheon hosting several frequent fliers in its effort to improve its services onboard and give frequent fliers an opportunity to vent out some of their service lapse experiences on board Kenya airways.

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.

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

Other Sales Office Contacts:

Uganda: Telephone +256 (0)41233068/344304/256506, United Assurance Building, Kimathi Avenue Kampala.

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

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

Sudan: Telephone +249 (0)781662/781955/781080, Kenya Airways, Elfayehaa Commercial Center 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, Comesa House, Ground Floor, Ben Balla Road, Lusaka.

Malawi: Telephone +265 1-624524/620877/620107, Le Meridian, Mount Soche Hotel Blantyre or +265 1-774227/772330/771413 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.

Talk to Us

We would like to hear from you. Write to us at loyalty.communications@kenya-airways.com and tell us what you think about Zawadi, the frequent flier program, or relate a memorable trip with Kenya airways.

All references to the Flying Blue program contained in Zawadi are subject to the general Terms and conditions of Flying Blue found on www.klm.com, which are subject to change. For more information, you can also visit our website, www.kenya-airways.com. Note that Miles in the Miles chart are subject to change. Upgrades are available on selected economy class fares – S, B and M class tickets. S and B only for the Nairobi – Amsterdam flights. Lie flat sleeper Business class seats are available on selected aircrafts.



Flying Blue



Join the millions of Flying Blue members worldwide who are enjoying great rewards everyday.

