

"ZAWADI" IS SWAHILI FOR REWARDS

Zawadi

Issue No. 29

January 2007 - March 2007

CONTENTS

- January to March is the season to redeem your award miles for a free ticket.
- Your favourite top ten destinations for redeeming award miles.
- Compare with our top ten destinations!
- Tell us what you think!

Plan your trips
now to maintain your level.
January is a good time for you to
start planning your trips so that you
accumulate enough level miles to
maintain your current level or move
up to the next level by
December 31st 2007.

Flying Blue





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

If you are **Silver Elite**, you earn an extra 50% every time you travel.

If you are **Gold Elite**, you earn an extra 75% every time you travel.

If you are **Platinum Elite**, 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

REDEEM YOUR MILES

Redeem...

Redeem...

Redeem...

One way award upgrade to Business - Premier World

Roundtrip Economy Award Ticket

Roundtrip Business Premier World Award Ticket

TO - FROM	ONE WAY	ONE WAY	ONE WAY	ONE WAY	ONE WAY	ONE-WAY	ROUNDTRIP	ROUNDTRIP
Nairobi - Abidjan	2857	1429	1429	2143	2857	15,000	25,000	50,000
Nairobi - Accra	2601	1301	1301	1951	2601	15,000	25,000	50,000
Accra - Abidjan	750	375	375	563	750	15,000	25,000	50,000
Nairobi - Addis Ababa	750	375	375	563	750	15,000	25,000	50,000
Addis - Djibouti	750	375	375	563	750	15,000	25,000	50,000
Nairobi - Bamako	3227	1614	1614	2420	3227	15,000	25,000	50,000
Bamako - Dakar	750	375	375	563	750	15,000	25,000	50,000
Nairobi - Bujumbura	750	375	375	563	750	15,000	25,000	50,000
Bujumbura - Kigali	750	375	375	563	750	15,000	25,000	50,000
Nairobi - Cairo	2203	1102	1102	1652	2203	15,000	25,000	50,000
Cairo - Istanbul	764	382	382	573	764	35,000	70,000	110,000
Nairobi - Dakar	3882	1941	1941	2912	3882	15,000	25,000	50,000
Nairobi - Djibouti	989	495	495	742	989	15,000	25,000	50,000
Nairobi - Douala	1912	956	956	1434	1912	15,000	25,000	50,000
Douala - Yaounde	750	375	375	563	750	15,000	25,000	50,000
Douala - Abidjan	944	472	472	708	944	15,000	25,000	50,000
Nairobi - Yaounde	1786	893	893	1340	1786	15,000	25,000	50,000
Nairobi - Dubai	2213	1107	1107	1660	2213	20,000	40,000	70,000
Nairobi - Entebbe	750	375	375	563	750	15,000	25,000	50,000
Nairobi - Harare	1216	608	608	912	1216	15,000	25,000	50,000
Nairobi - Istanbul	2966	1483	1483	2225	2966	35,000	70,000	110,000
Nairobi - Jo'burg	1819	910	910	1364	1819	15,000	25,000	50,000
Nairobi - Khartoum	1206	603	603	905	1206	15,000	25,000	50,000
Khartoum - Cairo	1006	503	503	755	1006	15,000	25,000	50,000
Nairobi - Kigali	750	375	375	563	750	15,000	25,000	50,000
Nairobi - Kinshasa	1495	748	748	1121	1495	15,000	25,000	50,000
Nairobi - Kisumu	500	250	250	375	500	15,000	25,000	50,000
Nairobi - Lusaka	1127	564	564	845	1127	15,000	25,000	50,000
Lusaka - Lilongwe	750	375	375	563	750	15,000	25,000	50,000
Nairobi - Lubumbashi	957	479	479	718	957	15,000	25,000	50,000
Nairobi - Malindi	500	250	250	375	500	15,000	25,000	50,000
Nairobi - Maputo	1724	862	862	1293	1724	15,000	25,000	50,000
Nairobi - Mombasa	500	250	250	375	500	15,000	25,000	50,000
Nairobi - Mumbai	2816	1408	1408	2112	2816	40,000	70,000	110,000
Nairobi - Seychelles	1299	650	650	974	1299	15,000	25,000	50,000
Nairobi - Zanzibar	750	375	375	563	750	15,000	25,000	50,000
Nairobi - London	4250	2125	2125	3188	4250	35,000	70,000	110,000
Nairobi - Amsterdam	4148	2074	2074	3111	4148	35,000	70,000	110,000
Nairobi - Guangzhou	5449	2725	2725	4087	5449	35,000	70,000	110,000
Guangzhou - Dubai	3636	1818	1818	2727	3636	40,000	80,000	120,000
Nairobi - Bangkok	4690	2345	2345	3518	4690	40,000	80,000	120,000
Bangkok - Hongkong	1075	538	538	806	1075	10,000	20,000	30,000
Nairobi - Freetown	3518	1759	1759	2639	3518	15,000	25,000	50,000
Freetown - Accra	917	459	459	688	917	15,000	25,000	50,000
Nairobi - Kilimanjaro	750	375	375	563	750	15,000	25,000	50,000
Kilimanjaro - Zanzibar	750	375	375	563	750	15,000	25,000	50,000
Nairobi - Paris	4030	2015	2015	3023	4030	35,000	70,000	110,000
Nairobi - Mayotte	750	375	375	563	750	15,000	25,000	50,000
Nairobi - Comoros	750	375	375	563	750	15,000	25,000	50,000

From the editors

Happy New Year 2007! And welcome to this second edition of the new look Zawadi* – the loyalty newsletter from Kenya Airways. This is the best season to spend and treat yourself by redeeming all the Flying Blue award miles you earned in previous months. Why is it the perfect season? Kenya Airways has plenty of award seats to all the destinations we fly to, so plan your trip now and redeem those award miles. To assist, we will take you through the Flying Blue award ticket ordering process and show you just how easy it is for you to get your free award ticket or business class upgrade.

Also in this issue, we reveal an exciting list of what your top 10 destinations are for redeeming free award tickets. We were fascinated by the results that say a lot about you! and who better than your fellow frequent travelers to tell you what destinations are hot, which ones you didn't know anything about and what to consider adding to your "award ticket trips to-do" list? We also share with you the Zawadi "editors choice" top 10 destinations that are equally as popular and which you should check out when planning your free award ticket or upgrades to-do list.

By popular demand, and to help you keep track of your miles, we have here-in yet again designed a handy miles chart that shows the miles you earn per destination, as well as the award miles you need to redeem a free ticket or upgrade.

Visit www.kenya-airways.com for more information on the program.

**for members residing in Uganda, Tanzania, Malawi, Zambia, Kenya, Rwanda, Burundi, Ethiopia, Sudan and Mozambique*

*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 all Award Tickets • 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.

How often do I need to fly to get to a member level on Flying Blue?

Ivory: As soon as your enrollment is registered on Flying Blue, you will be at Ivory level.
Silver: You need to have made at least 15 one-way flights or 25,000 level miles in one calendar year to be at the Silver level.
Gold: You need to have made at least 30 one-way flights or 40,000 level miles in one calendar year to be at the Gold level.
Platinum: You need to have made at least 60 one-way flights or 70,000 level miles in one calendar year to be at the Platinum level.



01 London

Like an ageless classic that never runs out of style, **London is your top favourite destination for award tickets.** We're not sure whether it's popping into your favourite pub for cold or warm beer, or getting a glimpse of some of the oldest traditional feats of architecture like the Tower Bridge on the River Thames, or the assurance that you will find pretty much any brand you might want to put on your shopping list - that keeps you going to London again and again.

Even if you are mostly travelling for business, we suggest that you extend your stay on a couple of occasions. Touch base with a friend or relative (everyone knows some-one in England!) and bribe them to accompany you to one of the Music Festivals or University Boat Races. Alternatively, take an upcountry trip to the rural villages for a true taste of England.

Despite the questionable weather, one thing's for sure ... this truly cosmopolitan of destinations will be a difficult one to take off the top of the "most favourite" list.

Award Miles needed to redeem.
Economy Roundtrip Award Ticket – 70000 award miles.
Business Roundtrip Award Ticket – 110000 award miles.
One way Award Upgrade – 35000 award miles.

03 Lagos

Recently voted as having the happiest people in the world, Nigeria is nevertheless not a destination for the faint-hearted traveller. Lagos ranks as your no.3 destination for award tickets because of the sheer amount of trading activity opportunities that flow within, into and out of this truly entrepreneurial of African countries. We celebrate this dynamic, expressive and colorful republic that is home to some of Africa's best modern jazz and Afrobeat musicians including the late Fela Kuti, as well as the stunning variety of sculptured African art and an all round distinctive flavor that cannot be replicated anywhere else in the world.

Award Miles needed to redeem.
Economy Roundtrip Award Ticket – 25000.
Business Roundtrip Award Ticket – 50000.
One way Award Upgrade – 15000.

02 Dubai

It came as no surprise that Dubai is your no.2 destination - except perhaps for the avid shoppers who are somewhat taken aback as they had assumed Dubai was the natural no.1! This Arabian success story keeps you visiting the legendary duty-free shopping mall paradise. If you can find time to extract yourself from the shopping mall walkways to take a momentary detour, you will discover Dubai offers more - with truly unique desert attractions that include some of the most stunning beaches and oases, water sports, golf, camel riding escapades, international horse racing events and luxury hotel stays. Keep visiting and seriously consider the onward Kenya Airways convenient flight connection from Dubai to Guangzhou China - which offers an equally impressive array of shopping bargains.

Award Miles needed to redeem.
Economy Roundtrip Award Ticket – 40000 miles.
Business Roundtrip Award Ticket – 70000 award miles.
One way Award Upgrade – 20000 miles.



04 Amsterdam

Amsterdam remains your preferred entry point and hub when travelling from Africa to the rest of the world. The principal reason for this is Schiphol Airport - which offers the experience of one of the most pleasant transit hubs, designed to maximize passenger comfort for travelers with onward connections. Clear directional signage to your boarding gate, a wide range of duty free shopping diversions, high end and fast food restaurants, modern and clean working amenities, conveniently placed rest areas and comfortable lounges (by invitation only to Flying Blue Platinum and Gold members) are just a few of the airport features. If your ticket and visa allows, take some time to see the country itself with attractions that range from the surprisingly flat landscape held in place by dykes that keep the sea at bay, flower farms blooming in spring and traditional Dutch architecture.

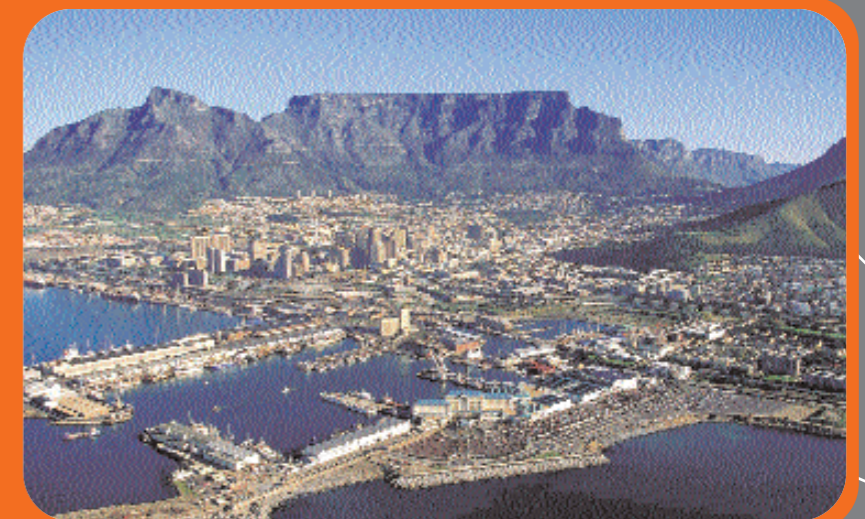


Award Miles needed to redeem.
Economy Roundtrip Award Ticket – 70000. Business Roundtrip Award Ticket – 110000. One way Award Upgrade – 35000 miles.

05 Johannesburg

Johannesburg - the gate to one of the most memorable regions of the continent - needs no introduction. As a new or regular traveller, it would be impossible not to recognize and acknowledge the fact that it's recent history is marred by the shocking past of the apartheid system the country was freed from, and is only just beginning to walk the long path towards healing. It is one of the most attractive "must go" visitor destinations in Africa offering the full 360° traveller experience from spectacular natural African landscapes like the Table Mountain in Cape Town, a diverse mix of over 10 cultures, languages, distinctive music, as well as food and home-grown wine that would impress even the most discerning of palettes. And for all you avid shoppers - this is a great shopping destination to redeem your free award ticket all year round. January to March is particularly attractive because it offers not only the best of South Africa's sunny weather and the bargain Summer Sales in the world-class shopping malls. So redeem your award miles now!

Award Miles needed to redeem.
Economy Roundtrip Award Ticket – 25000.
Business Roundtrip Award Ticket – 50000.
One way Award Upgrade – 15000.



06 Hong Kong

Hong Kong fulfills all your expectations on the perfect blend between East and West. The vibrant city with image conscious residents dressed in the latest fashion still sticks to the Chinese cultural roots which can be seen through the wide variety of festivals, operas and cuisine. Must do events include the Hong Kong Arts Festival and the Rugby World Cup Sevens between February and April. And since it is an Island itself in the midst of many other islands, there are endless beach getaway choices that you can check out and book whilst you visit.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 80000. Business Roundtrip Award Ticket – 120000. One way Award Upgrade - 40000 miles.



07 Douala

Your no.7 favourite destination, Douala is a city based in Cameroon. The capital city is actually Yaounde, but Douala is an equally important city on the Western border of the country. Cameroon is uniquely positioned between Western Africa (Nigeria to the left) and Central Africa (Central African Republic to the right) making it an important trading destination for you. And business aside – it offers the full African mix of warmth and hospitality, great indigenous culture, stunning landscapes, wildlife and beaches.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 25000. Business Roundtrip Award Ticket – 50000 miles One way Award Upgrade – 15000 miles.

08 Accra

Accra, the capital of Ghana keeps West Africa up there as one of your favourite destinations to travel to. This is a particularly rewarding destination to travel to.

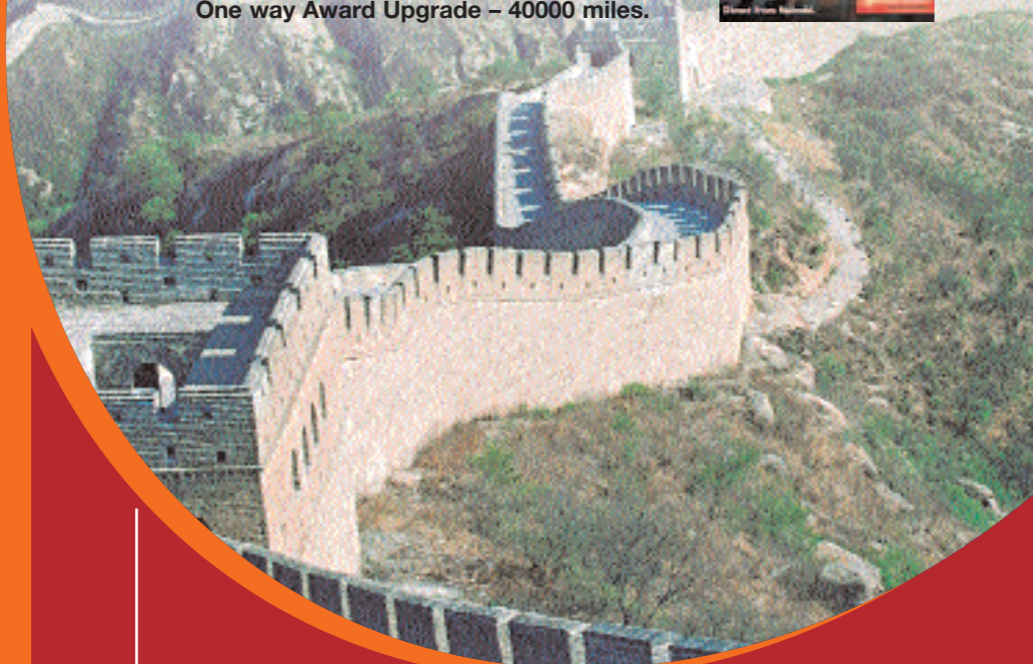
Attractions include escapades to the ancient culture known for its Gold Empire, historic slave forts, colorful local material and happening night-life the people are warm. For English speakers – Accra is an especially attractive destination in West Africa as most Ghanaians are quite fluent in English.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 25000. Business Roundtrip Award Ticket – 50000. One way Award Upgrade – 15000 miles.

09 Canton/Guangzhou

China's 6000 year old history makes it one of the oldest living civilizations housing some of the 7 wonders of the world like the Chinese Wall. But this is hardly the defining factor for you – the modern day business traveller. For you, this relatively recent addition to the Kenya Airways network of operation seems to offer endless opportunities for trade with attractive deals regardless of whether you are a small suitcase businessman regularly looking for a great deal or large scale manufacturing equipment or service procurement representative. And it doesn't hurt that China's offers some of the best food cuisine in the world.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 80000. Business Roundtrip Award Ticket – 120000. One way Award Upgrade – 40000 miles.



10 Mumbai

Not to be called Bombay any longer or restrained from its phenomenal growth, Mumbai is amongst the top 10 because it sustains the important strong trader ties between Africa and India, stimulated by a significantly large enterprising Asian-Indian population living in Africa. Not to mention the influence of exotic Indian cuisine on African dishes which (almost) all of us love.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 70000. Business Roundtrip Award Ticket – 110000. One way Award Upgrade – 35000.



Zawadi's TOP 10

Not listed in any order of importance, these are destinations you also regularly travel to on award tickets, and the other customers who don't travel there- should know about!

01 Lusaka

Host to one of the greatest natural attractions in Africa, the Zambezi River Rapids and Victoria Falls draws in visitors from all over the world. Despite its fame for appealing to your wilder side, Zambia is in actual fact a very tranquil and relaxing Safari destination.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 25000. Business Roundtrip Award Ticket – 50000. One way Award Upgrade – 15000.

02 Bangkok

If you're a shopper, we strongly recommend that you visit right away. It is truly a shopper's paradise offering unbeatable value for money. The experience of visiting Chatuchak's weekend Market which boasts 14000+ stalls will stun even the most exposed shoppers or traders on the first visit with the sheer array of goods on display.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 80000. Business Roundtrip Award Ticket – 120000. One way Award Upgrade – 40000 miles.

03 Entebbe and Kampala / Uganda

Uganda, the Pearl of Africa is accessed by air through Entebbe. The day and night buzz of Kampala capital city, a one-day getaway on the lakeside town of Entebbe and the world famous mountain gorilla safaris make it a memorable East African destination.

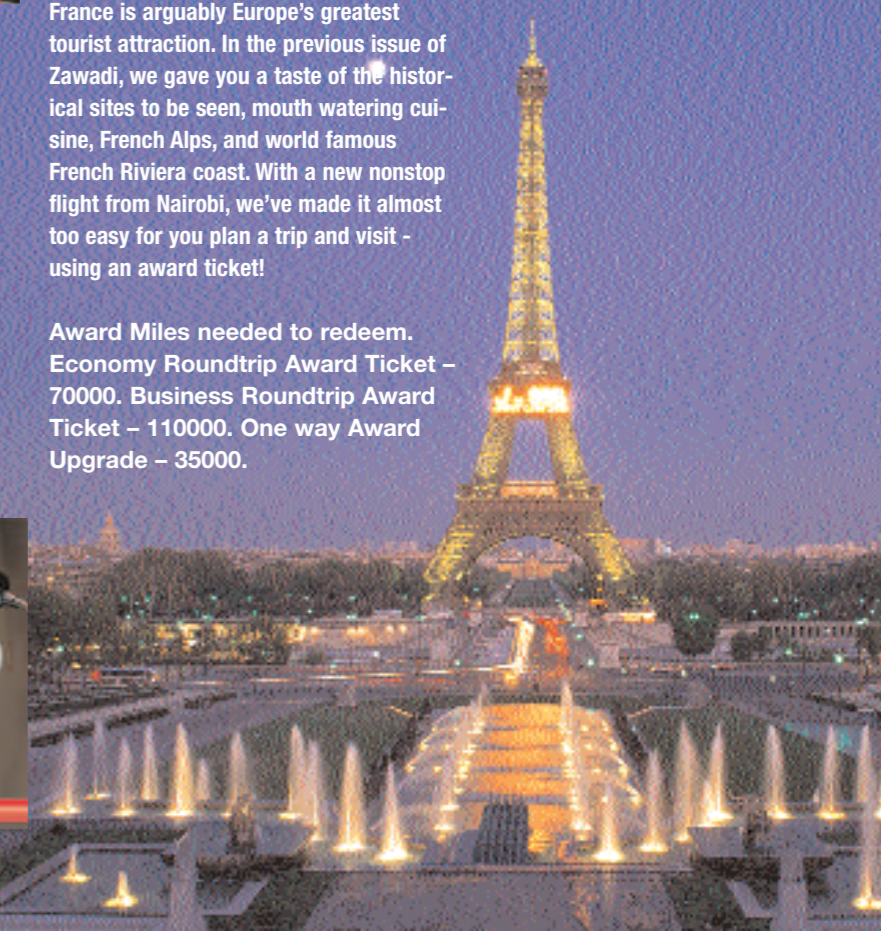
Award Miles needed to redeem to Entebbe. Economy Roundtrip Award Ticket – 25000. Business Roundtrip Award Ticket – 50000. One way Award Upgrade – 15000.



04 Paris

France is arguably Europe's greatest tourist attraction. In the previous issue of Zawadi, we gave you a taste of the historical sites to be seen, mouth watering cuisine, French Alps, and world famous French Riviera coast. With a new nonstop flight from Nairobi, we've made it almost too easy for you plan a trip and visit - using an award ticket!

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 70000. Business Roundtrip Award Ticket – 110000. One way Award Upgrade – 35000.



05, 06 and 07 Kenya, Tanzania & Seychelles.

Many residents of Africa travel to the farthest ends of the world quite often, not considering some of the most stunning getaways within easy reach right here in East Africa. Book an award ticket to sample the Swahili culture and coastlines of Mombasa, Zanzibar, Lamu, Malindi and Dar es Salaam. Checkout the buffalo wildlife migration from Tanzania to Kenya's Maasai Mara Park which was recently voted one of the new 7 wonders of the world. Yes – one of the new 7 wonders of the world! Slightly farther afield is Seychelles adding to the endless choices of Indian Ocean beach island holidays.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 25000. Business* Roundtrip Award Ticket – 50000. One way Award Upgrade – 15000.
* Where applicable.

09 Kisumu

Kisumu in Kenya represents an upcoming region that borders Kenya and Uganda and is actually one of the only 3 cities in Kenya (Nairobi, the capital and Mombasa, on the Coast are the other two). The town boasts an idyllic lakeside experience with access to some important commercial activities mainly as interborder trade, lake harvests and a thriving sugar industry amongst others. Regular travelers hopping between Nairobi and Kisumu may not be aware that they have (or could rapidly) earn the award miles needed to redeem a free award ticket on the same route.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 25000.

Important tips on Upgrades to Business Class!

-You can upgrade your Kenya Airways ticket when you have already purchased an economy class ticket. It has to have been booked on either S, B or M economy classes. The exception is the Nairobi to Amsterdam route, where you need to have booked your flight on only S or B economy classes. All upgrades are subject to availability in business class. In case you are travelling further afield on other Flying Blue partner flights, ensure that you have checked with the program which classes are applicable for an upgrade.

-Book your award ticket or upgrade in advance to avoid last minute inconveniences. However if you decide to (or have to) upgrade at the time of departure, please request your check-in counter service agent to confirm whether you have enough miles and whether there is availability in business class..

You can spend more of your miles now on our non-airline partners; hotels, and car rentals. For more details and recent updates on where and how to spend your miles on non-air partners visit www.kenya-airways.com.

08 Istanbul via Cairo

A regionally important country in North Africa, Cairo is an important trading destination that also offers modern day attractions that range from little known beachside getaways like Dahab to world famous ancient Egyptian Civilization Pyramids. Extend your trip to Istanbul in Europe where East meets West with an equally wide array of business opportunities, and shopping trails like the Grand Bazaar in this exotic city.

Award Miles needed to redeem for a ticket to Cairo. Economy Roundtrip Award Ticket – 25000. Business Roundtrip Award Ticket – 50000. One way Award Upgrade – 15000.

Award miles needed to redeem a ticket to Istanbul
Economy Roundtrip – 70,000
Business Roundtrip – 110,000
One way Award Upgrade -35,000

10 Comoros and Mayotte Islands

Off the Indian Ocean, they have been described as an "Island Paradise" with the unique flavour that can only be found at the African Coast. Coral coasts, beaches, forests and symbols of Royal Arab culture guarantee you a relaxed holiday experience.

Award Miles needed to redeem. Economy Roundtrip Award Ticket – 25000 miles. Business Roundtrip Award Ticket – 50000 miles. One way Award Upgrade – 15000 miles.

AIR FRANCE KLM

Kenya Airways
The Pride of Africa

Flying Blue

Flying Blue Helpdesk
Barclays Plaza, 5th Flr, Lota Street,
P.O. Box 49239-00100
NAIROBI, KENYA
Tel: +254-20-3274776
PB Phone: +254-20-3274767
E-mail: flyingblueke@klm.com

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.

AWARD ORDER FORM

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 member identification documents and the Flying Blue membership card

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)	Initials	Date of birth (Only under 16)			
PLEASE TICK THE CORRECT GENDER**					
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms					
<input type="checkbox"/> Mr. <input type="checkbox"/> Mv					
<input type="checkbox"/> Mr. <input type="checkbox"/> Mx					
<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 st 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	
2 nd 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 + 254-020-3274775

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/yyyy)

Signature Date: (dd/mm/yyyy)

Service matters

FAQ's

BUMPER CORNER ON ALL YOUR FREQUENTLY ASKED QUESTIONS!
Here are the answers to the most common service questions we receive from you...

- 05 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 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. 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.
- 06 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. A Data Correction Form for this purpose is included in this special issue of Zawadi.
- 07 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.
- 08 Q When I received my card, I found that I was on a lower level – why and can this be changed?**
A Your member level is dependent on your flight activity for the previous year and the member level check is done on the 31st of December every year. Use your Level Miles to track whether you will achieve your desired member level for the next year. If for example you were a Platinum, you will remain a Platinum Member next year if you have achieved at least 60 one-way flights or 70,000 Level Miles. If you were a Platinum and achieved some Flying Blue flight activity – but less than that required to achieve Platinum – you will move to Gold level. If you were a Platinum but did not register any Flying Blue flight activity, you will be at the Ivory level. Your member level cannot be changed if you have not registered the required flight activity by the 31st of December and this includes “retro-claims” (in case you forgot to register your miles at the check-in counter, you can “retro-claim” your miles when you present both a copy of your ticket and the original boarding pass (both documents are mandatory). See the flight activity required for each level in the section on “How The Program Works” in this issue of Zawadi.
- 09 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.
- 10 Q How can I book an award ticket or an award upgrade to business class?**
A 1) 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. 4) 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 can also be downloaded from 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.
- 11 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.
- 12 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!
- 13 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!

01 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.

02 Q Can I enter my Flying Blue number to my online/internet reservation when I book with Kenya Airways?

A Yes. If you're making your booking on line with Kenya Airways, it is possible to enter your Flying Blue number in your reservation. Log on to www.kenya-airways.com to try it out.

03 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.

Customer Service Centers.
For Flying Blue members with country of residence in Kenya, Uganda, Rwanda, Burundi, Sudan, Ethiopia, Malawi 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.

04 Q Can I retro-actively claim my miles at any Flying Blue helpdesk when I register my flight with another airline's frequent flier card?

A No, it is not possible to retro-actively claim your miles from the Flying Blue helpdesk on flights where you choose to register your miles with the frequent flier card of another airline i.e. you are not a member of Flying Blue. If you are member of another program which is a partner of Flying Blue, your program has advised that you contact the other frequent flier program or airline directly to resolve any service requests you may have. However, for all Kenya Airways flight retro-claims on Flying Blue, the original boarding passes and copy of tickets are required to complete the retro claim process. Both documents are mandatory. Remember you only have six months after the day of departure to register a retro-claim.

Kenya Airways News

KENYA AIRWAYS TAKES DELIVERY OF THE FIRST BOEING 737-800 AND OPENS NEW STATE OF THE ART HANGAR.

Kenya Airways recently acquired the first of three new generation Boeing 737-800 planes, leased from the Singapore Aircraft Leasing Enterprise.

The Boeing 737-800 is a medium-range aircraft that will replace the three Boeing 737-200. The new aircraft offers more passenger comfort, efficiency and reliability. This fleet modernization plan is linked to Kenya Airways strategy to offer better services to its customers in and out of Africa.

Kenya Airways also unveiled a new hangar, designed to service its long-haul Boeing 777-200 ER fleet. Kenya Airways already has three



long range Boeing 777 Aircraft and is expecting a fourth Boeing 777 in February this year. In addition to servicing the long range Boeing 777 Aircraft, the new hangar has been designed to service the six Boeing 787 Dream liners expected to join the Kenya Airways fleet between 2010 and 2012.

Ready to Redeem your Award Miles and apply for an award ticket?

- Schedule a business trip or plan to visit a friend / relative.
- Ensure you have enough miles for the required sector (Refer to miles chart)
- Complete the award order form and submit it as early as you can to avoid last minute disappointments. At the very least - two weeks prior to departure date.
- In case there is no more availability of award seats, you can take advantage of the "OPEN MILES" award ticket. For double the miles, you can get a confirmed award ticket with flexible conditions of change.
- Fill out the award order form attached to this issue. Use it to apply and make enough copies for your future use.
- Return the completed award order form to your nearest Flying Blue helpdesk. Refer to the contact list on the back page to identify where you should send it.
- For any cancellations and change of reservation there is a penalty of Euro 40.00 or USD 50.00 to be paid. All notifications of changes or cancellations must be made to Flying Blue in writing 48 hrs or more prior to departure date. Failure to do so, will lead to the loss of the award ticket or upgrade and all the award miles used for the ticket.
- You can use your miles to redeem an award ticket for an award upgrade to business class for a friend or a relative so long as they are travelling with you. However, remember that award tickets are non transferable or reroutable once your journey has commenced.
- Sounds obvious – but make sure you collect your award ticket in advance before your travel date. Always present your identity card and your Flying Blue card while picking up your ticket.
- The award order form is available to be downloaded on www.kenya-airways.com.

Talk to Us.

We would like to hear from you. Write to us at XXXX and tell us what you think about Zawadi, the frequent flier program, or relate a memorable award ticket or award upgrade experience.

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.



*All references to the Flying Blue program contained in Zawadi are subject to the General Terms and Conditions found on 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 website, 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.