

Jan-Apr 08

Zawadi

- **Take off in East Africa - 5 excellent opportunities to redeem your miles now**
- **Meet Dr. Peter Okaalet - Flying Blue Platinum member**
- **"More than Double" your free baggage allowance**
- **Don't wait in line - Check In Online**

Flying Blue



01 Indian Ocean hideaways

AWARD MILES NEEDED TO REDEEM

Award Ticket Economy Roundtrip within Africa – 25,000 Miles
Award Ticket Business Roundtrip with Africa – 50,000 Miles
Award Upgrade – 15,000 Miles

Comoros and Mayotte Islands

Located in the Indian Ocean, these islands are often described as an "Island Paradise on earth". Coral coasts, beaches, forests and symbols of Royal Arabian culture guarantee you a relaxing and exotic holiday experience.

Many African residents travel to the far ends of the earth without realising that some of the most stunning getaways are within easy reach - right here in East Africa. Book an award ticket to sample the Swahili culture in the East Africa coastline towns of Mombasa, Zanzibar, Lamu, Malindi and Dar es Salaam. You will discover the most tranquil tropical beaches offering

visitors a range of world-class resorts for a truly relaxing vacation. In Kenya, Malindi offers you a combination of mouthwatering African / Arabic culinary delights, open-air markets and stunning ocean fronts with white beaches. Visit the Vasco da Gama Pillar and go snorkeling in the warm ocean in this unique aquatic paradise.

➤ Seychelles

Slightly farther afield is Seychelles, an archipelago of 155 coral islands just some 1,500 km east of mainland Africa. These picturesque islands with their seductive beaches are a paradise for honeymooners and the dazzling beaches and crystal-clear waters are perfect for windsurfing and sailing. Book your Valentine getaway early to avoid disappointment as hotels can get full.

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From the editors

Welcome to another year of traveling and redeeming your Miles with Kenya Airways.

January to March is the perfect time of year to redeem Miles! Not only are we now offering you a huge baggage allowance (Economy 2 pieces at 23 kg each, and Business 2 pieces at 32 kg each), we also have plenty of award seats available for you to book your trip of a lifetime. In this issue we explore East Africa with its incredible beaches and unique safari destinations.

In Kenya, you have a brand new customer service centre on 1st Floor Barclays Plaza, Loita Street. If you happen to be in Nairobi, please visit us! Tanzania members will be happy to know that beginning February 2008, members can contact the new ultra modern Kenya Airways sales offices in Dar-es-

Redeem
your
Flying Blue
MILES
Now!

Salaam on +255 (0)22-2113336/7 for all service requests. A special welcome to Tanzania members to this enhanced service which is designed to improve Tanzania member satisfaction with the program.

The Flying Blue annual level check was completed on 31st December 2007. All Level Miles reflected in your account at that date will count towards your new member level: Platinum, Gold, Silver or Ivory. Your new card will be mailed to you in the next three months. Please ensure that your contacts and names are correct - your first name and surname should be identical to the names on your passport bio-data page.

If you have any feedback, please write to us at loyalty.communications@kenya-airways.com. We thank you for remaining loyal to Kenya Airways.

Georgina & Maryanne

02 Safari getaways

AWARD MILES NEEDED TO REDEEM

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kenya and tanzania

A champagne breakfast on the riverbank or sundowners overlooking the savannah, this is the perfect getaway - in the wild! Visit the Maasai Mara Reserve - one of the wonders of the world - or Serengeti National Park that extends from Kenya to Tanzania. The untamed landscape and incredible wildlife epitomises East Africa – so redeem your Miles for a flight into Kenya or Tanzania and get packing to enjoy this breathtaking experience.

Beat the queues! Check-in **ONLINE NOW** on www.kenya-airways.com

- Why wait in line? Check-in online on www.kenya-airways.com. With this new convenient service, you can check-in online from 3 hours to 30 hours before departure. It's very easy to do:
- If you are holding a Kenya Airways or KLM e-ticket, visit www.kenya-airways.com
 - Enter your e-ticket number or booking reference number.
 - Enter your Flying Blue number to register you Miles and any other personal or flight details (e.g. your preferred seat).
 - Print out your boarding pass and trip summary receipt. (If you're not connected to printer at the time, you can e-mail it to your e-mail address and print it out later at your convenience.)
- If you have baggage to check-in, drop it off at the Baggage Drop Off point counter, otherwise proceed straight to immigration. Online check-in is available at selected airports – please visit www.kenya-airways.com for a full list.

uganda - entebbe and kampala

Uganda, the Pearl of Africa is accessed by air through Entebbe. Enjoy the day and night buzz of the capital city Kampala, book a weekend getaway on the lakeside town of Entebbe or take a memorable trip to see the world famous mountain gorilla.

More Miles Redemption Ideas:

- Plan a Shopping trip to Dubai, London, Johannesburg or the Far East (Bangkok, Thailand or Guangzhou).
- Visit a friend or relative in any Kenya Airways destination.

FLYING BLUE MILES CHART



EARNING MILES

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

LEVEL MILES	Economy Miles	Business Miles	If you are Silver Elite	If you are Gold Elite	If you are Platinum Elite
count towards your level in the program - Platinum, Gold, Silver or Ivory.	earned per sector every time you travel and register your Miles	earned per sector. Earn an extra 50% every time you fly Business Class and register your Miles	you earn an extra 50% every time you travel and register your Miles	you earn an extra 75% every time you travel and register your Miles	you earn an extra 100% every time you travel and register your Miles
AWARD MILES are available for you to redeem on a wide range of awards.	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...

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 - Dar es Salaam	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
Nairobi - Lagos	2377	1189	1189	1783	2377	15,000	25,000	50,000
Khartoum - Cairo	1006	503	503	755	1006	15,000	25,000	50,000
Nairobi - Kigali	1495	748	748	1121	1495	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
Nairobi - Cotonou	2442	1221	1221	1832	2442	15,000	25,000	50,000
Nairobi - Monrovia	3314	1657	1657	2486	3314	15,000	25,000	50,000

*Your Miles are added to your account every time you register them. 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 classes only 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 on 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.



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
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	

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

- Plan your trip and ensure you have enough Miles for the required sector (Refer to the Miles chart in this issue.)
- Complete the award order form enclosed in this issue and submit it as early as possible to avoid last minute disappointment - this should be at least two weeks prior to the departure date. Return the completed award order form to your nearest Flying Blue Service desk. Refer to the contact list on the back page to identify where you should send it. Alternatively go on-line and follow the Flying Blue link to book your ticket. (Make copies of the enclosed form for future use.)
- In case award seats are unavailable, you can take advantage of the special "OPEN MILES" award ticket. For double the Miles, you can obtain a fully flexible and confirmed "OPEN MILES" seat.
- For cancellations or a change of reservation there is a penalty of Euro 40.00 or USD 50.00. All notifications of changes or cancellations must be made to Flying Blue in writing at least 24 hrs 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 redeem your Award Miles for an award upgrade to Business class for a friend or a relative only when they travel with you. However, remember that award tickets are non re-routable and non-transferable.
- It may seem obvious, but make sure you collect your award ticket before your date of travel (or a copy in the case of an e-ticket).
- Always be ready to present your identity card and your Flying Blue card when collecting your ticket and present your card at the check-in counter to register your Miles. Visit www.kenya-airways.com for more details.

Meet Dr. Peter Okaalet...

Flying Blue Platinum Elite.....

When asked his preferred destination to redeem Flying Blue Award Miles, Dr. Okaalet quickly nods and confidently mentions one of the destinations we would least expect, as it is perceived by many to be a transit point: "Amsterdam - Holland. It has to be!". What fascinates him most about Holland is the world famous windmills and dykes that can be seen around this small country. Dr. Okaalet usually travels to Amsterdam with family to visit friends though he also redeems his Award Miles to the United States and the United Kingdom. Flying Blue offers him and his family the benefit of redeeming Miles for award tickets or upgrades to premier world which can be booked in advance or at the check-in counter on the day of departure. "It's refreshing to experience the warm appreciation that the Platinum status offers at check-in and onboard Kenya Airways, KLM, Air France and other Sky Team carriers both locally and internationally such as priority check-in and very friendly staff."

Dr. Okaalet is one of the millions of Flying Blue members worldwide who are enjoying great rewards every day.

How can I upgrade my Economy Ticket 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. If you are travelling to onward destinations on other Flying Blue partner flights, please check with our service team to ensure that you have booked your ticket on the correct economy classes which are applicable for an upgrade.
- You can upgrade in advance or on the day of departure if there are seats available in business class. If you decide to upgrade on the day of departure, please ask your check-in counter service agent to confirm whether you have enough Miles and whether there is availability in business class.

Want to check your account online, but don't have a PIN number yet?

If you don't have a PIN number, just login to the Flying Blue pages and click on **request new PIN code**. You will have to fill in your user name (which is your Flying Blue number), your last name, first name and date of birth.

Once you confirm this information, you will receive a PIN code by e-mail within 24 hours, if we have your email address, or within 14 days by post. Please ensure that you have supplied your e-mail address to Flying Blue customer service teams so that you can receive your PIN code by e-mail.

Your PIN code gives you the freedom and convenience to manage your account by yourself. For instance, every time you fly and you need to check whether the Miles are registered to your account, you can simply log into your account using your PIN code to view your statement. You will even be able to book an award ticket and receive an e-ticket by e-mail.

Apply for your PIN at www.kenya-airways.com. You can also visit or call us on the contact numbers listed on the back page of this issue.

KQ News

Wine tasting event

Kenya Airways recently held a wine tasting event in Nairobi. The purpose of the event was to find out our customers' views on the new in-flight wine selection in 2008. The event was also attended by professional wine tasters.

Exploring Dubai Daily

Kenya Airways now flies to Dubai daily with one more increased frequency to Guangzhou via Dubai. Redeem only 80,000 Award Miles to Guangzhou via Dubai for an economy roundtrip award ticket.

New Kids Corner

In its efforts to appreciate young travellers, Kenya Airways has now opened a new "Kids Corner" at Jomo Kenyatta International Airport. The Kids Corner has plenty of games and toys to keep our young passengers occupied at the airport and whilst traveling.

Contacts

NAIROBI If you reside in Nairobi or are visiting, visit the Flying Blue service centre 1st Floor Barclays Plaza, Loita Street in the central business district. The service centre is open from Monday to Friday from 8:30am to 5:00pm. You can also contact the service centre on telephone: +254-(020)-3274776 or email flyingblue.ke@klm.com.

TANZANIA Starting February 2008, members residing in Tanzania will now be served directly by Kenya Airways staff at the ultra modern new sales offices on 1st floor Peugeot House, Ali Hassan Mwinyi / Bibi Titi Road, P.O. Box 5342 Dar es salaam T: +255 (0)22 2113336/7. Our new enhanced service in Dar is designed to improve Tanzania member satisfaction with the programme. Tanzania members can request award tickets, upgrades, retro claims, PIN codes and any other service request at the new offices.

OTHER SALES OFFICE CONTACTS: **UGANDA:** T +256 (0)414-233068/256506 or (0)312-360000/125/118 Plot 14 Parliament Avenue, Jubilee Insurance Centre, Kampala. **RWANDA:** T +250 577972/501652, Avenue De La Paix, Kigali. **Burundi:** Telephone +257-2223542, Patrick Lumumba Ave, Next to the General Post Office **SUDAN:** T +249 1 83 78662/781955/781080, Elfayehaa Commercial Centre Ground and 1st Floor, Ali Abdel, Latif Street, Khartoum. **ETHIOPIA:** T +251 11-5514258, Kenya Airways, Hilton, Addis Ababa **ZAMBIA:** T +260 1 228884 / 228886 / 228908, M: 260 97 770936 / 96 6861388, Comesa Centre, Ben Balla Rd, Ground Flr. Zone C, Lusaka. **MALAWI:** T +265 1-824524/820877, Mount Soche Hotel, Blantyre or +265 1 774227/330 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.



Annual Level Check - December 2007

This is the yearly qualification process. Flying Blue members are assigned Platinum, Gold, Silver or Ivory status depending on the Level Miles or sector activity registered between January 1st 2007 and December 31st 2007. A new card will be delivered to you depending on the status achieved.

We often receive questions about the new cards, especially from members who are concerned that they lost the status they had in the previous year. Here is how it works:

Members who were at a certain level (e.g. Gold), but registered less than the required Level Miles or sectors in the past calendar year for Gold, will be assigned Silver status. If you had no Level Miles or no flights registered in your account for the year 2007, you will receive Ivory status.

You will receive your new card and it will be valid until the end of March 2009. You can expect these cards between March and April 2008. Platinum, Gold and Silver members will also receive baggage tags.

Flying Blue Member Benefits

Levels	Level Miles	Flights	Service Benefits
Ivory		1	Advance or Day of Departure Upgrade * Award Ticket *
Silver Elite	25,000	15	Advance or Day of Departure Upgrade Award Ticket * 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 Elite Plus	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% bonus on Miles earned
Platinum Elite Plus	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 20kg extra baggage allowance Preferred seating Access to lounge with a guest Free internet usage in the lounge Platinum for Life ** 100% bonus on Award Miles earned.

* 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.

** Member becomes a Platinum for Life if they sustain Platinum level for ten years running.

All references to the Flying Blue programme 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 www.kenya-airways.com Note that upgrades are available on selected economy fares - S, B and M class tickets. S and B classes only for NBO-AMS route. Lie-flat sleeper Business Class seat is available on selected aircraft. There may be slight differences between the Miles displayed in the Miles chart and those shown on your member statement. Miles in the Miles chart are subject to change.