

Sep-Dec 07

Zawadi

Flying Blue Centre
Nairobi Hotline
**+254 (0)20
3274767**

KQ opens new Flying Blue Service Centre

Book Save & Check-In:

- New booking tool offers a wider choice of fares. Save hundreds of dollars!*
- New Internet Check-In. Don't wait in line – Check-In Online!

www.kenya-airways.com

Flying Blue





KQ OPENS **new** FLYING BLUE
SERVICE
Centre



From the editors

On 28th July 2007, Kenya Airways announced significant enhancements to Flying Blue services. A brand new Service Centre was opened by Flying Blue member Ambassador Bethuell Kiplagat and Kenya Airways CEO Titus Naikuni, located on the 1st Floor Barclays Plaza, Nairobi next to the new Corporate Sales Service Centre opened on the same day.

The new state-of-the-art centre features a dedicated call centre, a walk-in centre and an online learning centre to educate members about managing their accounts online. The new Service Centre will significantly improve the efficiency of processing award tickets, award upgrades, card requests and other services.

We have also introduced a number of new services available online on www.kenya-airways.com. Our new online booking tool has an exciting new fare display that offers you a wider choice of fares and seven dates to view on your outbound travel date and your return (inbound) travel date. And that's not all! Starting September 1st 2007, Kenya Airways will also have internet check-in available on www.kenya-airways.com for travel to selected destinations. Don't wait in line ... Check-in online on www.kenya-airways.com!

Thank you for your loyalty, and we hope that you will try out all these new exciting services which have been developed specially with you in mind.

We remain at your service.
Editors: Georgina and Rose.

“ We have a Flying Blue membership of over 80,000 in these 10 countries, who require the assistance and services of the Nairobi Service Centre, ”

Mr. Naikuni CEO Kenya Airways



Kenya Airways CEO Titus Naikuni explains some of the new services to Guest of Honour Ambassador Bethuell Kiplagat



Guest of Honour Ambassador Bethuell Kiplagat and Head of Marketing and Corporate Communications Michael Okwiri at the launch ceremony



Miles of Smiles

We welcome you to the new Flying Blue Service Centre dedicated to handling Flying Blue service requests only! This new facility was launched especially for you – our Flying Blue members. Previously on the 5th floor of Barclays Plaza, it is now located on the first floor of Barclays Plaza, Loita Street. The Centre is part of the wider service organisation of Flying Blue and it serves members residing in 10 countries. Besides Kenya, they include Burundi, Ethiopia, Malawi, Mozambique, Rwanda, Sudan, Tanzania, Uganda and Zambia. The Flying Blue frequent flyer programme is owned by Air France and KLM. Kenya Airways is a partner on the programme.

The Centre was launched at colorful event on the 28th of July 2007. The Guest of Honour Ambassador Bethuell Kiplagat unveiled the facility, accompanied by Kenya Airways CEO Titus Naikuni. Guests included Flying Blue members and senior KLM and KQ staff who were all taken through a guided tour of the new front office reception, queue management system, contact centre (telephone call handling and e-mail handling) and bulk mail handling areas. The Service Centre itself was designed by Planning Interiors, a local interior design agency, to world-class standards.

Here are some of the key features of the new Service Centre and a reminder of all the services that are available to you.



Upgrade your Economy Class ticket to Business Class: If booked to travel on Economy Class, you can now upgrade to Business Class using your Award Miles. Use the Miles chart enclosed in this issue of Zawadi to calculate how many Miles you need to upgrade to your preferred destination, or check the Miles chart on www.kenya-airways.com
Note that you can only upgrade your Kenya Airways ticket using your Miles if it's booked on S, B or M class, or S and B classes only on the Nairobi-Amsterdam route.



Convenient Location: If you reside in Nairobi (or you're passing through Nairobi), visit the Service Centre on 1st floor Barclays Plaza 8:00 am to 4:00 pm weekdays located in the Central Business District. If you reside outside Nairobi/Kenya or you reside in Uganda, Burundi, Rwanda, Ethiopia, Sudan, Malawi, Zambia or Mozambique, contact your local sales office and they will handle the request for you.



Data Correction: You can now update your account details at the new Service Centre. In case your name needs to be updated, present your passport bio-data page and your Flying Blue card and we will update your details. You can also change other contact details such as country of residence, mailing address, e-mail etc



Award excess baggage vouchers: Coming Soon, you will be able to redeem your Award Miles for excess baggage on Kenya Airways flights. Look out for this exciting new frequent flyer service!



Award ticket reservations:

In a relaxed environment, explore the various options available for you to experience a free award ticket to any of 900 destinations worldwide. Visit us and discover where Flying Blue can take you!



Online account learning centre: To access your account online, you need a PIN code. You can now request your PIN code at the new Flying Blue Service Centre. Your card number and your PIN code will allow you to access your Flying Blue account where you can book an award ticket and check your member statement. At the service desk, our customer service staff can also take you through the step-by-step procedure on how to access and use Flying Blue online account services at the **online account learning centre**.



Enroll & request for your card now: Travelling on Kenya Airways but not yet a member? You, your family or your friend can enroll online at www.kenya-airways.com or www.klm.com. You can also visit the new Service Centre to fill out a Flying Blue registration form. Already a member, but still have not received your permanent card? You need to have registered at least one flight activity to receive a permanent card. If you have done so but for some reason have still not received your card within 12 weeks, you can write to us on loyalty.communications@kenya-airways.com and we will ensure delivery of your card.



Retroactive Mileage Credit: If you forgot to present your card at check-in for automatic mileage registration, you can now bring your original boarding pass and copy of ticket to retro-actively claim your Miles so long as you do so within six months of travel.



Telephone Hotline: Flying Blue information or service requests? Call us on our new number **+254 (0)20 3274767**

tip

Whilst at the centre, retro-actively register the flights you have already flown (if you did not register them automatically at the airport counter) by submitting both the original boarding passes and copies of original ticket. Remember that you can only retro-actively register Miles that are submitted within six months of your flight date.

“the Centre will give personalised services to its members. These being our most valued customers, and having assessed their needs, it is necessary to tailor our services to meet and exceed their expectations.”

FLYING BLUE MILES CHART



EARNING MILES

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

REDEEM YOUR MILES

Redeem... Redeem... Redeem...

LEVEL MILES count towards your level in the program - Platinum, Gold, Silver or Ivory.	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	One way award upgrade to Business - Premier World	Roundtrip Economy Award Ticket	Roundtrip Business Award Ticket
						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
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	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
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.



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

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 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	

Follow these steps to Book Online:

STEP 1

Choose your origin, destination, dates of travel, number of passengers and class. Having read and accepted the conditions of booking, click GO.

STEP 2

Click on your preferred fare / date combination from the calendar display. The calendar displays 7 choices of dates on both outbound & return flights. Each of these dates has the associated fare displayed. The more flexible you are with your dates, the wider range of available fares for you to choose from.

STEP 3

Having selected your fare, you should now specify your inbound & outbound flight times. At the top of the page, notice that there are up to five types of fares available when you book online: check out the fare types and their descriptions. If you want, you can upgrade to a more flexible fare by clicking on the new fare type. The new fare will be displayed.

STEP 4

Review your flight details and click traveller details.

STEP 5

Fill in your personal details – including your Flying Blue number – and select your preferred payment type. *What if I need to modify or cancel my booking?* It's easy – just call your nearest Kenya Airways Office or send an e-mail on the customer service link on the website.

www.kenya-airways.com

Book, Save and Check-in
 Visit www.kenya-airways.com and surprise yourself with a host of exciting new innovations that are geared to change your travel experience. It's a totally new travel experience that will change the way you do business and it's the easiest way to book, pay and travel. Check it out today!

Don't wait in line. Check-in Online

Starting September 1st 2007, visit www.kenya-airways.com and check-in online. It's easy! from 30 to 3 hours before your departure, enter your e-ticket number and flight details, then enter a few more details - including your Flying Blue frequent flyer number, and then print your boarding pass and trip summary receipt which you will carry with you to the airport. If you don't have a printer nearby, mail it to an e-mail address so that you can access it later and print it out. If you need to check-in your baggage, drop it off at the counter marked baggage drop off point (sometimes called Internet baggage drop off or similar at most airports). If you have carry on/cabin baggage only, proceed to the boarding gate after passing through security and immigration checks.

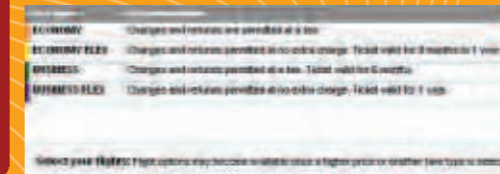
Internet Check-in is available for Kenya Airways operated flights departing at the following stations:

- Nairobi – Jomo Kenyatta Int. Airport
- Johannesburg – Oliver Tambo Int. Airport
- Dubai – Dubai Int. Airport only allows for pre-check-in. Passengers still have to collect the boarding pass from the airport
- London – Heathrow Airport
- Paris – Charles de Gaulle Airport
- Amsterdam – Schipol Airport
- Bangkok - Suvarnabhumi Int. Airport

What else can I do on www.kenya-airways.com?

Check out the next issue of Zawadi to find out the latest services available for you online.

The new booking tool displays a wide range of fares, giving you the option to view and choose a range of fares on the calendar display. The fares displayed are subject to availability at the time of viewing the calendar and may be sold out depending on customer demand for seat availability. Whilst the calendar fare display may often provide an alternative/cheaper option, savings cannot be guaranteed and are subject to/dependent on www.kenya-airways.com availability at the time, passenger flexibility on dates traveled, economy or business class cabin selection, and the flexibility of the selected ticket amongst other conditions. Passengers may also want to upgrade to a higher fare to enjoy selected ticket conditions and value added services. Kenya Airways reserves the right to select the range of fares on display on www.kenya-airways.com which cannot be amended, modified or adjusted. All www.kenya-airways.com services are subject to the Kenya Airways terms and conditions of carriage.





Kenya Airways News

Kenya Airways takes delivery of three new Embraer 170 Aircraft

In its effort to modernise its fleet, offer greater comfort and more convenience, Kenya Airways has taken delivery of three new Embraer 170LR aircraft. These aircraft will serve customers across Zanzibar, Mombasa and Dar-es-salaam routes.



Nyali Mombasa - New Kenya Airways Sales Office

Book your flight at the new convenient sales office located in Nyali. Our reservations team are ready to assist you with any Flying Blue award ticket requests or any other service requests that you might have.



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 programme, or relate a memorable trip with Kenya Airways.

Contacts

NAIROBI

If you reside in Nairobi or are visiting, visit the dedicated Flying Blue Service Centre on 1st Floor Barclays Plaza, Loita Street in the central business district. The Helpdesk is open from Monday to Friday from 8:00 am to 4:00 pm. You can also contact the Flying Blue Centre on T: +254-(0)20-3274767, F: +254-(0)20-3274776 or flyingblue.ke@kim.com

TANZANIA

For members residing in Tanzania, there is a dedicated Help desk that can be contacted on T: +255-(0)22-2139789 or flyingblue.tz@kim.com

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: T +257 22223542, Place de l'Independence, Immeuble Old East.

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 or 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.

Flying Blue partner hotels

Serena Special Offer: Starting August 1 2007, redeem Award Miles for a hotel stay at anyone of the Serena Group of Hotels. This offer consists of one night stay for two including Amboseli Serena Safari Lodge 40,000 Miles Full Board, Mara Serena Safari Lodge Kenya 40,000 Miles Full Board, Mombasa Serena Beach Hotel Kenya 40,000 Miles Half Board, Kilaguni Serena Safari Lodge Kenya 40,000 Miles Full Board, Serena Mountain Lodge Kenya 40,000 Miles Full Board, Samburu Serena Safari Lodge Kenya 40,000 Miles Full Board, Nairobi Serena Hotel Kenya 45,000 Miles Breakfast, Arusha Mountain Village Tanzania 45,000 Miles Breakfast, Hotel Polana Mozambique 45,000 Miles Breakfast, Ngorongoro Serena Lodge Tanzania 45,000 Miles Full Board, Serengeti Serena Lodge Tanzania 55,000 Miles Full Board, Lake Manyara Serena Lodge Tanzania 55,000 Miles Full Board, Kampala Serena Hotel Uganda 55,000 Miles Breakfast, Zanzibar Serena Inn 55,000 Miles Breakfast, Kids vouchers for all hotels 20,000 Miles. Conditions apply.

The Sarova Stanley: Earn 500 Miles for a stay at The Sarova Stanley, Nairobi a member of the Summit Group of hotels.

Sarova Stanley Nairobi Thorn Tree Restaurant: Guarding the Sarova Stanley's entrance is the world's famous messenger-on, whose message-board has formed the centerpiece of the legendary Thorn Tree Café. This famous meeting point of East Africa has stood proud since the time of the Safari aficionado Ernest Hemmingway and the great Safari seekers of the early 1900's. Silver Flying Blue card holders can enjoy a complimentary beer with their lunch or dinner, on weekends as they sit and watch the world go by, just like Hemmingway did!

Sarova Stanley Nairobi Thai Chi Restaurant: One of the most elegant dining establishments. Enjoy a range of the finest authentic Thai dishes, prepared by our Executive Thai Chef (one of the highly respected chefs who has worked in the finest Thai restaurants in Thailand). Gold & Platinum Flying Blue members can enjoy a complimentary glass of wine during lunch when they dine at the restaurant.

For Reservations please contact us on

T: +254 020 316377 / 228830 • F: +254 020 229388

E: thestanley@sarovahotels.com • www.sarovahotels.com

Offer Valid Until
31st Dec 07

All references to the Flying Blue programme contained in Zawadi are subject to the general terms and conditions found on www.kim.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.