



REF.NO.2026.03.12.

12th March 2026

Subject: Refund Policy – Flights Cancelled Due to Closure of Kuwait Airspace

Dear Trade Partners,

This circular supersedes the previous circular dated 06 March 2026.

This is to inform you that due to the current force majeure situation and the temporary closure of Kuwait Airport, resulting in the suspension of Kuwait Airways operations, the following refund policy will apply:

Eligibility Criteria for Full Refund:

- Only completely unutilized tickets are eligible.
- Passengers must hold confirmed reservations/tickets.
- Refund without any charges applies to flights departing between 28 February and 20 March 2026.
- The mandatory penalty waiver code RY38 must be annotated on the ticket at the time of refund processing.
- In the absence of waiver code RY38, a debit note will be raised.
- Refunds must be processed through BSP via your respective GDS.

Partially Flown Tickets:

- **Refundable Tickets & Non-Refundable Tickets:** 6H and all other non-refundable taxes and fees will remain non-refundable, apply KAC refund procedure with refund penalty waiver code RY38.

Fully Unutilized Tickets:

- **Refundable Tickets & Non-Refundable Tickets:** 6H is refundable and all other refundable taxes and fees will be refunded refund penalty waiver code RY38.

All affected passengers holding confirmed reservations for the above-mentioned flights may be processed for a full refund without penalty, subject to compliance with the stated criteria and application of the waiver code RY38.

For any further clarification, please contact your nearest Kuwait Airways office.

Thank you for your continued support and partnership.

Kuwait Airways - Team India