



March 31, 2026

Subject: Involuntary Refunds – Flights Cancelled Due to Closure of Kuwait Airspace

This circular supersedes all the previous circulars issued for the same subject.

Dear Trade Partners,

Further to our circular dated 18th March, 2026, passengers affected during the travel period starting from 28 February 2026 until the official resumption of operations at Kuwait International Airport, as per the circular issued by the Directorate General of Civil Aviation (Circular 12, 3166/42 dated 24Mar26 . **If any bookings are canceled before the flights are canceled by KU, penalty as per fare rule will apply**

Eligibility: Applicable for all Ticketed passengers impacted due to cancellation of their Flights. Please find below the involuntary refunds applicable only for flights having canceled segments with UN status

- 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.

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

Passengers wishing to travel on KU later on the same ticket, please contact our office once the flights resume and they will be booked on FOC basis.

Please also note as below :

PARTIALLY FLOWN TICKETS:

- **Refundable Tickets & Non-Refundable Tickets :** 6H/YQ/YR and all other non-refundable taxes and fees will remain non-refundable

FULLY UNUTILIZED TICKETS:

- **Refundable Tickets & Non-Refundable Tickets :** 6H/YQ/YR is refundable and all other refundable taxes and fees will be refunded.

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

Thank you for your continued support and partnership.

Kuwait Airways - Team India