



## Kenya Airways Agents Notice: *Kenya Passenger Contact Information*

Dear Travel Partner,

In line with the IATA Resolution 830d, Travel agencies must include passengers' contact details in the Passenger Name Record (PNR) or order via NDC at time of booking or before ticketing. This information allows Kenya Airways & its Partners to provide timely notifications and flight updates, ensuring travelers remain informed throughout their journey - particularly in the case of irregular operations (IROPS).

Travel agents are responsible for obtaining a passenger's cell phone (mobile phone) number and/or email address in compliance with data protection standards, ensuring the customer's consent is obtained.

Where the guest wishes to have their contact details provided to airlines, all travel agencies are required to enter the guest contact information in the PNR with the correct SSR format/CTCE (Contact Email) and CTCM (Contact Mobile).

The IATA standard SSR format should be followed as below:

- SSR CTCM – for the passenger's mobile number, including country code
- SSR CTCE – for the passenger's email address

Where the guest does not wish to provide contact details, it is incumbent on travel agencies to indicate that the guest has declined to provide such and to enter the refusal in the PNR with SSR format/CTCR (Contact Remark) to limit any statutory liability.

The IATA standard SSR format should be followed as below:

- Enter SSR CTCR, if the passenger does not agree to share his/her contact information, the travel agency should document with the correct OSI/Remark with "CONTACT DECLINED"

Passengers who opt out (SSR CTCR) or if the guest's contact information is incomplete or incorrect, then they will need to rely on updates from their travel agent and cannot claim compensation from Kenya Airways or its Partners for missed notifications.

Sample Entries for GDS Systems. e.g. AMADEUS:

oMobile: SRCTCM-00441234567809/P1

oEmail: SRCTCE-JOHN.SMITH//KENYA-AIRWAYS.COM

Please refer to your GDS Help Pages or contact your GDS Help Desk for additional support to ensure your GDS

validates the format prior to ticketing to avoid rejection or missed communications to our customers.

For NDC reservations, please contact your supplier/aggregator.

Kenya Airways will not use the contact information provided by the travel agency for sales or marketing purposes.

Please ensure the information is shared with your colleagues.

Warm regards,  
Kenya Airways





For any queries, please call our Reservations Team:

[APG BeNeLux](#) Service Desk

Terminal 3, opposite check-in row 21

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