



KQ Agents Notice

EUROPEAN UNION AVIATION SAFETY AGENCY (EASA) BLACKLIST OF TANZANIA AIR OPERATORS

Dear Trade Partner,

On June 3, 2025, the European Union Aviation Safety Agency updated the EU Air Safety List, which includes airlines that are blacklisted from operating or are subject to operational restrictions within the European Union because they do not meet required safety standards.

In the publication, all air carriers certified in Tanzania have now been added to the blacklist and can no longer operate to/from or within the EU. The blacklisting has been interpreted to impact passengers to/from European Union where carriage includes Tanzanian carrier in the itinerary, even though the said carriers do not operate directly into/out of the European Union.

The consequence of the blacklisting is that tour operators marketing Tanzania, have the obligation, as contracting party to notify passengers of the right of reimbursement or rerouting provided the passenger chooses not to take the flight. If the passenger opts to continue his/her journey as originally planned, tour operators will bear as strict safety obligation towards their contracted passengers.

Given the above, Kenya Airways wishes to advise its passengers travelling from/into EU Countries connecting Precision Airways (PW) that the following options are available.

Rerouting Option:

- Agents are advised to reroute passengers earlier booked on PW operated flights to Dare-es Salaam, Kilimanjaro or Zanzibar to the next available KQ operated flights.
- Tickets must be reissued with the following message in the ENDO box **“REISSUEDUE TO EU BLACKLIST”**.
- All the date change fees will be waived.
- With authority of this Tariff Notice, Customers may change their travel to a different destination. Fare difference may apply in the case of change of destination.
- All rebooking and re-issues must be completed by close of business day on/before 20th July 2025.
- Failure to complete the ENDO box will result in an ADM being raised for penalties and change fees.

Cancellations And Refunds:

- For wholly unutilized tickets, full refund including unused taxes will be given while for partially utilized tickets, refund will be calculated less the prorated portion already utilized. Unused taxes will be refunded.
- Refunds can be offered via an EMD Voucher that can be utilized within one year from date of issue. Customers who do not wish to take advantage of any of the provided rebooking options may still submit tickets/EMDs already issued for refund.
- Passengers unwilling to take EMD voucher will be refunded in the original form of payment (FOP).
- Waiver remark must be REFUND DUE TO EU BLACKLIST.

**Refund application should be submitted on or
before 31st August 2025**

Please ensure that this information is shared with your colleagues.

For any queries, please call our Reservations Team:

[APG BeNeLux](#) Service Desk

Terminal 3, opposite check-in row 21

Opening hours: Monday through Friday 09h00 until 17h30

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