



## **POSITION STATEMENT**

### **CLARIFICATION ON CAPPING OF PASSENGERS OUT OF LONDON'S HEATHROW AIRPORT**

Kenya Airways (KQ) wishes to clarify on the capping of departing passengers out of London's Heathrow airport (LHR):

- KQ continues to operate 9 weekly flights to LHR.
- On 12 July 2022, LHR announced it was implementing a cap for all airlines operating at Heathrow from 12 July to 11 September 2022. The cap is to manage resource and staffing challenges at the Airport.
- As it is peak season, KQ and other airlines have sold most of these flights. The impact is, therefore, minimal.
- To protect our passengers from the well-publicized challenges, KQ will, on 22 July 2022, operate KQ100/KQ101 (to and from London Heathrow) 45 minutes earlier to avoid the congested Heathrow airport window. These flights are the only ones that are affected by the time change.
- KQ has taken pre-emptive measures to avoid overbooking from 25<sup>th</sup> July as LHR will soon advise on caps that we will need to adapt to.
- The capping on the number of departing passengers in Europe and parts of Asia is not new and has been applied from Amsterdam and China for all airlines operating in those countries.
- As KQ, we strive to offer the best connections from Africa to the World and vice versa; we will update any affected passengers on our scheduled flights in case of any disruptions.

**--Ends--**

**Corporate Communications**

**Kenya Airways**