

Kuwait Airways – GP Policy

In an effort to offer the best possible services to our Industry partners and customers [Kuwait Airways](#) reveals its reservation and ticketing activities on GP movements in line with DGCA Kuwait circular (2017/5) under reference 2105/42 dated 21 February 2017 and in association with the Public Authority of Manpower, State of Kuwait.

This document will provide you with transparent procedure and explain guidelines that [Kuwait Airways](#) applies to ensure the proper issuance of tickets, in compliance with the instruction laid down in the above-mentioned DGCA circular. [Kuwait Airways](#) may, from time to time, provide Travel Service Provider with information deems appropriate for use and/or knowledge in booking and/or ticketing air transportation for Government Projects on [Kuwait Airways](#) and such information will supplement this policy.

The Policy applies to all Travel Service Providers, who maintain the responsibility to ensure all of its employees and contractors, in all of its locations, to comply with this policy, including future updates and amendments.

Extracts from DGCA circular 2017/5

Article 1

Authorized Airlines to transport labors for Government Projects (GP) from/to their countries.

- a) National air carriers of the State of [Kuwait](#) (4th & 3rd freedom)
- b) National air carriers of the country of origin of the passenger traveling against GP letter (3rd and 4th freedom).
- c) Other air carriers with direct operation between Kuwait and the country of passenger origin (5th freedom).
- d) Participation of 6th freedom carriers not permitted
- e) Carriers referred in a, b & c above who do not operate to/from Kuwait at time of GP movement are not authorized to issue GP letter.
- f) In case of transporting labors from/to the points having no direct operation to/from the State of Kuwait, the contractual bodies should contact [Kuwait](#) national air carriers to determine/ arrange for their itineraries.

Article 2

Issuance of GP letter.

”GP” letters should only be issued for itineraries between [Kuwait and the Country of labor’s origin](#), except the case described in Article 1 (f) above.

Article 3

Refund Procedures:

The refund of "GP" tickets may be processed by submitting the original "GP" letter and/or letter from the "**Public Authority for Manpower**" dully signed by the authorized persons stating cancellation of the work permit.

Article 4

Ticketing Procedures/features:

- 1- Ticket will be issued as per **fare** and **RBD** available for **general public** on the **date of ticket issuance**.
- 2- All terms and conditions of the applicable fare are to be adhered, except for refundable ticket; an additional restriction, as mentioned in article 3 above, "**Specific Refund Rules Apply**" will be marked on the ticket.
- 3- "GP" letter is to be issued on the following day after the date of ticket issuance (to protect voiding action on the same day).
- 4- Since tickets will be issued against available **RBD** on confirmed basis, booking may be cancelled at the time of **GP letter issuance** to avoid passenger **no-show**.
- 5- Rebooking fee may be collected at the time of actual travel upon completing all travel formalities in addition to difference in fare, if any, as per revised date of booking.

Kuwait Airways Guideline on booking/ ticketing and issuance of letter for GP transportation in compliance with above-mentioned DGCA Circular

Article A

Ticketing / booking

- 1- **Kuwait Airways** permits issuance of GP ticket against any fare as per the booked RBD adhering to terms and conditions of application, stipulated in the governing rule of the fare:
 - i) Ticketing Code **SZQTGP1** should preferably be inserted on passenger ticket in Tour Code Box or Endorsement BOX.
 - ii) Annotate codes NONREF (SPC RULES APPLY)-**GP** in the endorsement box.
- 2- **Kuwait Airways** does not allow ticketing on RQ basis and/or against AK segment, failing to abide may result in penalties as per the provisions of **KU-ADM Policy** (which may be viewed by visiting KU website referring to TAB terms and conditions) and/or Sales office will directly raise ADM equal to USD 200 through BSP link.

Article B

GP tickets Refund Procedure

- 1- **Kuwait Airways** fully adhere to the provisions of DGCA circular stipulated under Article 3 of the circular number 2017/5.
- 2- **Kuwait Airways** may not accept **GP refund** processed directly through BSP link.
- 3- Tickets issued against “**Refundable Fare**” may be submitted to the Refund Section for processing Refund against manual “**Refund Application**” attaching original **GP letter** or letter from the **Public Authority of Manpower** as per **DGCA** instructions.
- 4- Refund fee (and **No-show charges**, if any) will be deducted as per the fare rule.

Article C

Reissuance/ rebooking Procedure

- 1- **Kuwait Airways** permits **first rebooking** free of charge (**FOC**) against **GP** letter and ticket issued with cancelled segment.
- 2- For each subsequent change of booking rebooking/ reissue fee must be collected as per the rules of ticketed fare, provided the fare is still applicable.
- 3- At the time of subsequent rebooking, if the ticketed fare is no more applicable, booking may be secured in any available RBD applying applicable fare;
 - i) In case new fare is higher than the ticketed fare, collect difference in fare plus applicable rebooking/ reissue fee as per the ticketed fare (Historical data may be retrieved).
 - ii) In case new fare is lower than the ticketed fare, ticket may be reissued collecting rebooking fee as above without processing refund.
 - iii) In all cases entries reflected in “Endorsement and Tour Code boxes” of the original ticket must be carried forward on the new ticket.
- 4- Terms and conditions of the revised fare should be complied after reissuance.
- 5- After issuance of GP letter rerouting may be permitted for transportation wholly on KU services, provided following is observed and adhered;
 - a) Fare for the revised journey / routing must be equal/ or higher than the actual ticket fare, excluding the TFCs
 - b) In circumstances where revised journey/ routing does not qualify for equal or higher fare, ticket may be reissued against lower fare, however difference in fare will be forfeited and cannot be reassessed for any subsequent reissue/ rerouting.
 - c) All GP terms and conditions must be complied
 - d) GP letter issued must be inserted in TE entry of new ETKT
 - e) First change free option will be forfeited and Reissue fee must be collected.

- 6- GP ticket may be rerouted / reissued in KU office and/or agent's own office complying with rerouting/reissuance rules stipulated in KU-ADM Policy (Agents may only reissue/ reroute tickets issued originally from their own office or branch office but not franchised office within one year from the date of original issue, however after one year from the date of original office must be referred to KU office for such transactions)

KU ADM Policy may be viewed by visiting KU website and thereto TAB Terms and conditions. www.kuwaitairways.com

Article D

GP Letter issuance Procedure

- 1- [Kuwait Airways](#) request travel agents to fill "GP" letter template and forward to the concerned office, inserting PASSENGER name in English (mandatory as per the passport) and Arabic (optional for Arab nationals) , Nationality, Ticket Number and PNR reference (Ticket segment may be an additional assistance).
- 2- [Kuwait Airways](#) will **not issue GP** letter in circumstances confirmed (ticketed) segment **not cancelled** in PNR (To avoid NO-SHOW and to comply with DGCA instructions).
- 3- Except when agent insists to issue GP letter against confirmed booking, the following procedure and instruction must be fulfilled:
 - a) Passenger actual mobile contact (at the point of origin) is provided in the PNR in SMS format, or
 - b) In the absence of above, travel agent must provide mobile contact of a key person responsible of labor transportation in the country of passenger origin inserted in the Phone field of PNR in SMS format and his/her name provided in OSI field.
 - c) Booking/ ticketing agent should undertake all responsible towards passenger transportation, E.G. advising airline instructions in case of delay/ cancellations of flight etc.
 - d) Key person will be responsible of reconfirming passenger journey 72 hours prior to departure by intimating local KU office in the country of passenger origin.
 - e) The above undertaking should be insert in the PNR under 5/SAVE or OSI field asserting liability against no-show and confirming payment of no-show charges of USD 100 over and above rebooking/ no-show charges stipulated in the ticketed fare rule and/or straight rate USD 200, whichever is higher.
 - f) This facility may only be provided for transportation not less than 60 days from the date of GP letter issuance. *KWISZ may take precedence over days of booking.*

- 4- **Kuwait Airways** will **issue GP** letter for transportation from/to the country of labor origin operated directly (**on-line points**) and the following transportation may qualify issuance of **GP** letter for nationals of the country not operated by **KUWAIT AIRWAYS (OFF-LINE POINTS)**;
- i) Transportation from/to G.C.C. or S.A.S.C gateways favoring nationals of Eastern countries including East African points.
 - ii) Transportation from/to European and/or Middle Eastern gateways favoring nationals of Western countries including west, central and South African points.
 - iii) The above mentioned solutions have taken inconsideration for interim period until permanently resolved in collaboration with industry partners serving to those countries.
- 5- **Kuwait Airways** may **issue** a duplicate **GP** letter in lieu of lost (of original GP letter), provided copy of ticket annotated, “GP letter issued” is presented.

The ticket will be reissued as per clause 5 of KU Article C above (Reissue/ Rebooking Procedure) inserting wording, “Duplicate GP letter issued” in the relevant ticketing field.

An administration Fee of KWD 10.000 will be collected in addition to RF as per fare note.

NOTE:

Should require further clarification and additional information, KWISZ/ KWIQT may be contacted.