



Announcement on Adjustment for Ticket Cancellation Rules

To all passengers:

As per the notice of Kenya Railways, the rules related to cancellation and rescheduling are adjusted as follows:

1. From 25th March to 24th April 2020, no penalty for cancellation.
2. Since the day for the issuing of the announcement until further notice, any cancellation or rescheduling can be done within a period of one hour before departure of the train.
3. When passengers process the cancellation, the original ID/passport or other certificates used for passengers' booking should be produced and the hard copies must be provided. The hard copies need be kept by the station.

Thank you for your cooperation and understanding.

XX Station

28th March 2020