

Kuwait Airways gains 2026 Apex Five-Star Rating for passenger services

-A Monitor Report

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Kuwait City : Kuwait Airways has been honored with the 2026 Five-Star Airline Rating by the Airline Passenger Experience Association (APEX), for its exceptional in-flight services.

The award is based on unbiased feedback from travelers all over the world.

Abdulmohsen Al-Fegaan, the airline's Chairman, credited the recognition to the dedication of the airline's employees, and to consistently delivering high standards of comfort and service to passengers.

He said, the rating reflects the airline's ongoing commitment to enhancing the passenger experience.

The APEX Five-Star rating is calculated using impartial traveler reviews

gathered from over one million flights operated by some 600 airlines globally.

Among the evaluation criteria are the quality of in-flight entertainment, food, and other onboard amenities.

Al-Fegaan also mentioned several recent accolades: earlier this year, Kuwait Airways placed 20th out of 109 global airlines and 5th in the Middle East according to the 2024 AirHelp report; it was ranked first worldwide for onboard meal quality by MoneySuperMarket; and in April 2024, analytics firm Cirium named it the second most punctual airline in the Middle East.

He declared that such honors show that Kuwait Airways (the "Blue Bird") is making great strides toward excellence and is committed to delivering outstanding results.

Al-Fegaan also reaffirmed that the airline will continue to enhance its service offerings and improve operational systems to maximize customer satisfaction.

Kuwait Airways was invited by APEX to accept the award in California, USA - the ceremony was attended on its behalf by Acting CEO Abdulwahab Al-Shatti.

Kuwait Airways is the flag carrier of Kuwait, with its head office on the grounds of Kuwait International Airport. It operates scheduled international services throughout the Middle East, to the Indian subcontinent, Europe, Southeast Asia, and North America, from its main base.