

23 March 2020

Trade News



Etihad Airways temporarily suspends flights

Dear Trade Partner,

From 25 March 2020, Etihad Airways will temporarily suspend all flights to, from and via Abu Dhabi. This is following a decision by the National Emergency Crisis and Disaster Management Authority, and the General Civil Aviation Authority (GCAA) to suspend all inbound, outbound and transit passenger flights in the UAE. This decision has been made to limit the spread of the COVID-19 novel coronavirus and to protect citizens, residents and international travelers.

As a result, the country's international airports will close to civilian traffic for an initial period of two weeks. The suspension to and from Abu Dhabi International Airport will begin at 23:59 (UAE) on 25 March 2020, for an initial 14 days. This is subject to further directives by the relevant authorities. Cargo and emergency evacuation flights are exempt from this and will therefore continue.

A comment from Tony Douglas, Group Chief Executive Officer, Etihad Aviation Group:

“These are unprecedented times and unprecedented decisions are being made by governments, authorities and companies, including Etihad, to contain the spread of the coronavirus and to help minimise its effects around the world. We stand with our loyal customers, who are having to endure disruption and inconvenience

to their travel and their daily lives, and we dedicate all our efforts and resources to ensuring we do all we can to assist them with their travel planning during this challenging period. As the national airline, we stand in full support of the UAE government's decision, and are confident that we're well prepared to weather the commercial and operational impact this suspension will have on our services."

We will continue to follow directives from the UAE and international government and regulatory authorities and are applying a contingency plan to assist all affected customers.

Guests will be notified if their flight is cancelled. However, before proceeding to the airport, guests should still check the status of their flights using our [Flight Tracker](#).

We will announce the resumption of services through etihadhub.com and all other Etihad communication channels once restrictions are lifted.

For the latest information and updated rebooking policy, please visit etihadhub.com.

The latest policy dated 23 March supersedes all previous versions.

Thank you for your continued support.

Etihad Airways