

ETIHAD AIRWAYS STATEMENT

Apology to guests affected by yesterday's flight disruptions

Etihad Airways would like to apologise to all passengers who were on board flights which had to divert to alternative airports across the GCC region on Thursday morning (6 March) due to a technical failure of the runway landing systems at Abu Dhabi International Airport.

More than 30 flights were diverted, with 14 of those landing at Al Ain Airport. This airport serves as a technical diversion airport only and has limited customs clearance or immigration facilities. As a result, transit passengers or those without visas for the UAE were unable to disembark.

The situation, which was beyond our control, was further compounded by the limited catering facilities at the airport. As a result, we were not able to provide the level of care and service we would normally hope to deliver.

We are doing everything to rectify this unfortunate situation and assisting passengers to minimise the inconvenience resulting from the disruption to their flights. Passengers are being assisted with onward connections or hotel accommodation in the case of long connections.