

Open letter to customers from Tim Clark, President Emirates Airline

- A Monitor Desk Report

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Dubai: Emirates president Tim Clark in an open letter to customers has explained how the airline is managing the situation following unprecedented flood that severely affected the flight operations.

“On Tuesday 16 April, the UAE experienced its highest rainfall in 75 years. Lashing storm winds and rain disrupted activity across the cities. Our 24/7 hub in Dubai remained open, with flight movements reduced for safety, but flooded roads impeded the ability of our customers, pilots, cabin crew, and airport employees to reach the airport, and also the movement of essential supplies like meals and other flight amenities,” Tim Clark said.

“We diverted dozens of flights to avoid the worst of the weather on Tuesday, and over the next 3 days we had to cancel nearly 400 flights and delay many more, as our hub operations remained challenged by

staffing and supply shortages.”

He told about two priorities in the letter: Look after customers who have been impacted by the disruption and get operations back on schedule.

“To free up resources and capacity to manage impacted customers as a priority, we had to suspend check-in for passengers departing Dubai, implement an embargo on ticket sales, and temporarily halt connecting passenger traffic from points across our network coming into Dubai.

We deployed additional resources to aid our airport and contact centre teams with rebooking and put on additional flights to destinations where we identified large numbers of displaced customers.”

“We sent over 100 employee volunteers to look after disrupted customers at Dubai Airport departures and in the transit area, prioritising medical cases, the elderly and other vulnerable travellers. To date, over 12,000 hotel rooms were secured to accommodate disrupted customers in Dubai, 250,000 meal vouchers have been issued, and more quantities of drinking water, blankets, and other amenities.”

“As of this morning, Saturday 20 April, our regular flight schedules have been restored. Passengers previously stranded in the airport transit area have been rebooked and are enroute to their destinations. We have put together a taskforce to sort, reconcile, and deliver some 30,000 pieces of left-behind baggage to their owners,” Emirates President said.

“It will take us some more days to clear the backlog of rebooked passengers and bags, and we ask for our customers’ patience and understanding.”

“Finally, and once again, I want to offer, on behalf of myself, and all the teams across Emirates, our apologies to each and every customer affected by this disruption,” Tim Clark concluded.

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