KEY TRAVEL

Important Travel News

Our operations team has conducted a review to identify travellers scheduled to depart between now and next Monday, March 23, on Qatar Airways, Etihad Airways, Emirates Airlines, and Gulf Air (including flights with layovers at hubs such as Dubai) and an email has been sent directly to those listed.

Your account manager will notify you directly if your organisation has travellers on these lists.

Important advice we are providing to travellers

We are reinforcing our guidelines in all communications:

- Travellers should check flight status directly with their airline via the airline's website or app, as flight schedules and routes are changing at short notice and airlines are contacting passengers directly and often do not update TMC systems.
- Travellers should not go to the airport unless the airline has directly confirmed that the flight is operating. Without a confirmed booking, there is a high chance they will be denied boarding.
- If travellers are already at the airport or en route, they should immediately contact the airline for an updated itinerary and be prepared for delays or an overnight stay if necessary.
- Travellers should contact their organisation's risk, HR, and/or procurement teams and follow internal guidelines before considering travel to the affected areas.
- Travellers should verify that their contact information is correct in the "Manage My Booking" section on the airlines' websites.

Specific notes by airline remain the same

- Qatar Airways: is currently operating repatriation flights only and is contacting passengers directly. Check flight status directly with Qatar via their website.
- Gulf Air: Flights remain temporarily suspended.
- Etihad Airways: Operating a limited commercial flight schedule between Abu Dhabi and select major destinations.
- Emirates: is operating a limited commercial flight schedule. Customers transferring in Dubai will only be allowed to board the flight if their connecting flight is operating.

Changes and cancellations

We continue to advise travellers/bookers to cancel or change bookings via KT Online whenever possible, as this is the fastest way. If changes or cancellations cannot be made online, travellers can contact their dedicated Key Travel service team or send an email to with "Middle East" in the subject line to reservations.uk@keytravel.com.

Behind the scenes, we continue to apply the airlines' most recent policies and ensure that any refunds or free changes are processed.

Since Etihad and Emirates are operating a limited number of flights, we ask travellers/bookers to call us or send an email following the instructions above if cancellations and changes cannot be made online.

Managing Incoming Inquiries

We continue to receive a large number of calls from customers who are not traveling immediately but are seeking information. Where possible, please encourage travellers and colleagues to consult airline and government websites for the most recent guidelines, and your own internal organisational policies or communications as a secondary source.

We are prioritising our phone lines to assist those who are directly affected or need urgent or emergency assistance with other travel arrangements.

For more information, please contact your account manager or send an email to accountmanager@keytravel.com with "Middle East" in the subject line.

Best regards
Key Travel.

Key Travel

Unsubscribe from all Emails