

PRESS STATEMENT - 19th APRIL 2010

Emirates is very closely monitoring the evolving airspace situation across Europe, going into a fifth day of cancellations caused by volcanic ash clouds emanating from Iceland.

Twenty percent of Emirates' fleet - or 30 aircraft - remain on the ground with much of Europe's airspace still closed.

The disruption has cost the airline somewhere in the region of \$50 million.

Emirates continues to provide hotel accommodation in Dubai for thousands of passengers who were in transit when the disruption began.

The airline is not accepting passengers for travel to any European destinations apart from Moscow, Athens, Larnaca, Malta and Istanbul) until the 21st April.

Customers affected by the disruption can cancel their booking or change their onward destination without charge. Emirates has waived all re-issue and cancellation fees while the disruption is ongoing.

To date, over 250 Emirates' flights have been cancelled and more than 80,000 passengers have been impacted by the ongoing disruption.

All passengers are advised to check the status of their flight on www.emirates.com before leaving for the airport. Passengers are asked not to go to the airport if their flight has been cancelled.

It's important to understand that this is a complex situation involving tens of thousands of people and becomes more complicated as the days go by. We appreciate how difficult it is for everyone affected.

Emirates is working on a contingency plan to ensure that we get flights and passengers moving as quickly as possible as airspace reopens. This will include extra flights. However, like every carrier, we cannot fully activate contingency plans until we receive clearance from European Air Traffic Control authorities. Until this happens, we are unable to give firm timescales.

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Q & A

What's the latest on the disruptions caused by the Volcanic ash?

Emirates is very closely monitoring the evolving airspace situation across Europe, going into a fifth day of cancellations caused by volcanic ash clouds emanating from Iceland.

Twenty percent of Emirates' fleet - or 30 aircraft - remain on the ground with much of Europe's airspace still closed.

The disruption has cost the airline somewhere in the region of \$50 million.

How widespread is the problem?

Much of the airspace within Europe is currently closed as a result of the volcanic eruption in Iceland. Emirates is not accepting passengers for travel to the UK and most other European destinations until 21st April 2010 (excluding Moscow, Athens, Larnaca, Istanbul and Malta). These destinations could also be subject to disruption if the path of the ash clouds continues to spread.

How many passengers have been affected so far by the volcanic ash clouds?

To date, more than 80,000 Emirates' passengers on over 250 flights have been affected.

What about passengers caught in transit in Dubai?

Emirates continues to provide hotel accommodation in Dubai for thousands of passengers who were in transit when the disruption began. The airline has stationed support teams within the hotels where our passengers are staying and also set up information boards to ensure customers are kept as up-to-date as possible.

What's the best way to find out the latest on a flight?

As you can imagine, Emirates is receiving a very high volume of calls to our contact centres. We'd ask all customers to go to www.emirates.com for the very latest flight information, which is updated every five minutes. We must stress that passengers should not go to the airport if their flight has been cancelled.

Which Emirates flights are still operating into Europe?

Emirates is currently only accepting passengers for the following European destinations; Moscow, Athens, Larnaca, Malta and Istanbul. These stations are being closely monitored for potential disruption.

Is this affecting flights currently operating outside of Europe?

Yes. One example is our US west coast flights to Los Angeles and San Francisco, which are taking a longer route than usual to avoid the ash clouds and therefore requiring a quick refuelling stop in Toronto.

What's the latest on how long this will last?

Emirates is keeping its flying schedule under constant review and will aim to give

customers as much notice as possible once more information is received from European Air Traffic Control authorities.

We estimate that, once approval has been granted to fly, it will take around 24 hours to get our flight schedules back to normal, but with each day that passes, so the backlog grows.

What about the discrepancies between different governments and their agencies over forecasts?

It is imperative that Emirates is confident in the absolute safety of its operations. We respect the position of the official government agencies governing the jurisdictions to which we fly.

What can Emirates do in the meantime?

It's important to understand that this is a complex situation involving tens of thousands of people and becomes more complicated as the days go by. We appreciate how difficult it is for everyone affected. Emirates is working on a contingency plan to ensure that we get flights and passengers moving as quickly as possible once airspace reopens. This will include extra flights. However, like every carrier, we cannot activate contingency plans until we receive clearance from European Air Traffic Control authorities. Until this happens, we are unable to give firm timescales.

What should affected customers do?

Emirates' passengers affected by the disruption can cancel their booking or change their onward destination without charge. All re-issue and cancellation fees will be waived while the disruption is ongoing. For rebooking or cancellations please call your [local Emirates office](#) or contact your travel agent.

What's been the effect on Emirates' SkyCargo operations?

So far, a total of 2000 tonnes of cargo have been disrupted - most of which are shipments

leaving Dubai for Europe. Cargo into Dubai has also been affected. Greater use of road distribution throughout

Europe may come into play if the disruption continues.

What is Emirates' chief concern in all of this?

As always, our primary concern is for the safety of our passengers and crew and this will not be compromised.

What's been said:

"This is the most drastic event to affect aviation in the region in decades" - Richard Vaughan, Emirates' Divisional Senior Vice President, Commercial Operations Worldwide

"This is first time Britain has been closed since World War II. It's a dramatic disruption."

- Richard Vaughan, Emirates' Divisional Senior Vice President, Commercial Operations Worldwide

"Disruption of this magnitude is unprecedented in aviation history. The longer that it continues, the more complex the recovery process becomes" - Richard Vaughan, Emirates' Divisional Senior Vice President, Commercial Operations Worldwide

"About 30 of our aircraft are grounded which represents about a fifth of our fleet. I would estimate that somewhere in the region of 20% of airline production has been affected by this," Tim Clark, President of Emirates Airline.

"The affects are devastating at a time when Emirates was expecting seat factors of about 87% due to the Easter holidays. If it had happened in May or June it wouldn't have been so bad," Tim Clark, President of Emirates Airline.

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