

FAQs - Implementing Reduced Schedule Recovery – DXB/DWC

Question: NOTAM issued for DXB/DWC airport says that all non-UAE operators operating more than 2 rotations within 24 hours are required to reduce the schedule by 50 percent. Is it only for passenger flights, charter or for cargo flights as well?

Answer: The above reduction only applies to scheduled passenger flights. Freighters, Integrators and Business Aviation are exempt from the reduction. Charters are not permitted at DXB. Additional scheduled or charter passenger flights will not be permitted at DWC during this time. Please refer to the communication from Dubai Airports Airline Relations for more details issued via email on 19/04/2024 at 00:24, subject 'Implementing Reduced Schedule Recovery – DXB'.

Question: For operators that only operate 1 rotation daily, in case of delays and overlap on the operating date of the next flight schedule - will our flight still be allowed to operate?

Answer: Yes, that will be allowed.

Question: How are diversions treated in terms of allocation of slots?

Answer: If you need to bring back a diverted flight to DXB then you need to cancel an existing slot you hold post the 50% reduction. It would be treated as a 1 for 1 exchange.

Question: We already operated one flight earlier today 19APR pre the embargo, is that flight calculated as part of the reduction, or will the reduction be effective post 0800UTC (1200LT) today?

Answer: The reduction will be effective post 0800UTC, earlier flight does not count towards your remaining pool of slots.

Question: I have cancelled all of my flights; can I get 50% of my cancellations back?

Answer: No new slots (including retimes into this period) will be allocated with immediate effect until Monday 22nd April 2024, 0800 UTC (1200LT).

Question: If we have scheduled 3 flights and need to cancel 50% - do we get to operate 1 or 2 flights?

Answer: We would appreciate cancellation of 2 flights, but rounding up in this case will be accepted and in this case you will have a pool of 2 flights.

Question: Do you have any information on ops/handling part? Staff available at DWC??

Answer: The Operations team are confident that they can accommodate what is currently in the schedule and this is why we aren't allowing any new passenger slots at DWC.

Question: What is the guarantee that flights will be permitted to land as the approved slot?

Answer: The schedule will be subject to operational recovery. We have a high confidence that the reduced demand can be accommodated, however operational challenges remain. To support the operation, effective and prompt scheduling is required. Support is required by airlines to inform passengers of flight cancellations (both prior to passengers reporting to the airport and at the airport) to prevent overcrowding. If this is not action then we risk creating further operational challenges for everyone.