

# Update from Flybe for Friday 2 March

The continuing amber alert is having an effect on flights from Edinburgh Airport.



Flybe has issued an update this morning at 11.45 am

## **UPDATE**

*Flybe has cancelled all remaining flights to and from London City Airport today (2 March 2018) – ie Belfast City, Edinburgh and Aberdeen. Customers are asked not to travel to the airport.*

*There is continued disruption to Edinburgh and Glasgow flights and customers are asked to regularly check the status of their flight via the live flight information at [www.flybe.com](http://www.flybe.com)*

*Customers affected by cancellations should not travel to the airport. Please go to website [www.flybe.com](http://www.flybe.com) to rebook your flight.*

*All other customers booked to fly with Flybe (including those operated by Stobart Air) between 01st March 2018 and 04<sup>th</sup> March 2018, to and from other airports should continue to check in as normal however please do regularly check our flight info page for any further updates.*

*If you have connecting flights, you should also check the flight status for each of your individual flights.*

*The safety of its passengers is our number one priority and*

due to current road conditions, Flybe regrets it is unable to book transport for any diverted passengers.

We are offering customers the following options to give you flexibility:

- You can rebook on a different flight for travel within the next 7 days at no charge to the same or a similar destination, providing that we have seats still available. Please note that if you choose to change your flight to another destination, we cannot provide you with further ground transportation onwards from the new destination airport.
- You can rebook your flight for the same route for any future date, providing that seats are still available at the same price as you originally paid. If you would like to choose an alternate flight, please note that we are happy to waive any change fee for your booking, but you will have to pay any change in fare (if higher than your original fare).
- If your flight has been cancelled, you have the following options:
  - We apologise for the inconvenience, and are happy to rebook your travel on an alternative flight to your destination at the earliest available opportunity.
  - Or, if you prefer, you may obtain a refund for any part(s) of your journey not taken.

How to change your booking or get a refund:

### **How to change your booking or get a refund:**

For bookings originally made via [flybe.com](https://flybe.com), there is an online tool which will allow you to amend your booking within the next 7 days, or to claim a refund if your flight has been cancelled. To make a change, please visit [www.flybe.com/flight-info](https://www.flybe.com/flight-info), key in your planned flight

details, and the status of your flight will be displayed. You then have the option to rebook or claim a refund.

For other bookings not made via [flybe.com](https://flybe.com), please contact either your travel agent or our Customer Service team who will be happy to help you. Please ensure that you get in touch before your flight's scheduled departure time. You can reach our Customer Service team by phone at 0371 700 2000 (if calling from within the UK), or +44(0)207 308 0812 (if calling from outside of the UK).

Please be aware that our Contact Centre and Social Media teams are experiencing an extremely high volume of calls and posts due to the widespread travel disruption resulting from the current adverse weather conditions across the UK and much of Europe. Our team is doing everything possible to answer customers quickly as possible. We thank you for your patience and be assured you will be answered as soon as possible. Alternatively, you might wish to call back at a later time.

Once again, we would apologise for any inconvenience that might result from the adverse weather. Please rest assured that we will always do whatever we can to get you to your destination as soon and as safely as possible.