

Passenger Handling Measures in View of Airspace Restrictions Resulting in Extended Flight Durations and Technical Stops

Due to recent developments involving international airspace closures and overflight restrictions, airline operations have been impacted by:

- Significant rerouting of international and regional flights
- Increased block times compared to scheduled durations
- Possibility of technical halts enroute for operational or fuel requirements

In light of the above, all airline operators are directed to implement the following passenger-handling measures to ensure transparency, compliance, and passenger welfare:

1. Pre-Flight Passenger Communication

Airlines shall ensure that all passengers are proactively informed about:

- The change in routing due to airspace restrictions
- Revised total expected travel time (departure to arrival)
- The possibility of a technical stop at an intermediate airport

- Clarify that the stop is operational in nature
- Passengers will generally remain onboard during such stops

This information must be communicated at check-in, boarding gates, and where feasible, through SMS/email alerts.

2. In-Flight Catering and Comfort

Airlines must ensure that catering uplift is revised based on actual expected block time (including technical halt). This includes:

- Adequate meals and beverages for the full duration
- Additional hydration and dry snacks
- Special meals as per manifest requests

3. Medical Preparedness and Alternate Aerodromes

Operators shall:

- Ensure medical kits and first-aid resources onboard are sufficient for extended operations
- Validate that alternate/technical halt airports have:
 - Emergency medical support
 - Ground ambulance availability if required
- Brief cabin crew on managing passenger fatigue, discomfort, or medical incidents

4. Customer Service and Support Readiness

Airlines shall:

- Brief call center/reservations teams on likely delays and schedule disruptions
- Establish processes for managing missed onward connections and delay-related assistance
- Prepare for compensatory action in case of delays beyond thresholds (as per CAR provisions)

5. Intra-Departmental Coordination

Operators must ensure seamless coordination between:

- Flight Dispatch / IOCC
- Commercial and Customer Support teams
- Ground handling and airport operations

- Inflight service providers
- Medical vendors at designated alternates

Compliance and Monitoring

All operators are advised to treat this circular as mandatory guidance in the interest of passenger safety, comfort, and regulatory compliance. Non-compliance or passenger inconvenience resulting from failure to implement these measures may attract appropriate enforcement action under applicable CARs.

This circular comes into effect immediately and shall remain valid until further notice.