



Hello,

Following the announcement from the National Emergency Crisis and Disasters Management Authority (NCEMA) and the General Civil Aviation Authority (GCAA) in the UAE, **our passenger flights will be suspended from Thursday 26 March 2020 at 23:59 (UAE local time) until Thursday 09 April 2020 at 23:59 (UAE local time)** as part of the precautionary measures being implemented in response to COVID-19.

If you were booked to travel on a flydubai flight that has been cancelled, please go to the "[Manage Booking](#)" tab on [flydubai.com](https://flydubai.com) where you will be able to rebook or request a refund to flydubai voucher.

If you require further assistance, you can call the **flydubai Contact Centre** on **(+971) 600 54 44 45**, send an email [toletstalk@flydubai.com](mailto:toletstalk@flydubai.com) with "Change my booking" in the subject line or send a private message on [Facebook](#). We are always here to help; it's just taking us longer than usual to get back to your enquiries. You can expect a reply on social media in one week and a reply by email within 30 days. We are committed to getting back to you.

If you made your booking through a **Travel Agent** or **Travel Partner**, please contact them directly regarding your refund and rebooking options.

Travel advisories will continue to be available on [flydubai.com](https://flydubai.com) and are updated on a regular basis.

We would like to thank you for your patience and loyalty. Although we cannot be together now, we will be together again.

The flydubai Team

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