

Luxembourg, 11 January 2021

Progressive resumption of operations to Madrid

Due to the Filomena snowstorm of unexpected and historic intensity in Spain affecting Madrid-Barajas airport, operations there have been interrupted from the evening of Friday 8 January until Sunday evening, by decision of the local authorities. Since Sunday early evening, operations have been gradually resuming at Madrid airport and Luxair flight LG3836, with 93 passengers onboard, took off from Madrid at 23:57 (local time) for Luxembourg.

Due to worsening weather conditions in Madrid on Friday evening, Luxair flight LG3838 from Madrid to Luxembourg was cancelled. Luxair's Boeing 737-700 LX-LGQ, with 97 passengers onboard, did not take off from Madrid-Barajas airport, which the authorities decided to temporarily close for safety reasons.

Pending its reopening, Luxair teams closely monitored the situation and remained in contact with passengers at Madrid-Barajas airport. The crew of Luxair flight LG3838 (later renamed flight LG3836 for operational reasons), who remained with the passengers, and the teams in Luxembourg, monitoring the situation live, kept the passengers informed of the evolution of the situation on several occasions and as soon as confirmed information was made available.

Due to the unexpected scale of the situation in Madrid (access to the airport by road was forbidden by the Spanish authorities for safety reasons) and the large number of passengers affected (all airlines combined), the organisation of hotels turned out to be rather complex, despite the anticipation of the Luxair teams. In order to streamline bookings and offer comfortable solutions as quickly as possible to all passengers, Luxair granted them a flat rate of €120 per person for the organization of a hotel room by their own means.

On Sunday morning, the Luxair teams contacted each of the passengers individually to organise their return to Luxembourg as soon as Madrid-Barajas airport reopened.

Mid-afternoon on Sunday, the Spanish authorities announced the reopening of Madrid-Barajas airport for the end of the day. Luxair, assisted by its ground handling service provider in Madrid, made every effort to organise the operation of Luxair flight LG3836, enabling all Luxair passengers wishing to travel to Luxembourg this evening to be repatriated. Luxair flight LG3836 took off at 23:57 (local time) and is expected in Luxembourg by 01:50 (local time – Monday 11 January).

The unpredictability of this situation has resulted in regular updates and a progressive resumption of operations in Madrid-Barajas. Following the announcement of the late reopening of arrivals at Madrid-Barajas airport, Luxair flights LG3837 from Luxembourg to Madrid and LG3838 from Madrid to Luxembourg, initially scheduled on Sunday evening, have been postponed by 24 hours. All passengers have been informed by Luxair as soon as the information was available.