

Luxembourg, 24th July 2023

## Luxair takes measures to address customers impacted by the wildfires in the south east of Rhodes

*Luxair is closely and constantly monitoring the evolution of the wildfires affecting Rhodes and is committed to the safety and support of its valued customers.*

The wildfires in the south east of Rhodes have had a significant impact, particularly on local residents as well as some Luxair customers. Since Saturday 22<sup>nd</sup> of July, a dedicated crisis unit of the company has been following and monitoring the situation, to provide Luxair and LuxairTours customers with all necessary assistance and support.

Amidst the wildfires, 12 hotels in the south eastern part of the island (Lindos – Lardos – Kiotari – Gennadi) have been impacted prompting Luxair to take immediate action.

The company's dedicated on-location guides and proficient teams in Luxembourg are actively collaborating and maintaining direct communication with affected travellers to devise effective solutions and provide unwavering support to our valued customers impacted by the wildfires.

All passengers –approximately 80- who were impacted by the wildfires have been safely flown back to Luxembourg on the company's regular scheduled flights on Sunday July 23<sup>rd</sup> and Monday July 24<sup>th</sup>. For those customers wishing to remain in Rhodes, alternative hotels were offered by Luxair.

All future passengers scheduled to depart for the impacted hotels, have been contacted and alternative options, such as relocating them to other hotels on the northern part of the island or offering a change of holiday destination.

For travellers (holiday packages or flight only) with departures on July 27<sup>th</sup>, Luxair is offering free cancellation for flights as well as package holidays, for which LuxairTours will also facilitate changes by allowing customers to either select a different hotel on the island or modify their destination by offering an additional 100€ discount per adult.

For customers travelling with a holiday package, departing between July 30<sup>th</sup> and August 5<sup>th</sup> and staying in hotels impacted by the situation, the following measures will be taken:

- Luxair representatives will reach out in order to discuss the options available
- Alternatives will be offered and a possibility to modify the stay in another hotel on the island or to another destination altogether, along with a discount of 100€ per adult.
- If it is not possible to find a suitable alternative, Luxair will provide customers with a voucher for a future trip.

Luxair understands that due to the circumstances, some passengers who have booked a holiday package in a hotel not impacted by the wildfires in Rhodes may not want to visit the island this year. If that is the case, travellers may:

- Modify any departure for Rhodes until July 29<sup>th</sup> included. From July 30<sup>th</sup>, standard modification rules apply.
- If it is not possible to find a suitable alternative, Luxair will provide customers with a voucher for a future trip.

Additionally, for those with departures at a later date, Luxair's standard departure cancellation policy applies ensuring a hassle-free cancellation process if done more than 14 days prior to the trip.

Luxair is actively keeping a close watch on the wildfire situations in Rhodes and Corfu and is fully prepared to take immediate action if required.