

Luxair Thanks Passengers and Partners for Their Support During Exceptional Runway Closure at Luxembourg Airport



An unexpected runway closure at Luxembourg Airport on Friday evening at 19:00 has caused significant operational disruption for Luxair, forcing the cancellation of 16 outbound and inbound flights and the diversion of 2 additional flights. In total, more than 1,400 passengers have been affected by this exceptional event.

First and foremost, Luxair wishes to sincerely thank its passengers for their remarkable patience, understanding, and cooperation during this unforeseen situation. We are fully aware of the inconvenience caused to many of our customers and deeply regret not having been able to offer a fully satisfactory solution to everyone under these extremely challenging circumstances.

Despite the complexity of the situation, Luxair teams immediately mobilized and worked tirelessly to provide assistance to all affected passengers at the airport. Given the high volume of travelers and the very limited rebooking options, as most alternative flights were fully booked across Europe, it was not always possible to find immediate alternative solutions for everyone. Our teams nevertheless did their utmost to support as many passengers as possible with care and professionalism.

At the same time, we are pleased to confirm that all Luxair flights from outbound stations scheduled to return to Luxembourg on Friday evening were able to land safely, thanks to a reduced runway operation. Passengers at these stations were supported by our trusted local ground handling partners throughout the evening.

Luxair would like to express its deep gratitude to all those who helped manage this exceptional event:

- The dedicated teams of lux-Airport S.A. who worked hand-in-hand with our operations staff;
- Our colleagues at Administration de la Navigation Aérienne (ANA), whose expertise and commitment were invaluable in assisting passengers on the ground;
- And once again, to all our passengers for their patience and trust.

Such extraordinary circumstances remind us how important it is for all aviation stakeholders to join forces in a spirit of collaboration and mutual support. While our teams continue to work around the clock to manage the aftermath and accommodate affected passengers as quickly as possible, we kindly ask for continued understanding: available capacity across the network remains extremely limited due to high season demand, and our teams remain fully mobilized to identify the best possible solutions for the remaining affected passengers.

Luxair remains committed to keeping all passengers informed and supported as we work through these operational challenges.

We apologize once again for the inconvenience and sincerely thank everyone for their solidarity and understanding.