

Luxembourg, 30 August 2017

Evening air traffic disruptions at Luxembourg airport from 29-30 August 2017

Due to an incident involving a private aircraft, Luxembourg airport was closed by airport authorities last night. Many Luxair flights were redirected, before passengers could be repatriated to Luxembourg.

Airport authorities decided to interrupt air traffic for four hours, due to an incident involving a private plane yesterday evening, Tuesday 29 August 2017, at approximately 10 pm.

Ten Luxair flights were expected after 10 pm at Luxembourg airport. They therefore had to be redirected to a neighbouring airport, Frankfurt Hahn. Frankfurt Hahn airport reached its maximum capacity as the evening went on, so flight LG922 from Hurghada had to land at Liège.

The Luxembourg runway was later reopened (at 2 am), and most of the Luxair flights (8) could nevertheless come back to Findel:

Flight	Expected time of arrival	Actual time of arrival
LG5436 CPH-LUX	10:10 pm	2:20 am
LG8368 GVA-LUX	10:25 pm	2:50 am
LG6998 MXP-LUX	10:30 pm	2:50 am
LGIT876 CFU-LUX	10:25 pm	2:25 am
LG8858 VIE-LUX	10:35 pm	2:35 am
LG3838 MAD-LUX	10:50 pm	2:30 am
LG9474 TXL-LUX	9:35 pm	2:40 am
LG4602 LCY-LUX	10:00 pm*	2:50 am

*initially expected at 8:50pm, but delayed due to other circumstances.

Maximum consecutive flight times for flight crew are regulated by strict directives, so LG6556 flight from Roma could not take off again from Frankfurt Hahn to go back to Luxembourg. Luxair therefore organised alternative transportation in coaches, in order to repatriate affected passengers to Luxembourg as soon as possible. Passengers arrived early this morning at Luxembourg airport. The aircraft was then repatriated to Luxembourg via a ferry flight this morning at 10:17 am, in order to operate today's allocated flights, for Wednesday 30 August 2017.

For the same reasons, the flight from Hurghada could not leave Liège last night. Coaches were also organised for passengers affected by this, so they could get back to Luxembourg as soon as possible. This could only be organised later this morning.

The empty aircraft left Liège and was repatriated by two pilots. Unfortunately, they could not accept passengers due to security reasons. Indeed, following last night's disturbances, all the stand-by cabin crew had already been attributed to other flights and none were available to operate this flight. Repatriation in buses was therefore deemed to be the most suitable solution.

The buses were supposed to leave Liège at 9:00 am, but were unfortunately delayed due to traffic disruptions during the journey. This meant that passengers could not board the buses before 10:30 am this morning. They then arrived at Luxembourg airport at 1:30 pm and were assisted by LuxairTours representatives, with whom they could exchange about the situation. A compensation has been granted to all clients concerned. Snacks prepared by LuxairServices Catering were also distributed.

This sequence of events had a significant impact on the flightplan. Delays to flights to and from Djerba and Las Palmas were unavoidable.

LuxairGroup apologises for the inconvenience caused by this incident and would like to thank passengers for their patience and understanding.