



MINISTRY OF TOURISM, ARTS & CULTURE  
REPUBLIC OF MALDIVES

**C I R C U L A R**

**Circular No:** 88-QM/CIR/2010/08

**Date:** 20<sup>th</sup> April 2010

**To:** All Tourist Establishments

**Subject:** Flight disruption due to closure of major parts of European airspace



Dear Sir/Madam,

We express our deep concern on the difficulties the tourist industry is facing due to the flight disruptions on the closure of major parts of European airspace

The Ministry held a meeting on 19<sup>th</sup> April 2010 with industry associations, airlines and tour operators and relevant authorities to assess the situation and look into what could be done. Based on the outcome of the meeting, we would like to highlight the following points:

1. The Department of Immigration and Emigration has assured a smooth emigration process and has informed that extra stays will be attended with no charges. For this the airlines need to submit in writing the scheduled flight of the passengers, the reason for delay is due to flight cancellation in connection with the flying restrictions in the European air space due to volcanic ash clouds, names, passport numbers, and nationalities of the passengers. A single letter with details of multiple passengers is acceptable. This letter could be submitted at the airport emigration.
2. We request industry operators to provide maximum relief with respect to their stay and assure that their stay is hospitable.
3. We request industry and operators to send guests / passengers to airport only and when their flights are confirmed.
4. We request industry operators to organize and assist all guests who may want to depart to other destinations other than their final destinations and to give priority to the guests who require medical attention when making travel arrangements.
5. We request to check and attend to guests who need medical attention by facilitating them to seek medical advice or by making arrangements to get special medicines that they may require during this period.

The Ministry thanks the cooperation given by all parties at this time of difficulty and requests to provide us feedback of the situation in our comment box provided on our website [www.tourism.gov.mv](http://www.tourism.gov.mv). This will help us to improve in our assistance and coordination regarding this matter. Our Website is also linked with Maldives Airports company Limited website where you can get information on all flight schedules.

The Hotline telephone numbers are:

- Flight information:
  - 3322211
- Visa and passport issues :
  - Duty Officer, 7940452
- Ministry of Tourism Arts and culture:
  - Hassan Zameel, 7772608
  - Mohamed Adhly, 7772830
  - Aishath Ali, 7778333