

Press Communique

21 February 2024 – 17h00

Bulletin 2

Flight disruptions due to Tropical Storm Eleanor

A cyclone warning class 2 is in force in Mauritius. Due to weather conditions, flight **MK 015** scheduled to depart from **Paris CDG** and flight **MK 053** scheduled to depart **London Gatwick** today 21 February 2024, have been cancelled.

Flight **MK 851** initially scheduled for Johannesburg tomorrow **Thursday 22 February 2024** at **09h25**, has been preponed to depart at **06h00** tomorrow morning.

Change of travel dates

If you have a trip planned until **29 February 2024**, Air Mauritius offers you a free change on the same route until **31 March 2024**.

Website

A dedicated page on our website airmauritius.com gives access to updated information about the flights affected.

This page also allows passengers to remotely manage their bookings.

Active communication with passengers

In order to ensure regular and efficient communication, we make an urgent appeal to our passengers to ensure that their cell phone numbers are provided in the bookings through our travel agencies partners.

Passengers impacted by delays, cancellations and rescheduling will be individually contacted by Air Mauritius commercial teams via SMS and/or email.

airmauritius.com

Practical Information

It is advisable to consider the following before reporting at the airport:

1. Information on the flights operated and the status of your booking, available on <https://www.airmauritius.com/manage/booking>
2. Regular updates will be communicated and available on <https://www.airmauritius.com/news> and on all Air Mauritius official Social media platforms.
3. Passengers are kindly requested not to proceed to the airport if they have not been informed in advance of the status of their bookings.
4. Air Mauritius is monitoring the evolution of tropical storm Eleanor and is preparing for the resumption of its flights in order to transport its passengers to their destination as quickly as possible.

Regular Press Releases will be issued for updates on our operations.

We wish to inform our passengers that the Air Mauritius ticket office in Port-Louis will be closed tomorrow 22 February 2024 due to the risk of heavy rain.

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