

flydubai's passengers get ready to travel this summer

- flydubai's tried and tested COVID-19 safety measures proven to make travel possible
- Recent survey conducted by the carrier shows that passengers feel safe to travel

Dubai, United Arab Emirates; 15 May 2021: A growing number of passengers are waiting until the summer to travel, according to a recent passenger survey conducted by flydubai. The survey, which was conducted in February 2021 with 2,800 passengers, was aimed to gauge passenger feedback on their travel plans and their experience while travelling with flydubai.

According to the response of the passengers, 66% of UAE residents surveyed said that they were likely to travel soon, either in the next one to three months (41%) or in the next four to six months (25%), indicating an intent to travel during the summer. When asked about the reasons for postponing travel 40% of those surveyed said that barriers to travel such as quarantine when returning home and travel restrictions were factors in delaying their travel plans. 48% of those surveyed said that border closures were also a deciding factor in planning their next trip.

Commenting on the survey results Ghaith Al Ghaith, Chief Executive Officer at flydubai, said: "Customer feedback is incredibly important to us at flydubai and I would like to thank everyone who has taken the time to share their thoughts with us. We are pleased to see that passengers are intending to travel during the summer. Dubai has taken the lead in re-establishing tourism demonstrating that travel is both safe and possible. As vaccination programmes across the world gain momentum, we believe that more passengers will take the decision to travel and enjoy a well-earned summer break."

flydubai's network in the summer is expected to reach more than 80 points in 45 countries and offers passengers a variety of popular leisure destinations that reflects the diversity of its network. For those seeking a break, flydubai offers passengers the chance to explore a range of cities rich in culture, heritage and activities such as Batumi, Bodrum, Colombo, Malé, Tbilisi, Trabzon, Tirana and Tivat. Holidays by flydubai, the airlines holiday division, also offers a range of attractive tailor-made holiday packages across the flydubai network to suit all budgets with a single booking process.

The survey also highlighted passengers' confidence in flydubai's COVID-19 precautionary safety measures. From their travel experience with flydubai 91% felt that flydubai crew adhered to Personal Protective Equipment (PPE) policies during their journey. Furthermore, 88% agreed that airport staff, at either the departure or arrival airport, followed the procedures. Moreover, 88% of passengers felt that aircraft cleanliness was of the utmost importance and 73% of passengers felt

more confident because masks were being worn throughout the customer journey. They further appreciated the importance of limiting movement around the cabin during the flight (69%).

“Early in the pandemic we saw the industry come together to make the necessary changes to limit the spread of COVID-19. These tangible measures give people the confidence and peace of mind they need when they travel and it’s great to see this being reflected in their feedback,” said Mike Evans, Senior Vice President of Customer Experience, Brand and Communications at flydubai. “flydubai has redesigned its passenger journey to protect everyone. We have forged a partnership with our passengers and by working together we have created an environment that allows responsible travel,” he added.

flydubai’s passenger experience has been redesigned to enable travel in a COVID-19 safe environment. During a flight, air is exchanged in the cabin every two to three minutes and is sterile when it enters the cabin after passing through high-efficiency particulate air (HEPA) filters. flydubai’s aircraft are disinfected every day with manufacturer-certified cleaning products.

Passengers are required to make sure that they are up to date with the regulations from the [IATA Travel Centre](#) and the [IATA destination tracker](#) for their whole journey, and follow the guidance issued by the authorities and the airline. Passengers can also visit the [COVID-19 information hub](#) on flydubai.com for more information.

For more information, please visit: <https://www.flydubai.com/en/plan/covid-19/>

About flydubai

From its home in Dubai, flydubai has created a network of more than 80 destinations served by a fleet of 50 aircraft. Since commencing operations in June 2009, flydubai has been committed to removing barriers to travel, creating free flows of trade and tourism and enhancing connectivity between different cultures across its ever-expanding network.

flydubai has marked its journey with a number of milestones:

- **An expanding network:** Created a network of more than 80 destinations in 45 countries across Africa, Central Asia, the Caucasus, Central and South-East Europe, the GCC and the Middle East, and the Indian Subcontinent.
- **Serving underserved markets:** Opened more than 70 new routes that did not previously have direct air links to Dubai or were not served by a UAE national carrier from Dubai.
- **An efficient single fleet-type:** Operates a single fleet-type of 50 Boeing 737 aircraft and includes: 36 Next-Generation Boeing 737-800, 11 Boeing 737 MAX 8 and 3 Boeing 737 MAX 9 aircraft.
- **Enhancing connectivity:** Carried more than 75 million passengers since it began operations in 2009.

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