



## London Heathrow Airport

Dear Trade Partner,

As you are probably aware London Heathrow Airport is closed today due to a significant power outage. As a result, all Aer Lingus services to and from London Heathrow today are being cancelled. Impacted customers are being contacted directly. Due to the level of disruption the airport closure is causing, there is limited capacity for travel to / from London Heathrow in the coming days.

For those Customers impacted who booked on aerlingus.com, please go online to amend your reservations.

For those booked through your CRS system please see below:

<b>States/Cities Affected</b>	LHR
<b>Tickets Issued By</b>	<b>20MAR25</b>
<b>Ticket Travel Dates</b>	<b>21MAR25 – 23MAR25</b>
<b>New Travel Date</b>	<b>22MAR25 – 28MAR25</b>
<b>Waiver code</b>	<b>RIS25LHR</b>
<b>Extended Travel</b>	<ul style="list-style-type: none"><li>• Change fee and additional fare waived if customer rebooks keep same O&amp;D and rebooks within travel notice date range</li><li>• Change fee waived, but fare collection applies if customer changes O&amp;D</li><li>• Change fee waived, but fare collection applies if customer changes travel date to one outside of above date range</li></ul>

Kind Regards,

Global Sales Support Team