

We regret to inform you of suspension of our ASM operation with immediate effect (3rd Sep 2024) due to difficult operating conditions encountered in Eritrea, that are beyond our control.

We shall endeavor our best efforts to provide available options for passengers who have either already commenced their journeys from UK and/or are ticketed to commence their journeys in the near future:

- For passengers whose tickets have been issued before 3rd Sep 2024 to depart UK and who have not yet commenced travel (i.e. no portion of the ticket has been utilized), these can be refunded without any penalty and refunds can be processed directly through GDS with remark ‘‘ASM SUSP’’.
- For passengers who have already commenced their travel ex UK and are in ASM (partially used tickets) with their return journeys still ‘open’, please let us have a list of all such bookings with ‘ET booking references’ and corresponding ‘ticket numbers’ asap.