

1 March 2026

For immediate release

## **TRAVEL ADVISORY: OPERATIONAL DISRUPTIONS DUE TO MIDDLE EAST AIRSPACE CLOSURES**

**PUTRAJAYA** - The Civil Aviation Authority of Malaysia (CAAM) wishes to inform the travelling public and industry stakeholders that recent airspace closures in parts of the Middle East may result in operational disruptions to certain international flight services.

Airlines operating to and from the affected region may experience delays, flight retiming, rerouting or cancellations as a result of evolving airspace restrictions and operational considerations. Such measures are undertaken in the interest of safety and in compliance with international aviation requirements.

CAAM is closely monitoring the situation and maintaining engagement with the relevant airlines to ensure that passenger interests continue to be safeguarded.

### **Advisory to Airlines**

All airlines operating flights to and from Malaysia are reminded of their obligations to:

- Notify passengers promptly of any changes to scheduled departure or arrival times, including delays, rescheduling, rerouting or cancellations;
- Provide appropriate care, assistance and available travel options to affected passengers in accordance with the Malaysian Aviation Consumer Protection Code (MACPC); and
- Maintain clear, timely and transparent communication throughout the disruption period.

Airlines are expected to take all reasonable steps to minimise inconvenience and to ensure full compliance with regulatory requirements at all times.

### **Advisory to Passengers**

Passengers travelling to, from or transiting through the affected region are strongly advised to:

- Regularly check their flight status directly with the respective airline prior to departing for the airport;
- Ensure their contact details in booking records are accurate and up to date to receive notifications; and

- Contact their airline directly for rebooking options, refunds or further assistance in the event of any disruption.

Passengers who believe their rights under MACPC have not been observed should first seek resolution with the airline concerned. If the matter remains unresolved, a complaint may be submitted through CAAM's official consumer channels for further review.

CAAM will continue to monitor developments in the region and work closely with industry stakeholders to ensure safe operations and the protection of consumer rights.

## **About Civil Aviation Authority of Malaysia**

The Civil Aviation Authority of Malaysia (CAAM) is the national aviation regulator, entrusted with ensuring the safety, security, and efficiency of Malaysia's civil aviation sector. CAAM provides comprehensive safety and security oversight of flight operations, aviation personnel licensing, and is responsible for the provision of air navigation services and air traffic management across Malaysian airspace. Operating in accordance with international standards set by the International Civil Aviation Organization (ICAO), CAAM is committed to fostering a safe, sustainable, and forward-looking aviation ecosystem through regulatory excellence, innovation, and strategic collaboration.

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