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For immediate release

TRAVEL ADVISORY: PASSENGERS ADVISED TO CHECK FLIGHT STATUS AMID ONGOING MIDDLE EAST AIRSPACE DISRUPTIONS

PUTRAJAYA – The Civil Aviation Authority of Malaysia (CAAM) advises passengers travelling to, from or transiting through the Middle East to check their flight status directly with their respective airlines before departing for the airport, as the evolving security situation in the region continues to affect international flight operations.

As a precautionary safety measure, airlines may reroute flights, revise schedules or cancel certain services. These operational adjustments may result in longer flight times, delays or disruptions to connecting flights.

Several airlines have announced temporary suspensions, cancellations or adjustments to services involving destinations in the Middle East. As operational arrangements may change at short notice, passengers should refer directly to their respective airlines for the latest information on flight schedules, connecting services and available travel options.

CAAM is closely monitoring developments and remains in engagement with relevant airlines and aviation stakeholders. Airlines are expected to continuously assess operational risks and take the necessary precautions in accordance with applicable aviation safety and regulatory requirements.

Airline Operational Adjustments

A growing number of international airlines have announced suspensions, cancellations or significant reductions to services across the Middle East. Key carriers including British Airways, Singapore Airlines, KLM, and Air France have extended suspensions into late August, September, or October 2026.

Passengers are encouraged to refer to the latest official travel and aviation advisories issued by relevant government authorities, embassies and civil aviation authorities, where applicable.

Malaysian Carrier Updates (as of 29 July 2026)

- Malaysia Airlines: Kuala Lumpur-Doha operating daily; other Doha services suspended until 24 October 2026. Jeddah and Medina flights operating as scheduled.

- AirAsia X: Planned Kuala Lumpur-Bahrain-London Gatwick launch (27 August 2026) has been postponed to March 2027.
- Batik Air – No new operational changes announced; passengers are advised to confirm flight status directly with the airline.

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);
- Maintain clear, timely and transparent communication with passengers throughout the disruption period; and
- Continue to monitor the latest operational developments and aviation safety information when planning flight operations.

Airlines are expected to take all reasonable steps to minimise inconvenience to affected passengers and ensure compliance with applicable regulatory requirements.

Advisory to Passengers

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

- Check their flight status directly with their airline before departing for the airport, including the status of any connecting flights;
- Allow additional travel time, particularly for journeys involving transit through Middle Eastern hubs;
- Ensure that the contact details provided in their booking records are accurate and up to date;
- Contact their airline directly for rebooking options, refunds or further assistance if their flight is affected; and
- Refer to official updates issued by airlines and airport operators for the latest travel information.

Passenger Assistance

Passengers who believe their rights under the 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 platform FlySmart at www.flysmart.my

CAAM will continue to monitor developments in the region and work closely with airlines and relevant aviation stakeholders to support the safe and efficient conduct of flight operations while safeguarding passenger rights and interests.

About Civil Aviation Authority of Malaysia

The Civil Aviation Authority of Malaysia (CAAM) is the national aviation regulator responsible for ensuring the safety, security and efficiency of Malaysia's civil aviation sector. CAAM also provides air navigation services and safeguards aviation consumer rights in accordance with applicable national requirements and international standards.

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