

# Customer Newsletter

August 7, 2013

## Fire at Jomo Kenyatta Airport (NBO) – temporary airport closure

Dear customer,

Due to a fire at Kenya's main airport Jomo Kenyatta (NBO) in Nairobi, this airport is temporarily closed for all incoming and outgoing flights. Therefore, we have taken following measures:

- Full Freighter flight MP 8913 leaving August 7<sup>th</sup> from AMS to Khartoum (KRT) and Nairobi (NBO) will be delayed until further notice.
- Full freighter flight MP 8372, en route to Johannesburg (JNB) and Harare (HRE) is currently grounded at NBO and a delay will occur until further notice.
- Passenger flight KL 9861 / KQ 117 AMS-NBO of August 6<sup>th</sup> has been rerouted to Mombasa and we are working on a solution to feeder all cargo to Nairobi as soon as possible.
- Passenger flight KL 565 / 566 AMS-NBO-AMS of August 7<sup>th</sup> has been cancelled.
- Passenger flight KL 9861 and KQ 117 / 116 AMS-NBO-AMS of August 7<sup>th</sup> has been cancelled.
- Passenger flight AF 8002 / 8003 and KQ 113 CDG-NBO-CDG has been delayed until further notice.

Cargo booked on cancelled flights is being rebooked to the first possible flights. A delay of your shipments to and from Nairobi can be expected. At this moment it is unclear how the situation will develop and what the consequences will be for the coming days.

We apologise for the inconvenience of any delay that this temporary airport closure may cause. Please be assured that we do all within our power to ensure that your shipments to and from Nairobi are rebooked and handled with priority to limit the impact on quality in the given circumstances.

We will keep you informed in case of new developments. Please contact your local Customer Service or Sales representative at Air France-KLM-Martinair Cargo in case you require any additional information.

Sincerely yours,



Eelco van Asch  
SVP Sales & Distribution  
Air France-KLM-Martinair Cargo