



# FAQ – Personal Electronics Ban

\*UPDATED\* 03 July 2017



**Disclaimer: This FAQ is valid at the time and date above. We recommend that you contact your airline(s) for any further clarification on this issue.**

On Tuesday 21 March 2017 the US government announced that certain electronic devices will be forbidden in the cabins of particular flights from the Middle East and North Africa, to the USA. The UK government followed suit some hours later.

## USA Electronics Ban

### What flights are affected?

Customers travelling on *direct* services to the USA from any of the following nine cities will not be permitted to carry most electronic devices in the cabin with them:

Amman, Jordan (AMM)	Dubai, UAE (DXB)
Cairo, Egypt (CAI)	Istanbul, Turkey (IST)
Casablanca, Morocco (CAS)	Jeddah, Saudi Arabia (JED)
Doha, Qatar (DOH)	Kuwait City, Kuwait (KWI)
	Riyadh, Saudi Arabia (RUH)

**Please note: Effective 03 July, Etihad (EY) flights from Abu Dhabi to the USA were exempted from the restrictions. Customers travelling on Etihad between Abu Dhabi and the USA may carry all their electronic devices on board.**

### What electronic devices are banned?

People on these flights will not be permitted to carry most electronic items that are larger than a smartphone in the cabin with them. These items must be placed in their checked luggage.

- Tablets / iPads / Kindles / e readers – larger than 16cm x 9.3cm
- Laptops - larger than 16cm x 9.3cm
- Cameras and lenses – please check with the airline directly regarding specifications
- Bluetooth headphones – please check with the airline directly
- Portable DVD players - larger than 16cm x 9.3cm
- Electronic game devices - larger than 16cm x 9.3cm
- Travel printers and scanners - larger than 16cm x 9.3cm

### Can people take their mobile / cell phone on board with them?

Yes. Customers may carry their smartphones and mobile/cell phones on board with them. They must ensure that these have enough battery power to be turned on and checked at airport security.

### What airlines are affected by this ban?

Any carrier that flies directly between one of the cities listed above and any US port. There are no US carriers impacted as none fly these routes.

## UK Electronics Ban

### What flights are affected?

Customers travelling on *direct* services to the UK from any port in the following six countries will not be permitted to carry most electronic devices in the cabin with them:

Egypt	Saudi Arabia
Jordan	Tunisia
Lebanon	Turkey

### What electronic devices are banned?

People on these flights will not be permitted to carry most electronic items that are larger than a smartphone in the cabin with them. These items must be placed in their checked luggage.

- Tablets / iPads / Kindles / e readers – larger than 16cm x 9.3cm
- Laptops - larger than 16cm x 9.3cm
- Cameras and lenses – please check with the airline directly regarding specifications
- Portable DVD players - larger than 16cm x 9.3cm
- Electronic game devices - larger than 16cm x 9.3cm
- Travel printers and scanners - larger than 16cm x 9.3cm

### Can people take their mobile / cell phone on board with them?

Yes. Customers may carry their smartphones and mobile/cell phones on board with them. They must ensure that these have enough battery power to be turned on and checked at airport security.

### What airlines are affected by this ban?

Any carrier that flies directly between any port in the countries listed above and any UK port.

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### Why have these new rules been introduced?

These new rules are in response to what these governments feel are credible terrorist threats.

### Please note:

- These bans apply to all passengers on these services, regardless of nationality.
- There will be exceptions for medical equipment – please discuss with your airline.
- Customers will only be affected if their service between the named ports is direct.
- At this time, the rulings do not apply to flights in reverse - from the USA or UK to these ports.
- This ban is currently open-ended

### Will my electronics be safe in the hold of the aircraft?

Customers are advised to pack their electronics securely and separately in their check-in luggage and ensure that they are in secure cases or protected from movement or knocks. We recommend that you discuss this and the general security of your items with your carrier or refer to the airline's website.

### I am affected by this ban and would like to change the route of my flight to the US or UK.

Please speak to your travel consultant. At this time, normal change and cancellation fees will apply.

*Please refer any further questions or concerns you may have to your airline.*