Luxembourg, July 19th

Luxair and lux-Airport Address Global Tech Outage

Luxair and lux-Airport wish to inform the public about the ongoing global tech outage that is impacting various sectors, including the airline industry.

Due to a widespread outage affecting Microsoft and CrowdStrike servers, various sectors, including airlines and airports, have experienced disruptions. While Luxembourg Airport's own systems remain unaffected, several airlines operating from Luxembourg have reported operational issues.

Luxair confirms that airport operations in Luxembourg continue as usual. However, the online and offline booking systems was unstable, which may have impacted the ability to make or modify reservations. Luxair's technical teams, along with those from their partner organizations responsible for addressing this technical issue, are working diligently to resolve the situation as quickly as possible. Passengers are advised that while the situation in Luxembourg remains stable, some destination airports may experience more significant impacts, potentially resulting in flight schedule modifications and delays.

lux-Airport is actively managing the effects on affected airlines and service providers. Notably, Ryanair who has encountered system issues, requiring Luxair Ground Handling to manually check-in and board passengers for flights to Malta, Seville, Lisbon, and Milan-Bergamo. Additionally, Turkish Airlines flights TK1356 from Luxembourg to Istanbul and TK1355 from Istanbul to Luxembourg have been canceled. While there are no confirmed impacts on other airlines at this time, there may be additional delays and cancellations. Passengers are encouraged to check their travel plans with their airlines and monitor for updates through their chosen contact channels.