

Snow update: Friday 24th December 2.00pm

Belgium: Cancellations and delays reported at Brussels Airport.

Paris: Hundreds of people have been evacuated from Charles de Gaulle airport over fears that snow on a terminal roof could lead to the roof collapsing. The evacuation comes after a partial collapse of the roof in terminal 2 due to snow in 2004 left five people dead. The airport also experienced shortages of de-icing fluid. At least 300 people slept on military-style beds at Roissy on Friday after some 400 flights were cancelled. More slept at nearby hotels, where authorities had reserved 3,300 rooms.

Germany: Around 65 flights were cancelled this morning at Düsseldorf airport due to fresh snowfall and the airport website is showing many flights, both arriving and departing, cancelled this afternoon.

Snow update: Thursday 23rd December 5.00pm

EUROSTAR: are planning to operate a near normal service on Friday 24 December and will be checking passengers in as usual for the service they hold tickets for. 38 of the 42 programmed services will be operating; passengers booked to travel on one of the cancelled trains will be reallocated onto an available service.

Due to ongoing speed restrictions on the French high speed network, journey times are likely to be longer than usual.

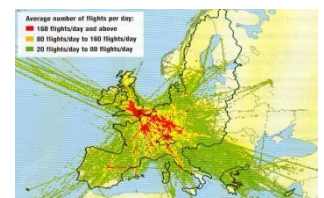
Heathrow will operate 90% of its full schedule today.

Heavy delays at **Paris-CDG** - up to 200mins - snowfall has caused the cancellation of 15% of planned flights between 1800 and 2300 tonight; Vienna 140mins; **Dublin** - Flights have resumed after being suspended this morning. About 100 flights have been cancelled today which affected almost 15,000 passengers Delays of up to 80mins occurring.

Snow update: Thursday 23rd December 2.30pm

The traffic is progressively coming back to normal with 25,000 flights expected to take place in the European skies today. **Dublin, Vienna, Luton, Brussels** experiencing delays due to weather problems today.

Some interesting information from Eurocontrol's web-site states that, as of 2pm today 9777 flights have landed, 3828 air airborne and a further 9782 are expected to operate today within their area. Accumulated delay in minutes so far is 119779 - 51% due to weather; 28% to air traffic control capacity.



Your passenger rights when travelling by air - check out the European Commission website for useful tips on what to do in case of a cancellation or long delays.

HEATHROW: Heathrow is open and most flights will operate today. Please check the live flight information board which shows the current status of each flight for the next 12 hours. If your flight status shows:

'Scheduled' - your flight is operating today. Please contact your airline to confirm your booking before leaving for the airport.

'Contact airline' - we are very sorry but your flight will not be operating today and you are advised to contact your airline for more information. If you have booked with ctms our consultants will contact you in the event of notification of any cancellation and advise you of the alternatives available.

British Airways plans to operate a full long-haul programme and the "vast majority" of shorthaul services from Heathrow tomorrow as it recovers from the chaos caused by Saturday's snow.

In a statement released today the airline said it will fly larger aircraft to some European cities as it tries to clear the backlog of passengers before Christmas Day.

Over the past six days the airline has been forced to cancel 2,000 flights disrupting the travel plans of hundreds of thousands of people because Heathrow failed to keep its runways open.

EUROSTAR: are planning to operate a near normal service today and will be checking-in passengers for the service they hold tickets for. Travellers should only go to the station if they hold a valid ticket for travel today. They should arrive at the station one hour before the time of departure shown on their ticket.

Due to ongoing speed restrictions, journey times are longer than usual and there are a small number of cancelled services but all customers should turn up to check in as normal.

Snow update: Wednesday 22nd December 3.20pm

HEATHROW: Situation improved again today with a larger number of flights in operation ([see list](#)) with both runways remain in operation. Still disruption to services as a consequence of logistics aircraft/crew out of position but we are showing signs of returning to a more normal footing. Terminals however are still pretty grim and access still being controlled with marquees outside – only pax with confirmed flights should come.



Manchester is coping well and Engineering Teams and Airfield Ops have been showing the media how to clear a runway today on Runway 2

Gatwick is operating at near normal capacity - British Airways is operating their full schedule today from here and **London City**.

Bristol, Cardiff, Edinburgh, Leeds, Liverpool airports are open and the majority of flights are operating as normal; however, because adverse weather across the UK and Europe could still cause disruption in some cases.

Paris airports have been forced to cut the number of flights accepted by 25% due to weather forecast for this afternoon. **Frankfurt** is open again after yesterdays snow fall. Brussels Airport has been informed by Flightcare and Aviapartner, the two handling agents at the airport, that they have enough de-icing liquids to fulfil the demands of their clients/airline companies.

Eurostar are planning to operate a near normal service for the rest of today, Wednesday 22 and tomorrow Thursday 23 December, and will be checking-in passengers for the service they are ticketed on.

Snow update: Tuesday 21st December 3.30pm

Frankfurt airport is still experiencing significant delays and cancellations.

London **Heathrow** is operating with a very low rate. Delays are up to 6 hours and cancellations are significant.

Paris Charles de Gaulle and **Orly** airports are regulated but delays are relatively small.

Capacity issues in Madrid airspace is causing delays to flights to/from Madrid.

Brussels Zaventem is operating but it is currently unclear how long the de-icing fluid will last - it was supposed to have ran out yesterday.

Dublin airport is currently closed until at least 5pm today; as is **Belfast City** (it's not snow this time it is a failure of their ATC systems)

Snow update: Tuesday 21st December 11.20am

HEATHROW: A slight improvement today with LHR hoping to get 1/3 of flights out, assuming no further deterioration of weather during the day – certainly appears more clarity up front as



to what flight should run and what won't. [Full list here](#). Terminal queues remain quite bad, T3 and T1 are still having access restrictions placed upon them for H&S reasons, tents outside terminals to hold pax waiting to get in.

The Government has given Heathrow the go-ahead to operate throughout the night this week to try to clear the backlog of passengers hoping to get away for Christmas.

The decision to allow extra night flights was made after the airport's owners BAA came in for some heavy criticism for the way in which Heathrow, one of the world's busiest airports, was brought to a standstill by a few inches of snow and ice.

Heathrow has already admitted it was unprepared for such severe weather and acknowledged it needs to invest more in the future.

According to a report in the Daily Telegraph, BAA is expected to make a pre-tax profit of nearly £1bn this year and yet it spent just £500,000 on snow and ice-busting equipment for Heathrow this winter.

That's only half as much as chief executive Colin Matthews will be paid in salary, bonuses and pension contributions, claims the Telegraph.

Down the road, Gatwick has spent £1m on new snow ploughs this year and plans to spend a further £7m next year, said the report. It has 150 staff working to clear the snow and ice, compared to 50 snow and ice-clearing specialists at Heathrow.

GATWICK: Is operating almost a full service today with 600 flights scheduled to arrive and depart - transporting 80,000 passengers.

EAST COAST TRAINS: Services are currently suspended between Peterborough and London Kings Cross due to overhead power supply damage. East Coast apologise for the disruption, which is expected to cause delays for the rest of today.

Passengers are asked to not to travel today and to consider travelling tomorrow on their booked service. Passengers who abandon their journey today can claim a refund.

ctms continues to monitor the situation, and will advise passengers of any disruption and alternatives available.

Snow update: Monday 20th December 3.25pm

The Government has stepped in to help deal with flight chaos at Heathrow by allowing extra flights throughout the night.

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The airport has issued a statement this afternoon warning customers that only one third of flights will be operating due to snow and freezing conditions.

"The northern runway at Heathrow is open and handling a limited number of arrivals and departures," it said.

"Earlier in the day, we prioritised aircraft that had previously been diverted, in order to bring passengers to Heathrow and get airline crews and aircraft in the right place."

The airport has now agreed a reduced flying schedule until 06:00 on Wednesday 22nd December.

"A maximum one-third of flights are likely to operate during this period, and passengers should anticipate further delays and cancellations in the following days and potentially beyond Christmas Day.

"Passengers should not travel to Heathrow without a confirmed booking. If passengers can travel at another time then they should do so."

It said airlines are now updating their services on the Heathrow website - www.heathrowairport.com.

If a flight is showing as 'contact airline' it means it is not operating.

"This limited schedule provides airlines and passengers with more clarity in order to plan which flights are taking off and which are cancelled," said Heathrow.

"We aim to provide passengers with better and more timely information."

The statement said the airport was forced to close following a five-inch snow fall in around one hour on Saturday.

"There have been subsequent swings in temperature to the extent that ice built up around the aircraft parked on the ground. Heathrow is currently using every available member of staff and several hundred additional contractors have been brought in to clear the situation. BAA has also deployed additional staff to provide comfort to passengers in its terminals.

"We are sorry for the disruption caused and will reflect carefully on the lessons we can learn and the steps we need to take to better prepare for these periods of poor weather."

Passengers are urged not to go to Terminals 1 or 3 until further notice due to extreme congestion.

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The airport says it will review the situation at 16:00 but at present is asking customers not to travel to the airport terminals.

"There are continuing freezing conditions at Heathrow and it is currently snowing," it said in a statement.

Bournemouth Airport is closed until 16:00 and said it will be issuing a further statement at 15:30 pm

Exeter Airport is also closed and Flybe has cancelled all departures from the airport today.

Cardiff Airport is closed until at least 16:00 and flights to and from the airport may be delayed or cancelled.

The snow has also hit airports across Europe, including Paris, Frankfurt and Brussels.

Brussels has cancelled flights until Wednesday after running out of de-icer.

Eurostar services have also been hit by restrictions on high speed lines, which have added up to two hours to journey times.

As a result, it said it cannot operate as many trains as planned.

"If you hold a booking leaving London St Pancras or Paris Nord today and are not already at the station, please do not travel to the station as unfortunately we are not able to accept any more passengers for travel today," says its website.

"We will provide advice later this afternoon about travel tomorrow."

It said a restricted service will operate for the rest of this week.

Snow update: Monday 20th December 2pm

Heathrow: still operating on one runway, alternating take off's and landing. All shorthaul BA flights are cancelled for the remainder of the day but still trying to get longhails out where possible.

Access to central terminals very hard, T3 in particular is periodically being closed for entry to control numbers in the terminal (fire regulations etc).

Further snow a strong possibility which could throw tonight's flights into further doubt but depends on if/when and how much.

Cardiff is closed for the rest of the day.

Brussels airport is about to run out of de-icing fluid! New stocks are not expected until tomorrow night.

Snow update: Monday 20th December 10.45am

Snow appears to be moving in once again and Bournemouth & Cardiff are closed until at least 2pm. All Paris airports are closed as well as Metz-Nancy. Southampton & Bristol closed earlier in the morning to allow for their runways to be cleared.



EUROSTAR: "Due to severe weather conditions and infrastructure issues experienced over the weekend, we are operating a contingency timetable with many cancellations which is expected to last for a number of days. Continued speed restrictions on Eurostar services are adding up to 2 hours to journey times. Sales of tickets up to and including 24 December are closed."

Snow update: Monday 20th December 09.20am

Heathrow Airport will be open (one runway at least) and operating a limited schedule of arrivals and departures today, but expect further cancellations and delays in the coming days, as airlines move diverted aircraft and crew back to their normal positions and BAA continue to manage the impacts of the poor weather over the weekend and in the days ahead.

Gatwick's runway is open today and operations are returning to normal.

Knock-on delays and cancellations are likely throughout the day due to the ongoing impact of snow across Northern Europe.

Most UK airports, including **Aberdeen, Birmingham, Manchester, Southampton** and **Stansted** are open; however, the severe weather conditions in the UK and Europe are impacting upon arriving and departing flights today and it is expected to continue throughout tomorrow.

Snow update: Sunday 19th December 10.20am

Heathrow Airport will not be accepting arrivals today, and will only manage a handful of departures as their airfield team continues to deal with the impacts of yesterday's bad weather and prepares the airport for a full re-opening on Monday.

No flights will operate from Terminals 1 or 4 and a limited number of departures will leave from Terminals 3 and 5.

Heathrow's northern runway remains clear, but the change in temperature overnight led to a significant build up of ice on parking stands around the planes and this requires the airfield to remain closed until it is safe to move planes around.

There are 200 aircraft parking stands and a team of several hundred people working to treat these airside areas and to keep passengers in the terminal as warm and as comfortable as possible while everything is done to get Heathrow moving.

BAA is removing 30 tonnes of snow from each aircraft stand, but the temperature remains firmly below zero and Heathrow's capacity is limited to the extent that all parking stands are occupied by aircraft, making the job of clearing and treating them more difficult.

BA have cancelled all flight today with the exception of the below which they will be trying to operate

LONGHAUL DEPARTURES (TERMINAL 5)

BA207 - Miami
BA279 - Los Angeles
BA117 - New York

SHORTHAUL DEPARTURES (TERMINAL 5)

BA982 - Berlin
BA740 - Geneva
BA962 - Hamburg
BA346 – Nice

While **Gatwick's** runway is open, the impact of snow on airline operations across Europe will inevitably lead to delays and cancellations today Sunday 19 December.

Stansted Airport is open and does not have any periods of snow fall forecast for Sunday 19 December. Weather warnings are still in place across the UK, and flights may still be subject to delay or cancellation.

Ryanair has cancelled all flights due to operate before 10:00 today

Manchester Airport is operating normally today.



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According to the BBC **Stansted, Luton, Exeter, London City, Aberdeen, Birmingham, Bristol** and **Southampton** airports said flights would be subject to delays and cancellations throughout Sunday, while the runway at Jersey Airport was closed until at least 0915 GMT.

Snow update: Saturday 18th December 4pm

Gatwick Airport reopened its runway at 1445, slightly earlier than planned, but it is warning passengers to check their flight status before travelling as many services have been cancelled or delayed.

The first flights due to take off are Virgin Atlantic services to the Caribbean. Some earlier Virgin flights were diverted to Stansted.

British Airways has cancelled all shorthaul flights from Gatwick for the rest of the day and all its longhaul flights from the airport due to depart before 1700 have also been cancelled. EasyJet has cancelled all its flights from Gatwick.

Heathrow Airport remains closed at least until 1600. BA has cancelled all shorthaul flights from the airport for the rest of the day and all longhaul flights due to depart before 1900.

Bmi has cancelled all its flights from Heathrow and from the rest of the UK to London until Sunday.

Heathrow said its teams were working to re-open one of its two runways at around 1600, but it urged passengers not to go to the airport until further notice.

Police have closed some access roads to Heathrow Airport.

Both British Airways and easyJet are offering passengers the option of re-booking on later flights or claiming a full refund. BA passengers due to fly from Heathrow or Gatwick on Sunday may also cancel or delay their travel plans without incurring additional fees.

Other airports to have closed runways include **Birmingham** (until 1700) and **Bournemouth** (until 1600). **Southampton** has just re-opened.

Manchester Airport closed between 1100 and 1145 for snow clearing, but it is now re-open. The duty manager said some flights have been cancelled and some others have been delayed, but the airport is expecting to remain open for the rest of the day.

London **Stansted** remains open but the airport is warning of some delays and cancellations. **London City** is also open but the airport said passengers should check their flight status with the airline or check the airport website.

Snow update: Saturday 18th December 1.50pm

Heathrow has closed its two runways until 1600 (4pm) for snow clearing. **Gatwick's** runway is closed until at least 1500 (3pm). **Manchester** airport is open and operating normally.

Snow update: Saturday 18th December 11.20am

According to **Heathrow** airport's twitter their runways are now open; however, there are many cancellations and delays.

Snow update: Saturday 18th December 10.40am

Gatwick Airport has closed its runway at least until 1500 due to heavy snowfall and British Airways has cancelled all flights from London Heathrow until 1700 even though the latter airport remains open.

Southampton Airport has also closed its runway until 1400. London **Stansted** remains open but the airport is warning of some delays and cancellations. **London City** is also currently open but subject to continuing review.

Some airports that were closed yesterday have re-opened, including **Belfast City** and **Belfast International**, but severe weather across Europe is disrupting flights to many destinations including France, Italy, Germany, Denmark and Amsterdam.

All air passengers are advised to check the status of their flight before travelling to the airport and leave extra time for their journeys due to difficult driving conditions.

Additional snow ploughs have arrived at Gatwick and the airport said earlier this morning that it aimed to have them operational later this afternoon.

Easyjet, which cancelled all Gatwick flights until 1000 and is advising of possible further cancellations and delays to other flights throughout today.

ctms will be keeping readers up to date with the travel news throughout the weekend, so please check back regularly for the latest reports.