

AIRLINES INFORMATION

AIRBERLIN

Contact Information

www.airberlin.com

International customer service: +49 (0)30 3409 9977

US customer service: +1 917.261.3165

Press: Alexandra Bakir – alexandra.bakir@airberlin.com / +49 (0)30 3434 1500

Twitter: [@airberlin](https://twitter.com/airberlin)

Flight Boarding

No record of refusing passengers boarding

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Offering all passengers impacted by the order one free date change to travel on or after April 28th, 2017.

Anyone flying on a package needs to go through the travel agent.

AIR CANADA

Contact Information

www.aircanada.com

Customer service: 1.866.584.0380

Press: media@aircanada.ca

Twitter: [@aircanada](https://twitter.com/aircanada)

Flight Boarding

No record of refusing passengers boarding

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Passengers holding passports from Iran, Iraq, Libya, Somalia, Sudan, Syria, and Yemen flying to or through the US may change their flight, free of charge, to another date between now and January 20, 2018, subject to availability. (need source)

Passengers may also change their destination but will be responsible for any fare difference.

Passengers may also request a refund or credit towards future travel.

AMERICAN AIRLINES

Contact Information

www.aa.com

American reservations: 1.800.433.7300

International contacts: [HERE](#)

Press: 1.817.967.1577 (8am – 5:30pm CT), 1.817.931.1348 (afterhours)

/ mediarelations@aa.com

Twitter: [@airwaves](#)

Flight Boarding

No record of refusing passengers boarding.

Website notes that citizens of Iran, Iraq, Libya, Somalia, Sudan, Syria, and Yemen are prohibited from entering the US, but that the restriction does not apply to LPRs. It does not say that anyone will be refused boarding.

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Issuing Refunds?

Offering rebooking options and full refunds ([Source – AA.com](#))

BRITISH AIRWAYS

Contact Information

<http://www.britishairways.com>

Customer service: 1.800.247.9297

Press: press.office@ba.com / americas.communications@ba.com

Twitter: [@British_Airways](https://twitter.com/British_Airways)

Flight Boarding

No record of refusing passengers boarding

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Nationals of Iran, Iraq, Libya, Somalia, Sudan, Syria, and Yemen due to travel on any BA flights through April 27, 2017 may obtain a full refund or reroute to an alternative destination on BA's network and pay any difference in fare. ([source](#))

CATHAY PACIFIC

Contact Information

www.cathaypacific.com

Customer service: 1.800.233.2742

Press: CCD#press@cathaypacific.com

Twitter: [@cathaypacific](https://twitter.com/cathaypacific)

Flight Boarding

No record of refusing passengers boarding

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Offering nationals from Iran, Iraq, Libya, Somalia, Sudan, Syria, and Yemen a refund and is waiving all fees for rebooking or rerouting. Only applicable to travel booked for January 29 and March 31, 2017. Revised travel must be on or before April 30, 2017, subject to flight availability.

Partially used tickets will only be refunded for the un-used portion.

If passengers no-show their flights, they are not eligible for a refund or a fee waiver.

DELTA / KLM / AIR FRANCE

Contact Information

Delta int'l reservations: 1.800.241.4141

International offices: [HERE](#)

US Press: 1.404.715.2554 (Delta)

Middle East Press: +44 208.237.4680

Twitter: [@delta](#) / [@klm](#) / [@airfrance](#)

1.866.434.0320

Flight Boarding

Delta: No record of refusing passengers boarding

KLM: Denied boarding to 7 passengers on January 28-29

Air France: Denied boarding to 15 passengers for US-bound flights on January 28-29

All three airlines are now informing passengers in advance if they will be denied boarding

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Delta: offering "flexible rebooking options, including refunds" ([source](#))

KLM: offering passengers a voucher for the value of the flight to the USA (via DM) or waiving change fees (via phone call)

Air France: offering full refund "subject to penalties"

EGYPT AIR

Contact Information

www.egyptair.com

US customer service: 1.800.334.6787

Twitter: [@egyptair](https://twitter.com/egyptair)

Flight Boarding

Barred passengers from boarding a flight in Cairo

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Cannot locate an official statement. Refunds can be requested

here: <https://www.egyptair.com/en/contact-us/Pages/online-refund.aspx>

EMIRATES

Contact Information

www.emirates.com

1.800.777.3999

Press: pr@emirates.com

Twitter: [@emirates](https://twitter.com/emirates)

Flight Boarding

US visa holders and LPRs were refused boarding.

Website says that nationals from Iran, Iraq, Libya, Somalia, Sudan, Syria, and Yemen must have a green card or an A1, A2, C2, G1, G2, G3, G4, or NATO visa, but does not specifically state that they will not board other visa holders ([source](#))

Ticket Sales

Instructed travel agencies in Tehran not to sell tickets for flights to US

Ticket Refunds

Offering full refunds for all legs of confirmed bookings involving the US between January 28 and February 28, 2017 for nationals of Iran, Iraq, Libya, Somalia, Sudan, Syria, and Yemen.

ETIHAD

Contact Information

www.etihad.com

US customer service: 1.877.690.0767

Press: +97150 818 9596 / Heba Imam - himam@etihad.ae (Middle East), Katherine Connell - kconnell@etihad.ae and Allix Wright - allixw@etihad.ae (North America)

Twitter: [@etihadairways](https://twitter.com/etihadairways)

Flight Boarding

Only boarding nationals of Iran, Iraq, Libya, Somalia, Sudan, Syria, and Yemen who have a green card, a diplomatic visa, a NATO visa, a C2 visa, a G1, G2, G3, or G4 visa, or has a valid passport from another country whose nationals can legally enter the country

Ticket Sales

Instructed travel agencies in Tehran not to sell tickets for flights to US

Ticket Refunds

Offering refunds, destination changes, or rebookings where permitted

LUFTHANSA

Contact Information

www.lufthansa.com

Customer service: 1.800.645.3880

Press: +49 (0)69 696 2999 / lufthansa-group@dlh.de

Twitter: [@lufthansa](https://twitter.com/lufthansa)

Flight Boarding

Have record of US visa and green card holders not allowed on board

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Offering clients full refund for all legs of trip and are waiving cancellation/rebooking fees for all flights between January 28 and April 28. (via phone call with customer service)

QANTAS

Contact Information

www.qantas.com

Customer service: 1.800.227.4500

Press: <http://www.qantasnewsroom.com.au/media-enquiries/>

Twitter: [@qantas](https://twitter.com/qantas)

Flight Boarding

No record of refusing passengers boarding

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Offering refunds and waiving change fees

QATAR

Contact Information

www.qatarairways.com

Customer service: 1.877.777.2827

Twitter: [@qatarairways](https://twitter.com/qatarairways)

Flight Boarding

Refused to let passengers board in Tehran

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

No information on website and will not give information over the phone. Directed to a refund request page: <http://www.qatarairways.com/us/en/refund-request.page>

TURKISH AIRLINES

Contact Information

www.turkishairlines.com

Customer service: 1.800.874.8875

Press: Yahya Ustun - +90 212 463 63 63 ext. 11173-11153 / yustun@thy.com

Twitter: [@turkishairlines](https://twitter.com/turkishairlines)

Flight Boarding

Canceled a flight from Tehran to Los Angeles. Reports of airline refusing boarding to visa and green card holders

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Offering refunds for passengers who were unable to fly to the US due to the EO and would not be charged any fines ([source](#))

UNITED AIRLINES

Contact Information

www.united.com

Customer service: 1.800.864.8331

Press: 852.825.8640 / media.relations@united.com

Twitter: [@united](https://twitter.com/united)

Flight Boarding

Will not board nationals of Iran, Iraq, Libya, Somalia, Sudan, Syria, and Yemen with immigrant or non-immigrant visas, but will board LPRs ([Source](#))

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Offering “refunds and other accommodations” ([source](#))

VIRGIN ATLANTIC

Contact Information

www.virginatlantic.com

Customer service: 1.800.862.8621

Press: 203.750.2570

Twitter: [@VirginAtlantic](https://twitter.com/VirginAtlantic)

Flight Boarding

No record of refusing passengers boarding

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Offering refunds, or to waive rebooking/rerouting fees ([Source](#))

WESTJET

Contact Information

www.westjet.com

Customer service: 1.888.937.8538

Press: 1.888.954.6397 / media@westjet.com

Twitter: [@westjet](https://twitter.com/westjet)

Flight Boarding

Refused to board passengers on Saturday but offered them all a full refund

Ticket Sales

No record of refusing to sell tickets to passengers

Ticket Refunds

Can get temporary waiver on change or cancellation fees but fare differences apply ([source](#))

INTERNATIONAL AIRPORTS WITH CBP

International Airports with US CBP

Amsterdam Airport Schiphol ¹ *
Calgary International Airport ²
Edmonton International Airport
Halifax Robert L. Stanfield International
Montreal Trudeau International Airport
Ottawa MacDonal-Cartier International
Lester B Pearson International Airport
Vancouver International Airport
Winnipeg International Airport
L.F. Wade International Airport
Shannon Airport, Ireland
Dublin Airport, Ireland
Abu Dhabi International Airport

*Known for having secondary security for flights to US

¹ Personal account

² <https://www.cbp.gov/border-security/ports-entry/operations/preclearance>