



Umm Qasr, Iraq - Booking Stop

Dear ,

As per our [CustomerNews](#) of 29 October, the port of Umm Qasr, Iraq remains closed still today due to ongoing local protests.

Due to the longevity and unforeseen end to this situation, we are stopping all new bookings effective immediately with end location or transport via Umm Qasr, Iraq until further notice.

Furthermore, we would like to take the following actions with all existing bookings to and via Umm Qasr, Iraq:

- 1) For existing bookings with no activity, we will unfortunately be cancelling the bookings.
- 2) For existing bookings with activity and not yet sailed:
 - a. Our Customer Service Teams will be contacting affected customers to find alternative routes / destinations for the cargo or cancel the booking.
 - b. Any costs associated with the activity will be applicable and invoiced.
- 3) For existing shipments on the water, we are in the process of making contact with the respective customers to offer alternative arrangements.

We regret the inconvenience that these circumstances may cause.

We will continue to monitor the situation in Iraq and keep you updated with any changes.

The terms of this Notice shall be read in conjunction with and without prejudice to Hapag-Lloyd's Bill of Lading / Sea Waybill terms and conditions and the Hapag-Lloyd tariff applicable thereto.

We are here for you - if you have any questions or comments, please contact your local [Hapag-Lloyd office](#) or send me an [email](#).

Best regards,



Christian

from our Customer Communication
team

Keep in touch



[IMPRINT](#)

[PRIVACY TERMS](#)

[WEBSITE](#)

[EMAIL PREFERENCES](#)

[UNSUBSCRIBE](#)

© Hapag-Lloyd AG