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## **Qatar Airways Cargo to insource Spain operations from 1 February 2022**

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Qatar Airways Cargo is insourcing its entire commercial operation in Spain as per the 01<sup>st</sup> of February 2022.

In view of this upcoming move, customers across Spain are advised that a new e-mail contact address will be operational from 24 January 2022:

[spainreservation@es.qatarairways.com](mailto:spainreservation@es.qatarairways.com).

It will eventually replace all previous contact addresses pertaining to ATC Aviation Services, S.L. on 01 February 2022. To secure a smooth transition, customers are kindly requested to include both, ATC's current and the new Qatar Airways Cargo addresses in all e-mail communication between 24 January and 31 January.

“Qatar Airways Cargo extends its sincere and grateful thanks to ATC Aviation Services, S.L., which, over the past 16 years, has helped to build our Spanish footprint to what it is today: Qatar Airways Cargo is Spain's number one air cargo service provider for the several past years,” Robertino Veltman, Vice President Cargo Europe at Qatar Airways emphasizes.

“It is because our operations have now grown to such a large scale, that Qatar Airways Cargo feels the time is right to insource its commercial and customer service activities across Spain. Through meticulous planning and close and professional collaboration with ATC Aviation Services, S.L., we are aiming for a smooth transition

so that business continues to run as normal. Our customers can look forward to many familiar contacts in the new Qatar Airways Cargo teams, and simply need to change over to the new central e-mail address in the interim.”

Further details regarding the new organisation, contacts, phone numbers and e-mail addresses will be communicated early February 2022. In line with our corporate motto, “moved by people”, customers can look forward to direct and personal support from dedicated Qatar Airways Cargo teams across Spain from next month.

Qatar Airways Cargo offers regular flights into and from Madrid (MAD), Barcelona (BCN), Zaragoza (ZAZ), and Malaga (AGP), while customers can also benefit from services offered at offline stations in Alicante (ALC), Bilbao (BIO), Vitoria (VIT), and Valencia (VLC). These network points and capacities will remain and also will be bookable online via WebCargo by Freightos.

As soon as the above transition will be completed, Qatar Airways Cargo’s next objective will be to serve Spanish customers even better by offering enhanced services and products with the full backing of its head quarter commercial team. Thank you, ATC Aviation Services, S.L., for preparing us to fly fully on our own.

(Qatar Airways Cargo)