FLYADEAL IN 2025: YEAR OF RECORD-BREAKING MILESTONES

News / Airlines

flyadeal wrapped up 2025 in resounding fashion with record-breaking achievements and milestones that marked 12 months of continuous growth. Passenger numbers grew 33 per cent to surpass the 10 million mark for the first time in a calendar year and, in doing so, far outstripped the 21 per cent seat capacity increase during 2025. The airline operated 66 per cent more routes compared with 2024, boosted by additional aircraft, international expansion and its biggest ever uplift of Hajj and Umrah pilgrims from around the world.

Seasonal and year-round scheduled destinations served increased 50 per cent across Saudia Arabia, in the Middle East, Europe, North Africa and South Asia, while the number of worshippers flown into the Kingdom on dedicated pilgrim flights increased by over 100 per cent to 220,000.

A new Operations Control Centre, four times bigger than the older facility, was opened to cope with expansion; Madinah was announced as the airline's fourth operational base; flyadeal became the first Saudi carrier to wet-lease aircraft into and out of the Kingdom; and in a regional airline first, began training Saudi cabin crew as accredited tour guides.

flyadeal stepped up its distribution strategy widening reach to travel agents by joining the global industry body International Air Transport Association (IATA). And in another first, the budget airline signed up to its first-ever loyalty scheme partnering with AlFursan, the rewards programme of sister carrier Saudia, that enables members to earn and burn reward miles on flights operated by

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flyadeal.

The year was capped off in style with flyadeal consistently seen as the most punctual low-cost airline in the Middle East and North Africa with On-Time Performance (OTP) averaging almost 90 per cent for the full year. And for the second time in its history, flyadeal was the world's most punctual airline in both the low-cost and full-service airline category in June 2025 achieving 91.77% operational performance based on flights within 15 minutes of scheduled arrival.

Steven Greenway, flyadeal Chief Executive Officer, commented*:* "2025 proved an incredible year for flyadeal with so many milestones and achievements to record. This demonstrated our focus on planning, innovating and investing in flyadeal's network, fleet, resources and, more importantly, our people. We showed agility, ability and action – quick to respond to challenges and embrace opportunities. With a big international push opening new markets such as Pakistan and Syria, growing operations in Egypt and expanding our global reach for inbound pilgrim travel, we were able to scale up and act fast to build a healthy network of domestic and international routes during the peak summer season and throughout the year. Our foundation became stronger, bigger and better. Team flyadeal performed exceptionally well with drive and energy, and with 2026 promising to be yet another year of significant growth, exciting developments are in the pipeline across the company over the next 12 months."

Captain Abdulaziz Bahri, flyadeal Chief Operating Officer, stated*:* "Working with 16 additional aircraft during the course of 2025, a mix of eight newly-delivered planes to boost our fleet for schedule flying and eight on wet-lease to handle complex yet well managed Hajj and Umrah operations from around the world, we showed our mettle to deliver arguably the best year in the history of flyadeal with record-breaking punctuality figures."

Abdulrahman Ajabnoor, flyadeal Chief Financial Officer, explained: "We are always shrewd in our financial decisions which last year saw flyadeal make a strategic commitment to invest in a dedicated fleet of brand new widebody aircraft to take us into the long-haul, low-cost market. With the backing of our parent Saudia Group, flyadeal continued to push the boundaries evolving into

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new areas while maintaining focus on keeping unit costs as low as possible to benefit consumers with lower fares."

Rogier van Enk, flyadeal Chief Commercial and Customer Officer, said: "flyadeal continued to provide passengers with enhanced choices, whether flexibility on fares purchased or additional service benefits. We introduced the biggest range of product improvements during the year, widened our partnerships with the travel trade and strengthened our domestic and international network with a big focus on connecting tier one with tier two domestic cities. Customer service doesn't start or end with the sale of a ticket; critically, we are present at every customer touch point to ensure service delivery of the highest standards and easier to do business with us that defines us from other operators."

Key Achievements and Milestones (2025):

- Headcount topped 1,800 employees (+26 per cent).
- New govt-backed Saudi cadet pilot training programme. Target 150 pilots over 24 months.
- Introduced the company's first-ever student internship programme.
- Launched a regional first: Saudi cabin crew trained as certified national tour guides.
- Joined AlFursan, loyalty rewards programme of sister airline Saudia.
- Signed up with Amadeus – airline's first agreement with a Global Distribution System.
- Joined global industry body, International Air Transport Association (IATA).

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