

# HELPING TRAVELERS, EVERY DAY

GLOBAL EMERGENCY ASSISTANCE SNAPSHOT



## SPECIAL EDITION: CRISIS IN THE MIDDLE EAST

*During the onset of the recent crisis in the Middle East, On Call's Global Response Center provided targeted support to hundreds of travelers in need, including families with young children, students, volunteers, expats, and leisure travelers. To learn more about On Call's recent efforts in the Middle East, read our latest case study round-up below:*

### **Group Evacuation from Istanbul to the United States**

When Middle East airspace abruptly closed due to political unrest, 17 travelers en route to the United States were diverted to Istanbul, Turkey, leaving them stranded with disrupted travel plans.

Facing uncertainty, the group contacted On Call International for assistance. On Call's team quickly identified alternative flight options to the United States and secured seats for all travelers while managing complex ticketing logistics and coordinating with the airline on rebooking options. On Call maintained close communication throughout and continued to monitor the group's journey until all 17 travelers safely reached their final destinations.





## Evacuation from Doha, Qatar to the U.S.

Amid political escalations in the Middle East, a graduate student in Doha, Qatar, contacted On Call International for evacuation support. Adding complexity to the situation, the traveler required a Saudi transit visa to reach the nearest safe departure point in Riyadh, creating delays and uncertainty around when it would be safe to evacuate. On Call provided advice for the visa process and advised him on the best travel options amid evolving security conditions.

Due to a backlog, the traveler's visa for Saudi Arabia was not approved, so On Call sourced available commercial flight options from Doha and ultimately to the United States, where the traveler safely returned.



## Ground Transport from Jerusalem to Egypt

While traveling in Jerusalem, travelers were impacted by the escalating political unrest and contacted On Call International for assistance. With airspaces rapidly closing and limited evacuation options, On Call quickly arranged early morning ground transportation from Jerusalem to Sharm ElSheikh, Egypt, and coordinated close protection officers (CPOs) to support the travelers through the border crossing. From Egypt, On Call secured commercial flights that routed the travelers through Cairo and Istanbul before returning safely to the United States. Throughout the evacuation, On Call remained in close contact, managing logistics and providing reassurance for the travelers in need.

## Alternative Flight Departures: UAE to the United States

While traveling in the UAE, several travelers were impacted when their return flights home were cancelled due to regional airspace closures. Unsure of when flights would resume, they contacted On Call International for guidance. On Call closely monitored airspace developments and reviewed alternative departure options, including commercial flights from Dubai and Abu Dhabi and contingency overland routes to Oman, if needed. Once preferred routing became available, On Call helped secure safe returns onward for the travelers.





## Cross Border Evacuation: Israel to Egypt to Europe

While visiting family in Israel, a traveler was impacted by the rapidly evolving geopolitical situation and needed to evacuate in order to rejoin an academic program in Europe. With commercial options limited, the traveler contacted On Call for assistance. On Call coordinated a cross-border evacuation, arranging ground transportation from Israel into Egypt, securing overnight accommodations, and booking onward commercial flights to Europe. Throughout the journey, On Call worked closely with trusted local contacts to confirm border crossings, transportation, and flight logistics. The traveler safely exited the region and continued onward to her final destination, supported by On Call’s end-to-end coordination every step of the way.

## Critical Evacuation from Dhahran Near High-Risk Military Zone

While visiting family in Israel, a traveler was impacted by the rapidly evolving geopolitical situation and needed to evacuate in order to rejoin an academic program in Europe. With commercial options limited, the traveler contacted On Call for assistance. On Call coordinated a cross-border evacuation, arranging ground transportation from Israel into Egypt, securing overnight accommodations, and booking onward commercial flights to Europe. Throughout the journey, On Call worked closely with trusted local contacts to confirm border crossings, transportation, and flight logistics. The traveler safely exited the region and continued onward to her final destination, supported by On Call’s end-to-end coordination every step of the way.



To read more about On Call’s Israel-Gaza crisis response efforts, read our [Middle East Crisis Response Highlights](#).

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