

01 May 2026

Middle East Operational Update 28

Dear Customer,

We are closely monitoring the evolving situation in the Middle East and would like to provide you with an update on what it means for your shipments and our services across the region. As conditions develop, we are taking proactive measures to protect our people, safety, safeguard cargo integrity and maintain the stability of our network.

Please note that the following information is subject to change due to the highly volatile situation in the region.

Temporary ceasefire between the US and Iran

Information is still scarce, and we are urgently seeking clarification. The situation remains deeply dynamic, with full maritime certainty not assured. The safety of our seafarers, vessels and cargo remains Maersk's top priority.

Any decision to transit the Strait of Hormuz will be based on continuous risk assessments, close monitoring of the security situation, and available guidance from relevant authorities and partners.

Volatility persists in the situation. In coordination with our security partners, we have assessed that as of now, transit through the Strait should be avoided. We will continue monitoring developments and provide updates as clarity improves.

Landside update**Landbridge solutions in Saudi Arabia, Kuwait, Bahrain, UAE, Qatar and Iraq**

Please find the continued expansion of our multimodal transport solutions across the Gulf region.

Please note that the information below is only relevant for landside transportation. Please note that all transportation services are subject to availability, and in accordance with applicable laws and regulations.

Please note that we are temporarily pausing landside bookings:

- on cargo going from **UAE and Qatar via Jeddah port and Oman port**
- on cargo going from **Jeddah Port to UAE, Oman and Qatar**
- on cargo going from **Salalah and Sohar to UAE, Saudi Arabia, Kuwait, Bahrain, and Qatar**
- On cargo coming from **Khor Fakkan to UAE - Reefer cargo only**

Available landside solutions :**Export – Carrier Haulage Land Bridge Solutions**

- From Upper Gulf origins (Dammam, Jubail, Bahrain, Kuwait) via Jeddah Port
- From Iraq via Aqaba Port



Import – Domestic Services

- From Jeddah Port to Riyadh and Dammam Carrier Haulage
- From Khor Fakkan, Fujairah, Jebel Ali, and Abu Dhabi ports to the rest of the UAE
- From Salalah to inland destinations across Oman

Import – Land Bridge Solutions

- From Jeddah Port to Bahrain and Kuwait
- From Khor Fakkan to UAE (Dry cargo only)
- From Aqaba to Iraq

Accepted Cargo Types (subject to capacity availability)

- Dry cargo
- Frozen cargo

Ocean update:

Cargo Booking

Cargo Type	Cargo booking:
Reefer	<p>Suspension of all bookings to and from Iraq, Kuwait, Qatar, Bahrain, Saudi Arabia (Dammam & Al Jubail) and to the UAE (excluding Khor Fakkan) with exceptions from the ports mentioned below*.</p> <p>Bookings are accepted to /From Saudi Arabia (Jeddah & King Abdullah port), Jordan, Lebanon, Israel, Oman (Salalah and Sohar) and Khor Fakkan (UAE) – import only</p> <p>Container Yard Jebel Ali acceptance</p> <p><i>*Shipments that contain critical foodstuff, medicine and perishable goods, we will do our utmost to ensure special attention is given.</i></p> <p>The suspension applies to cargo originating from, destined for, or transhipping through these countries (<i>exception Salalah transhipment to non-upper gulf Countries or between non-upper gulf countries, or between non-upper Gulf countries, for example shipping from Seychelles to Turkey, transhipping in Salalah.</i>)</p>
DG	<p>Suspension of all bookings to and from the UAE (including Khor Fakkan)*, Oman (Salalah including transhipments), Iraq, Kuwait, Qatar, Bahrain and Saudi Arabia (Dammam & Al Jubail) except some ports as mentioned below.</p> <p>Except for IMO 5.1, bookings accepted to and from Jeddah (Saudi Arabia), King Abdullah (Saudi Arabia), Aqaba (Saudi Arabia), and Sohar (Oman).</p> <p>Israel ports: DG restrictions in Israel have been lifted. DG bookings are now fully accepted at Haifa and Ashdod in line with local regulations. Booking systems have been updated accordingly.</p> <p><i>*For already accepted DG bookings destined for UAE, further information will be shared directly to impacted customers.</i></p>



OOG/In-gauge	Suspension of all bookings to and from the UAE (including Khor Fakkan), Iraq, Kuwait, Qatar, Bahrain, and Saudi Arabia (Dammam & Al Jubail) Bookings accepted to and from Jeddah, King Abdullah, Aqaba, Salalah and Sohar.
Dry cargo	Suspension of all booking to and from UAE (except for Khor Fakkan), Iraq, Kuwait, Qatar, Saudi Arabia (Dammam & Al Jubail), & Bahrain. <i>Shipments that contain critical foodstuff, medicine and perishable goods, we will do our utmost to ensure special attention is given.</i> We accept bookings to /From Saudi Arabia (Jeddah & King Abdullah port), Jordan & Oman (Salalah, Sohar), UAE (Khor Fakkan – only imports), Lebanon and Israel.
MLL	All above restrictions are not applicable for MLL operator bookings.

Please note that we are in the process of updating Jebel Ali contract rates via Khor Fakkan. So, the rates showing at the time of booking may change and get updated before the Price calculation Date.

This doesn't impact SPOT bookings where the rates are already updated.

Flex Hub/Flex route (sales on water) – In line with the ongoing contingency and workaround plans, Maersk will not accept any Flex Hub/Flex route (Sales on Water) requests with immediate effect until further notice for Hub- Salalah, Oman. Alternative hub acceptance is subject to operational feasibility.

Existing Ocean bookings and cargo in transit

Due to the volatility of the ongoing situation, there is a need for alternative solutions to bringing your cargo to final destination, including finding alternative routing and storage in transit. To do this, we are adding an Emergency Freight rate on cargo loading from or destined to ports in Iraq, Kuwait, Saudi Arabia (Dammam & Jubail), Bahrain, Qatar, the United Arab Emirates, and Oman (except Salalah). It is based on your container category and subject to required regulatory approvals. See below:

Cargo type	Cost per container
20' dry container	USD 1800
40' dry container	USD 3000
Reefer, Special and DG container	USD 3800

Why are we implementing this?

We are implementing this Emergency Freight rate to arrange alternative routing to final destination including finding potential storage solutions, additional charters and so forth. This fee includes transportation from temporary storage to final destination, when safe to complete the voyage.

Please note that that due to the fluidity of this situation, the Emergency Freight rate may be adjusted.

Options for cargo en route:

We will do our utmost to support you through this disruption and avoid abandonment of carriage. To facilitate this, we have the following options for you to choose from:

Options	Cost	Additional information
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<p>A) Complete the planned voyage, with temporary storage</p>	<p>Strait of Hormuz Emergency Freight rate (as mentioned above), which covers 14 days of storage in transit.</p> <p>Beyond this there will be storage fee of USD 25 per TEU day plus reefer monitoring and plug-in fee where applicable as per the location tariff. This will be invoiced fortnightly.</p>	<p>Your cargo will be placed in long-term storage in a port, selected by Maersk.</p> <p>Onwards voyage will be initiated as soon as safely and practically possible, and covered by the rate</p> <p><i>Maersk reserves the right to declare abandonment of carriage. In such an event, no waivers or refunds will apply to charges already billed or paid.</i></p>
<p>B) Return to Origin</p>	<p>Freight payer pays the standard COD fee and pricing, alongside additional freight cost. This is subject to operational acceptance</p>	<p>This solution is subject to operational feasibility.</p> <p><i>if the decision is taken before the container reaches the affected region, the SoH Emergency Freight charge will not apply; only COD and differential freight charges will apply.</i></p> <p><i>If chosen after the container reaches the affected region or within 72 hours of planned discharge, the SoH Emergency Freight charge will be applied.</i></p>
<p>C) Change of Destination</p>	<p>Freight payer pays the standard COD fee and pricing, alongside additional freight cost. This is subject to operational acceptance</p>	<p>This solution is subject to operational feasibility.</p> <p><i>If the decision is taken before the container reaches the affected region, the SoH Emergency Freight charge will not apply; only COD and differential freight charges will apply.</i></p> <p><i>If chosen after the container reaches the affected region or within 72 hours of planned discharge, the SoH Emergency Freight charge will be applied.</i></p>

Important Notes

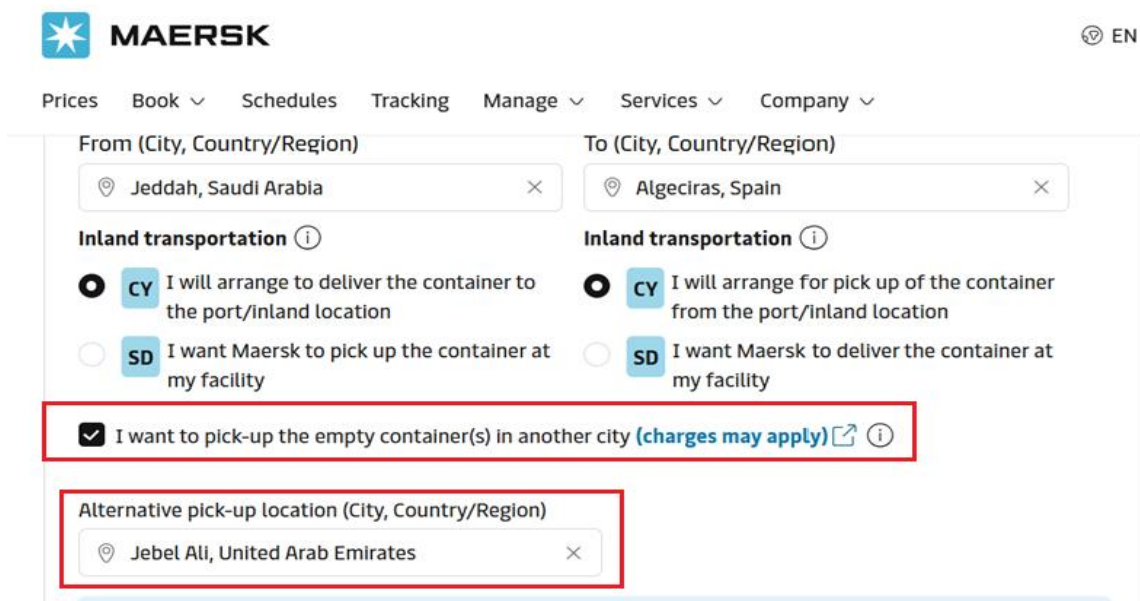
- Storage fees will apply from the 15th day after discharge at storage port until one of the following occurs:
 1. Container is loaded to complete the originally planned onward voyage.
 2. Container is loaded for return to origin (Option B).
 3. Container is loaded for onward journey to the new POD (Option C).
 4. Delivery/gateout from the port in cases where the carriage is abandoned or the customer chooses to take delivery at the storage in transit port.

For Cargo en route and discharged in Jebel Ali, UAE, the following will apply

- **Transshipment cargo:**
For cargo remaining under transshipment (including cargo staying at port or moving onward under a landbridge transshipment solution), a temporary storage charge will be payable by the freight payers of **USD 25 per TEU/ per Day from the day of discharge, with reefer plug-in charges applied at actuals**, where applicable.
- **All other cases (Import or COD to Jebel Ali):**
Where cargo is cleared as import in Jebel Ali, including cases involving a change of destination (COD), **storage and plug-in charges will be billed directly by the terminal to the customer**, as per terminal tariffs and timelines.
- Port storage and other pass through out of the pocket terminal charges are applicable, as per terminal tariff

Quick reference guide for UAE Export shipments on merchant haulage

1. Place your booking on www.maersk.com with load ports as either Salalah, Jeddah or Sohar
2. Inform you would like to pick up the empty container(s) in a different city.
3. Type empty pick-up location as "Jebel Ali, United Arab Emirates" while placing the booking



The screenshot shows the Maersk booking interface. At the top, there is a navigation bar with links for Prices, Book, Schedules, Tracking, Manage, Services, and Company. Below this, there are two main sections for 'From (City, Country/Region)' and 'To (City, Country/Region)'. The 'From' field is set to 'Jeddah, Saudi Arabia' and the 'To' field is set to 'Algeciras, Spain'. Under each field, there are two radio button options for 'Inland transportation': 'CY' (I will arrange to deliver the container to the port/inland location) and 'SD' (I want Maersk to pick up the container at my facility). A red box highlights a checked option: 'I want to pick-up the empty container(s) in another city (charges may apply)'. Below this, another red box highlights the 'Alternative pick-up location (City, Country/Region)' field, which is set to 'Jebel Ali, United Arab Emirates'.

4. Proceed with nominating Haulier and e-Token generation in Dubai Trade system
5. Arrange empty pick from Jebel Ali terminal.
6. Once empty container is picked-up, please send back the **CONTAINER GUARANTEE FORM received from your Customer Service agent** to ae.export@maersk.com with subject line " Container Guarantee - booking no XXXXXXXX
7. Note: If there are multiple containers in a single booking, please attach a signed and stamped list.
8. Please adhere to deadlines such as Shipping Instruction, VGM Submission, container gate-in timelines based on each vessel and port from which shipment is planned for loading
9. Kindly complete customs formalities according to your shipment and applicable regulations.
10. Please note that, for Sohar, only local trucks are allowed inside terminal
11. Customers must deliver all containers in the booking ready for carriage: no earlier than: (a) 6 days before vessel departure, if from Salalah, and (b) no 10 days before vessel departure if from Jeddah.

Detention & Demurrage

The local D&D tariff applicable at the designated return locations, subject to local laws, can be found here <https://www.maersk.com/local-information/imea> > *Select your country > Import*

If cross-border return to a designated location is unlawful or materially prevented by authorities, please contact your Maersk representative within 7 days of this notice so we can agree with a compliant interim solution and the applicable D&D handling.

Access the latest update on [Hormuz Disruption Update 4: Temporary Line Detention | Maersk](#)

Maersk Cargo Insurance continues to offer cover per policy terms across the Middle East, however the situation is under close and ongoing review. A number of insurance companies have reduced or withdrawn coverage for shipments into the Red Sea, Gulf of Oman and Persian Gulf regions, particularly with respect to insurance coverage on the vessels themselves, and Maersk is also reducing operations in the region (find the latest Maersk operational update [here](#)). This may reduce options to ship into the region, however as and when operations resume, Maersk Cargo Insurance will endeavour to be available to insure your cargo interests.

Returning and picking up of empty containers update:
Returning of empty container in region

In light of the evolving situation affecting navigation and port operations in and around the Strait of Hormuz, and in order to protect the safety of our vessels, crews and your cargo, Maersk is implementing temporary empty-container return arrangements.

Effective immediately and until further notice, for existing and new import shipments into the UAE, Qatar, Bahrain, Kuwait, Saudi Arabia (Jubail), Iraq and Oman (Duqm), empty containers will not be accepted at their usual return locations.

Instead, empties should be returned only to the designated depots listed below.

Designated empty return depots:

Oman – Salalah

Saudi Arabia – Jeddah

Limited acceptance with Drop off (DRP) charges please refer to the table below:

Drop off charges	20'	40'	Reefers 20' & 40'
Oman (Sohar & Salalah)	Free	Free	Free
Saudi Arabia (Jeddah)	Free	Free	Free
UAE (Abu Dhabi)	\$600	\$1200	\$1200
UAE (Jebel Ali)	\$600	\$600	\$1200
UAE (Ajman)	\$2055	\$2175	\$2175
Bahrain	Free	Free	\$1250
Kuwait	\$2500	\$2500	\$2500
Qatar	\$2500	Free	\$2500
Jordan (Aqaba)	Free	Free	Free
Saudi Arabia (Dammam & Jubail)	Free	Free	Free

Oman (Sohar)	Empties accepted only for customers who have cargo discharged in Oman
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Jordan (Aqaba)	Empties accepted only for customers who have cargo discharged in Iraq and Aqaba
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For containers already discharged where Delivery Orders have been issued:

- a) If the DO states a return location that is in "empty acceptance" status at gate-in, return may be made to that stated location.
- b) If the stated location is not accepting empties at the time of return, Maersk will issue an updated instruction to an available designated depot

For more info see here: <https://www.maersk.com/news/articles/2026/03/17/hormuz-closure-empty-returns-suspension-update-march>

- If Option B or Option C is selected after previously selecting Option A, or after the containers have been discharged at the storage-in-transit port, the SoH Emergency Freight fee will continue to apply by default and will not be waived or refunded.

Empty Pick-Up Charge

Maersk is implementing Pick-Up Charge Export (PIC) for all non-preferred empty pick-up locations. PIC is applied per container as stated below, effective as of 6 April 2026.

Pick up charges	20'	40'	Reefers 20' & 40'
UAE (Jebel Ali)	Free	\$300	\$300

Fuel Update

For more information on fuel-related updates, please refer to the following link: [Maersk Emergency Bunker Surcharge \(EBS\) 2026](#)

Air Update

Due to ongoing developments in the Middle East, global aviation fuel markets are experiencing volatility, causing operational disruptions in air logistics.

As jet fuel prices rise, Fuel Surcharges (FSC) will increase and be reviewed weekly, based on market indices.

For contract renewals without an FSC, 15% of the rate will be allocated to fuel.

Additionally, a Transit Disruption Surcharge (TDS) will be introduced to cover extra costs from rerouting. Customers will be notified in advance of any changes.

The situation remains fluid, and we will continue to keep you updated on any market changes affecting costs or operations.

Port update

For information on ports in the impacted area, please click here: [Middle East Port Operations Update | Maersk](#)

We will continue to keep you updated on the situation, via our [Red Sea / Gulf of Aden / Hormuz Strait situation page](#). Should you have further questions please do not hesitate to reach out to your local Maersk representative. Our teams are on hand to support with your planning, should you need any assistance.



MAERSK

Yours sincerely,

Maersk

**Customer
Advisory**