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FOR IMMEDIATE RELEASE:

Dubuque Regional Airport TSA Approval Delay Postpones Avelo Airlines Debut

DUBUQUE (January 7, 2023) – Dubuque Regional Airport (DBQ) reported today it was unable to secure the necessary Transportation Security Administration (TSA) approval of its airport security plan in time for next week's inauguration of Avelo Airlines' new service between DBQ and Orlando.

DBQ Airport Director Todd Dalsing said, "The security of our customers, employees and aviation system remains our top priority. Despite our best efforts to secure approvals for our DBQ Airport Security Program, additional time is needed. We are working with TSA to resolve this as quickly as possible. This delay was not Avelo's fault, and we apologize for the inconvenience and frustration this situation has created for Avelo's Customers."

Consequently, Avelo has cancelled its first DBQ to Orlando flight on Wednesday, January 11. Avelo is providing Customers on this flight with a full refund to their original form of payment. Additionally, Customers will receive a $400 check for every traveler on their itinerary which they can combine with their refund to purchase a ticket on a different airline. Lastly, Customers will receive a $200 Avelo Travel Fund credit for every traveler on their itinerary they can apply towards future Avelo flights.

Avelo is actively exploring alternative airports where it can temporarily operate its twice-weekly DBQ flights beginning next Saturday (January 14) until DBQ secures its TSA certification. Avelo will contact its Customers affected by this airport switch prior to departure.

Avelo Airlines Chairman and CEO Andrew Levy said, "This is frustrating news for Avelo Customers and our team is working closely with DBQ officials to get this situation resolved as soon as possible. It is unfortunate our initial Customers will experience this inconvenience – which is why helping them get to Orlando and making this right for them is our top priority. We are optimistic the airport will secure their necessary TSA certification soon so we can move forward with providing our Customers with the convenient and smooth travel experience from DBQ they expect."

Avelo is contacting impacted Customers directly and has activated a dedicated website to assist them at AveloAir.com/DBQ-INFO.

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