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ABU DHABI PORTS
PART OF AD PORTS GROUP

Temporary Import Arrangement via Khorfakkan / Fujairah Port

Port Notice | Customer Advisory

Dear Valued Customers,

In view of the prevailing regional situation and to ensure continuity of cargo flow to Abu Dhabi, we would like to inform you of a temporary operational arrangement applicable to import containers arriving via Khor Fakkan Port and Fujairah Terminals.

Under this arrangement, import containers may be discharged at Khor Fakkan Port or Fujairah Terminals and subsequently moved under customs bonded transit to Khalifa Port – Abu Dhabi for final customs clearance and duty payment through Abu Dhabi Customs, as detailed below:

KEY OPERATIONAL DETAILS

- Import containers will be discharged at Khor Fakkan Port or Fujairah Terminals and moved by truck or rail under customs bonded transit seal to Khalifa Port.
- Final customs clearance and duty payment will be completed through Abu Dhabi Customs.
- Consignees will continue to use their existing Abu Dhabi Trade Licence and Importer Code for clearance as per standard import procedures.

The arrangement applies to import containers handled at:

- **CMA Terminals Khalifa Port**
- **Abu Dhabi Terminals (ADT)**
- **COSCO Shipping Ports Abu Dhabi Terminal (CSP ADT)**



KHORFAKKAN OR FUJAIRAH PORTS



BONDED TRANSIT TO ABU DHABI



KHALIFA PORT ABU DHABI

This temporary arrangement is intended to provide customers with additional flexibility while maintaining efficient clearance processes through Abu Dhabi Ports and Customs.

Customers intending to utilise this arrangement are advised to coordinate closely with their Shipping Lines, Clearing Agents, and Transport operators to ensure smooth execution.

If you require any further clarification or assistance, please do not hesitate to contact our Customer Experience team at **ports.customer@adports.ae**

Thank you for your continued trust and partnership.

Best Regards,

Customer Experience Team

24/7
800 10 20 30

Operational Status & Service Continuity Update | Abu Dhabi Ports

We would also like to provide an update on the operational status of Abu Dhabi Ports and the continuity of our services.

Operational Status

Abu Dhabi Ports confirms that all UAE ports managed and operated by AD Ports Group remain fully open and continue to operate as normal.

Continuity of Services

All core Port and Marine services remain fully operational. Our operational teams are closely monitoring the situation and remain prepared to implement service continuity measures and operational workarounds where required to ensure the uninterrupted flow of cargo across General Cargo, Container Terminals waterside and landside operations.

Customer Cargo / Service Prioritisation

Where necessary, priority cargo and critical shipments are being managed in close coordination with customers and relevant stakeholders to support the continuity of essential supply chains.

Capacity and Readiness Measures

To ensure operational resilience, Abu Dhabi Ports continues to implement readiness and capacity measures, including manpower and equipment availability, berth and yard optimisation, equipment and enhanced customer support arrangements where required.

Customer Assurance

The safety and wellbeing of our customers, partners, and stakeholders remains our highest priority. We remain fully engaged and committed to delivering safe, reliable, and uninterrupted services. Customers are kindly advised to rely on official government announcements and verified communications. Any developments or updates will be communicated promptly through our official channels.

Escalation / Contact Route

For any operational or customer-related enquiries, please contact our Customer Experience team on **ports.customer@adports.ae**

Thank you for your continued cooperation and support.

Best Regards,

Customer Experience Team

24/7 **800 10 20 30**