



## CUSTOMER ADVISORY

### Temporary Cargo Acceptance Restrictions - Service Disruptions Due to Force Majeure -

Dear **Valued Partners and Customers**,

Due to ongoing war situation in the Persian Gulf and the impediment to navigation through of the Strait of Hormuz and the consequential disruptions affecting all vessels movements in the region and notably through the Strait of Hormuz, Milaha Container Shipping (Milaha) is declaring a Force Majeure event under its general terms and conditions and is implementing specific cargo acceptance limitations with **immediate effect**.

Until further notice, the following restrictions apply as of 20:00 on this 2<sup>nd</sup> day of March 2026:

**1. Reefer cargo**

Milaha is **not** accepting any reefer bookings.

**2. Dangerous goods (DG) cargo**

Milaha is **not** accepting any DG cargo bookings.

These measures are being introduced to safeguard schedule integrity and ensure safe and compliant operations under the current exceptional conditions. The situation is continuously assessed and Milaha will advise you regularly on the estimated time and duration of this Force Majeure event and its termination.

Customers with existing bookings are requested to contact their local Milaha representative for shipment-specific guidance and the mitigation measures that are being put in place to the extent possible.

We appreciate your continued trust during this challenging period and we remain committed to providing you with the best possible assistance under the current exceptional circumstances beyond our control.

Milaha Network remains at your disposal to attend to your queries. Please feel free to contact us anytime by telephone at **+971 4 823 8000** or via email at [cscare@milaha.com](mailto:cscare@milaha.com).

Sincerely yours,

**MILAHA | CONTAINER SHIPPING DIVISION - MANAGEMENT**