

FAQs – Eastern Airways / Wick PSO

(1) What is the current situation with Eastern Airways?

The Highland Council understands from press reports and contacts within the aviation industry that Eastern Airways has filed notice of intent to appoint an administrator, and that it is likely that an administrator will be appointed soon.

In the interim, all of Eastern's operations across the UK have been suspended. The Civil Aviation Authority has [issued a statement on the situation](#).

The Highland Council has a contract with Eastern Airways to operate air services between Wick and Aberdeen under a Public Service Obligation (PSO). This means that the route would not otherwise operate on a commercial basis and is subsidised by the Council and Transport Scotland.

(2) How does this affect the Wick-Aberdeen PSO route?

There are currently no flights operating on the route, and it is not clear at this point when flying activity might resume. Should Eastern Airways go into administration, their contract with The Highland Council would be terminated.

(3) Is there any link between performance on the Wick PSO route and Eastern Airways suspending operations?

We do not believe that performance on the Wick PSO route has any direct connection to the current situation.

In the context of the overall business of Eastern Airways, we understand the Wick PSO was a very small part of their operations, accounting for just twelve flights a week on a single Jetstream 41 aircraft.

Eastern Airways operate scheduled services across the UK including to/from East Midlands, Humberside, Newquay, and Aberdeen, as well as operating significant volumes of charter traffic.

(4) What can I do if I had a flight booked with Eastern Airways on the Wick-Aberdeen route?

[Full details are available in the Civil Aviation Authority's statement](#), and there are a number of options available to passengers:

- If you paid by credit card may be protected under Section 75 of the Consumer Credit Act 1974 and should contact your card issuer for further information.
- If you paid by debit or charge card you should contact your card issuer for advice as you may be able to make a claim under their charge back rules.
- If you purchased travel insurance that includes cover for scheduled airline failure, known as SAFI, you should contact your insurer.

- If you did not book directly with Eastern Airways and purchased your tickets through a third party, you should contact your booking or travel agent in the first instance.

(5) What are the next steps and when might flights return to the route?

Officers have been working closely with their counterparts in the Council's Legal and Procurement departments to understand and prepare for next steps to return flights to the Wick-Aberdeen route. Discussions have also been held with Transport Scotland, as the main funder of the service, and with the Department for Transport, as the government body with authority for PSO routes within the UK, to better understand the funding and policy positions going forward.

The situation remains fluid and no actions can be confirmed at this time, but the Council now understands that it is in a position to issue an emergency procurement for a replacement operator should this be required, and work is ongoing in the background to prepare for this eventuality.

This is a process which can be undertaken at speed, however the timescales for any flights returning to the route will depend on a number of factors – for example, how quickly a successful bidder is able to mobilise aircraft and crew to operate on the route.

(6) How does this affect plans for future air services from Wick beyond March 2026?

Plans for future air services from Wick beyond March 2026 are continuing as part of a separate process from anything relating to the existing service. A business case was submitted to Transport Scotland on 22 October 2025 making the case for continued services, and we remain in discussions with Transport Scotland on this matter.

(7) Will any public money be lost if Eastern Airways goes into administration?

The Highland Council pays for services on the Wick-Aberdeen PSO one month in advance, on receipt of invoice from Eastern. All payments made up to October 2025 have been for services delivered in line with the PSO contract. For the payment made in October 2025, the majority of services until 27 October 2025 were delivered as scheduled, but it is expected that 10 scheduled flights either have not or will not operate as planned.

This means that a small proportion of the money which was paid to Eastern Airways for October 2025 has not been used to deliver services in agreement with the contract. The Council will be making efforts to recover the outstanding sum from Eastern Airways.

Further updates will be provided as more information becomes available.