

Fly The Whale Urges Passengers to Reconfirm Seats Amid Two-Week Systemwide Outage

A global outage has disrupted Fly The Whale's reservations platform for over two weeks. Passengers are advised to forward confirmations to the airline, arrive early, and expect limited online functionality as the company works toward full restoration.

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A Fly the Whale aircraft. By. V.I. CONSORTIUM.

Fly The Whale has issued a formal message to its customers amid ongoing disruptions caused by a systemwide reservations outage that began two weeks ago. The airline confirmed that the outage affected its reservation platform globally and continues to impact standard operations, particularly for bookings and check-ins.

In an update issued to customers, the company thanked travelers for their patience and provided detailed instructions to ensure existing reservations are honored. “To ensure we can honor your travel plans, we kindly ask and highly recommend that you please forward your original confirmation information email to reservations@flythewhale.com,” the airline advised.

Fly The Whale noted that while efforts are being made to preserve all seat assignments, forwarding confirmation emails remains the most effective way for passengers to verify and secure their bookings.

On the day of travel, passengers are advised to bring a copy of their original confirmation and present it at check-in. The airline is asking all customers to arrive at least one hour prior to their scheduled flight to allow enough time for reservation details to be manually re-entered into the system. “If you show up under this timeframe, it will be very difficult [to] guarantee you a seat,” the company warned.

Reservations are currently being accepted by phone at 800-468-8639 and in person at all Fly The Whale airport ticket counter locations.

For WhalePak members—commuters who rely on Fly The Whale’s account-based services—the airline acknowledged that full online account management, bookings, and payment functionalities are starting to come online, but the service remains intermittent. Members with existing reservations are also asked to forward confirmation information and present it during check-in.

While check payments are currently being accepted, Fly The Whale noted that they may reach out to WhalePak members individually to verify account details as part of the restoration process.

“We still need our WhalePak members with existing reservations to forward your confirmation information and have it available at check in time,” the company reiterated.

The airline concluded the statement with an apology for the inconvenience, stating, “The outage for the reservation system was worldwide and it will take time to return to normality as we work diligently to restore full service.”

Fly The Whale has not yet indicated when full functionality of its systems will be restored but pledged to provide updates as the situation evolves.