



August 23, 2023

It is with a heavy heart that we announce the decision to cease operations. After careful consideration and evaluation, we have come to the difficult conclusion that we must close our doors. The last day of operations for Red Way will be August 31st, 2023.

Over our short time operating, we have had the immense privilege of serving our customers and connecting people across the US. We are immensely grateful to have had this time, and we know that demand exists strongly in Lincoln for expanded air service. However, we face insurmountable challenges as a small startup in our industry, and the compounding of costs and lack of resources have made it impossible for us to sustain operations. It is our hope that other carriers see the incredible potential, and with their economies of scale, are able to provide Lincoln with the service it is so worthy of.

We understand that this news might raise concerns among those who are booked to travel until August 31st. We want to assure all those who have booked travel in this period, that we are committed to ensuring a smooth and safe operation until our very last flight. All flights booked after August 31st are canceled, and affected customers are receiving full refunds for their bookings. Customers do not need to do anything to initiate their refund, this will be done automatically. We expect all refunds to be complete by the end of the week, the amount of time it takes for a customer to receive their refund back to their account is dependent on their financial institution.

Our customer service team will be available to assist until August 31st. You can reach us via email to customerservice@goflyred.com; via text or phone call to 531-289-3903; or via DM to Facebook or Instagram. Please know that high volumes are expected, and that if you don't reach us on your first try that we do see your message, and will respond as soon as we can.

Our deepest gratitude is extended to our employees, partners, customers and the community for their support throughout this journey. You are the best there is. We still believe whole heartedly in a future where air service is modernized and provided to underserved communities, and that these lessons will become the building blocks for a better path forward.

Thank you for the honor of flying with us.

The Red Way Teams