

NOTICE OF PASSENGER RIGHTS UNDER ISRAELI AVIATION SERVICES LAW

This notice is provided in accordance with section 14 of the Aviation Services Law (Compensation and Assistance for Flight Cancellation or change conditions), 5772-2012 (the "Law"). The definitions and expressions in this document shall have the same meaning as used in the Law.

For the full provisions of the Law in Hebrew, please enter the following link:

https://www.nevo.co.il/law_html/law01/500_707.htm#Seif25

SCOPE OF APPLICATION:

A flight taking off from within the boundaries of the State of Israel or flying to Israel, including a flight with a stopover.

CANCELLATION

A passenger will be entitled to receive assistance services (food and drinks, accommodation if an overnight stay is required, travel services between airport and accommodation, and two telephone calls and fax/e-mails); reimbursement or a replacement flight ticket at the election of the passenger; and may be entitled to (depending on the circumstances) monetary compensation as per the First Schedule:

- Up to 2,000 km: 1440 NIS
- Up to 4,500 km: 2310 NIS
- Above 4,500 km: 3460 NIS

In case the passenger has accepted a replacement flight ticket, the amount of compensation may be reduced, by half, in these following situations: when the delay in the landing time at the final destination of the passenger, compared with the original landing time at that destination, is as detailed below (Art 6 (b)):

- Up to two (2) hours - if the flight is at a distance which is not longer than 2,000 km;
- Up to three (3) hours - if the flight is at a distance which is not longer than 4,500 km;
- Up to four (4) hours - if the flight is at a distance which is longer than 4,500 km.

A passenger will not be entitled to monetary compensation as per the First Schedule if the passenger received notice (as per Art 6 (c) of the Law) of:

- More than Fourteen (14) days prior to the date of the flight as per the issued ticket.
- Between Seven (7) to Fourteen (14) days before the time of the flight as per the ticket and the Flight Operator offered an alternative flight which the departure time is not more than two (2) hours before the original schedule time of departure and the arrival time to its destination is less than four (4) hours after the original scheduled time of arrival to its destination.
- Less than 7 days before the scheduled time of departure and the Flight Operator offers an alternative flight which the departure time not more than one (1) hour before the original schedule time of departure and the arrival time to its destination is not more than two (2) hours after the original schedule time of arrival to its destination.

A passenger will not be entitled to monetary compensation as per the First schedule in the following cases (as per Art 6 (e) of the Law):

- The flight has been cancelled due to special circumstances which were not under its control, and even if it would have done whatever was under its control - it could not have prevented the cancellation due to those circumstances.
- The flight has been cancelled due to a strike or a protected work-by-rule strike; and
- The flight has been cancelled in order to prevent the desecration of the Sabbath or a (Jewish) holiday.

DELAYS

A passenger will be entitled to receive food and drink and communication services after at least two (2) hours from the time stipulated in the flight ticket.

In case of delay between five (5) hours and eight (8) hours, a passenger shall be entitled to either a reimbursement or replacement flight ticket at the election of the passenger. A passenger who has been offered a replacement flight ticket for a flight which is supposed to take off on the following date, and has chosen to accept it, shall be entitled to also receive accommodation service and travel services. (Art. 7 of the Law)

If a flight has been delayed due to a strike or a protected go-slow strike, the passenger will be entitled to the refund of the unused sector of the ticket, food and drink and communication services only (Art. 7 of the Law).

DENIED BOARDING

Denied boarding due to overbooking

A passenger will be entitled to receive assistance services (food and drinks, accommodation if an overnight stay is required, travel services between airport and accommodation, and two telephone calls and fax/e-mails); reimbursement or a replacement flight ticket; and monetary compensation as per the First Schedule. (Art. 5 (b) of the Law)

In case the passenger has accepted a replacement flight ticket, the amount of compensation may be reduced, by half, in these following situations: when the delay in the landing time at the final destination of the passenger, compared with the original landing time at that destination, is as detailed below (Art. 5 (c) of the Law):

- **Up to four (4) hours - if the flight is at a distance which is not longer than 2,000 km;**
- **Up to five (5) hours - if the flight distance is longer than 2,000 km and less than 4,500 km**
- **Up to six (6) hours - if the flight distance is longer than 4,500 km.**

This provision of this clause does not apply if for security reasons, due to the state of health of a passenger or due to concern of harm to flight safety the passenger cannot be flown on the flight, or if the passenger does not have the appropriate travel documents.

CHANGE TO THE CONDITIONS OF THE FLIGHT TICKET

Passenger will not be required for additional payment if the Flight Operator has decided to transfer the passenger to a higher class than stipulated in the Flight Ticket.

If passenger is transferred to a lower class than stipulated in the Flight Ticket, he is entitled to monetary compensation as per the Second Schedule of the Law. If the flight includes a Stopover, the compensation will be calculated in accordance with the provisions of the Law.

For further information about your rights or to make a claim please enter the following link:

https://www.nevo.co.il/law_html/law01/500_707.htm#Seif25