

# Israel Aviation-Specific Consumer Protection Regulation

## Israel Aviation-Specific Consumer Protection Regulation:

Aviation Services Law (Compensation and Assistance for Flight Cancellation or change conditions), 5772-2012.

### 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.

## CANCELLATIONS

### Cancellation within the control of airline:

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 (Art. 6 (a)):

- Up to 2,000 km: 1250 NIS
- Up to 4,500 km: 2000 NIS
- Above 4,500 km: 3000 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 hours - if the flight is at a distance which is not longer than 2,000 km;
- Up to three hours - if the flight is at a distance which is not longer than 4,500 km;
- Up to four hours - if the flight is at a distance which is longer than 4,500 km.

A passenger will not be entitled to monetary compensation if the cancellation is informed him two weeks in advance, or between two weeks and seven days if the carrier offers a rerouting which allow him to depart no more than two hours before the scheduled time of departure and to reach his final destination less than four hours after the scheduled time of arrival, or less than 7 days before the scheduled time of departure if the carrier offers a rerouting allowing him to depart no more than one hour before the scheduled time of departure (Art 6 (c)).

### Cancellation beyond the control of airline:

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); and reimbursement or a replacement flight ticket.

There will be no monetary compensation in these situations (Art. 6 (e)): a) 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; b) the flight was cancelled due to a strike or a protected work-by-rule strike; and c) the flight has been cancelled in order to prevent the desecration of the Sabbath or a (Jewish) holiday.

## DELAYS

### Delay within the control of airline:

- A passenger will be entitled to receive food and drink and communication services after at least two hours from the time stipulated in the flight ticket. In case of delay between five hours and eight hours, a passenger shall be entitled to either a reimbursement or replacement flight tickets. 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).

#### Delay beyond the control of airlines:

- The same as above. However, if a flight has taken off late as stated due to a strike or a protected goslow strike, the passenger will be entitled to the reimbursement of the consideration, and food and drink and communication services only (Art. 7).

## 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 (the same amount as specified for cancellation) (Art. 5 (b)).

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)):

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

This provision 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. Nevertheless, a compensation will be provided to the passenger in this situation (refusal to fly him due to security concerns) if he has come to the airport at least three hours before the take-off time, he has cooperated in the security check and his travel documents are in order.