

1. General

1.1 This notice is provided to you by virtue of the Aviation Services Law (Compensation and Assistance Due to Flight Cancellation or Change of Conditions), 2012 (the "Law"). The definitions and terms in this document have the meaning ascribed to them in the Law.

1.2 If one of the cases detailed in sections 2-6 below occurs, and subject to the applicable law, you will be entitled to the benefits detailed in this notice, provided that:

- a) Your flight is scheduled to depart from or arrive in Israel.
- b) you hold a valid flight ticket;
- c) You showed up on time for your flight (except in case of flight cancellation).

1.3 Notwithstanding what is stated in section 1.2 above, you will not be entitled to the benefits detailed in this notice if:

- a) You received a notification regarding your transfer to a flight other than the one for which you were issued the flight ticket, and you arrived at your final destination on the time stated on the original flight ticket;
- b) You received the flight ticket without payment, or if the flight ticket was purchased at a special rate that is not available to the public directly or indirectly.

2. Delayed Flight

2.1 In the event of a flight delay of more than two hours and less than five hours, from the time specified on the flight ticket, you are entitled to receive the following services free of charge (including by way of a refund upon presentation of receipts in reasonable amounts depending on the circumstances of the case):

- a) Food and drinks reasonably proportionate to the waiting time
- b) Two phone calls as well as sending a message via fax/e-mail.

2.2 If the flight delay lasts more than five hours and less than eight hours, you are entitled, in addition to the services listed in section 2.1 above, to choose between - 1) receiving a voucher in the amount of the relevant flight segment for future redemption to purchase a plane ticket (for your convenience, to issue a voucher, please refer to the following link: <https://www.elal.com/he/PassengersInfo/Pages/CreditSteps.aspx>; 2) Alternative flight (as defined by the Law) 3) Waiving the flight and submitting a written request to receive the relevant flight segment in exchange, all in accordance with the provisions of the Law.

2.3 If you chose an alternative flight departing the next day, then in addition to receiving the benefits listed in Sections 2.1 and 2.2 above, you will also be entitled to accommodation arrangements and ground transportation from the airport to the hotel and back, free of charge (including by way of a refund upon presentation of receipts in reasonable amounts depending on the circumstances of the case).

3. Flight Cancellation

3.1 If your flight did not take place or departed more than 8 hours late, you will be entitled to the benefits listed in Sections 2.1 and 2.2 above, as well as hotel accommodation and shuttle services to the hotel, free of charge.

3.2 In addition, you have the right to contact us in writing with a request to receive monetary compensation as stipulated in the first appendix to the Law, subject to the exceptions detailed

in the Law. If any of these exceptions occur, you will not be entitled to compensation. The exceptions stipulated in the Law are, among others, as follows:

a) The cancellation of the flight was caused by special circumstances that were not under the company's control, and the company did everything in its power to prevent the cancellation of the flight.

b) The flight was canceled due to a strike or protected shutdown

c) The flight was canceled to avoid desecrating Shabbat or a holiday

d) If you were notified of the flight cancellation in advance, in accordance with the specified timeframes and conditions stipulated by the Law.

3.3 If you have chosen an alternative flight, we will be entitled to reduce by half the amount of monetary compensation listed in section 3.3 above, all subject to and in accordance with the conditions and timeframes established by the Law.

4. Flight Rescheduled to an Earlier Time

4.1 If your flight has been advanced by more than five hours and not more than eight hours, and you have received notification of this less than 14 days before the time of the flight, you can choose between - 1) receiving a voucher in the amount of the relevant flight segment for future redemption to purchase a flight ticket (for your convenience, to issue a voucher, please refer to the following link: <https://www.elal.com/he/PassengersInfo/Pages/CreditSteps.aspx>; 2) alternative flight (as defined by Law); 3) Waiving the flight, and submitting a written request to receive payment for the relevant flight segment, all in accordance with the provisions of the Law.

4.2 If your flight was delayed by more than eight hours, and you received notification of this less than 14 days before the time of the flight, you will be entitled, in addition to the benefits listed in section 4.1 above, to request in writing the receipt of monetary compensation as stipulated in the first appendix to the Law, subject to the exceptions detailed in sections 3.2(a) and 3.2(b) above. If any of these exceptions occur, you will not be entitled to compensation.

5. A Denied Boarding of a Passenger

5.1 Sometimes, we may have to deny boarding of a passenger even though they have a reserved and confirmed seat on the flight. We will try to avoid the need to turn passengers off a flight by offering passengers the option to voluntarily give up their seats in exchange for compensation to be mutually agreed upon.

5.2 If you are denied boarding on a flight and you did not agree to voluntarily give up your seat, then you will be entitled to the benefits detailed in Section 3.1 above. Additionally, you may request in writing to receive the monetary compensation stipulated in the first appendix to the Law (with the company entitled to reduce this amount by half, subject to the timeframes and conditions stipulated by the Law).

5.3 It is clarified that you will not be entitled to the aforementioned benefits if you cannot be accommodated on the flight due to security reasons (except if the stipulations detailed in the Law have been met), your health condition, concerns about endangering the safety of the flight, or if you do not possess adequate travel documents.

6. Change in the Conditions of the Flight Ticket

6.1 If you are transferred to a higher class than specified on your flight ticket, no additional payment will be required.

6.2 If you were transferred to a class lower than the one listed on your flight ticket, you will receive monetary compensation in accordance with the provision in the second appendix to the Law; And if the flight includes a layover or the flight ticket was purchased as part of a tour package - the compensation will be calculated in accordance with the instructions and conditions established by the Law.

For more details regarding your rights and requests for a refund for a ticket and/or monetary compensation stipulated by the Law, please contact us through the website www.elal.co.il via the "Contact" tab.

This notice is a summary of the Law, and does not include the full provisions of the Law, including all entitlements and exceptions. In the event of a conflict between this notice and the Law, the provisions of the Law will prevail.