

## **NOTICE TO BE HANDED TO PASSENGERS - FLIGHTS DELAYED OVER TWO HOURS DEPARTING FROM EU AIRPORTS**

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**Dear Passenger**

### **DELAY OF PASSENGERS DEPARTING FROM EU AIRPORTS**

This notice is required by Regulation (EC) 261/2004 of the European Parliament and of the Council of the European Union.

### **ELIGIBILITY**

If we reasonably expect a flight to be delayed for more than **2 hours** you will be entitled to certain benefits described in this notice, but only if (a) your flight is scheduled to depart from an airport in the EU, (b) you hold a confirmed reservation for the flight, (c) you have met the applicable check-in deadline or have been transferred by us from the flight for which you held a reservation onto another flight, (d) you are not traveling free of any fare charge or at a reduced fare not available directly or indirectly to the public, and (e) you are not precluded from boarding by reason of application of our conditions of carriage or for other reasonable grounds.

Traveling pursuant to a frequent flyer program or as part of a package holiday will not be treated as traveling free of any charge for the purposes of this notice. Any right to reimbursement in this notice will not apply where such right arises under Directive 90/314/EEC (as amended from time to time).

We shall give priority to carrying persons with reduced mobility and any persons or certified service dogs accompanying them, as well as unaccompanied children.

### **ASSISTANCE**

Where we expect a flight to be delayed beyond its scheduled departure time:

(a) for three hours or more in the case of flights between 1,500 km and 3,500 km;

(b) for four hours or more in the case of flights of more than 3,500 km

you will be entitled to:

1. refreshments in reasonable relation to the waiting time;
2. two free telephone calls, telexes, faxes or e-mails upon request, or refund for usage of your private devices;
3. hotel accommodation and transport between the hotel and airport where the reasonably expected time of departure is at least the day after the time of departure previously announced;
4. when the delay is at least five hours, reimbursement within seven days of the full cost of the ticket at the price for which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight is no longer serving any purpose in relation to your original travel plan, together with (when relevant) a return flight to the first point of departure at the earliest opportunity.

## COMPENSATION

Where your flight is delayed in reaching its final destination by more than three hours, you will be entitled to the following compensation (save where exceptions apply as set out below):

- (a) EUR 400 for all flights between 1,500 km and 3,500 km;
- (b) EUR 600 for all flights of more than 3,500 km

In determining the distance (which shall be measured by the great circle route method) the basis shall be the last destination reached (this means the last destination reached on a flight which departed an EU Member State) at which the delay actually delayed your arrival at the scheduled time.

You may elect round trip flight ticket, for destinations up to 6 hours in economy class, as an alternative to monetary compensation.

Compensation will be reduced by 50% where the scheduled arrival time of the delayed flight does not exceed the scheduled arrival time of the original flight by four hours in the case of flights of more than 3,500 km.

Compensation is not awardable where the delay was caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

Each EU Member State has a designated a national enforcement body responsible for enforcement of EC Regulation 261/2004, details of which can be found at: [http://ec.europa.eu/transport/themes/passengers/air/doc/2004\\_261\\_national\\_enforcement\\_bodies.pdf](http://ec.europa.eu/transport/themes/passengers/air/doc/2004_261_national_enforcement_bodies.pdf)

*This Notice is merely a summary of Regulation (EC) 261/2004 of the European Parliament and of the Council of the European Union. In the event of any contradiction between this notice and the Regulation, the provisions of the Regulation shall prevail.*

For further information regarding your rights, please contact EL AL Customer Relations by e-mail: [Customer@elal.co.il](mailto:Customer@elal.co.il) or via our website [www.elal.co.il](http://www.elal.co.il)

## **NOTICE TO BE HANDED TO PASSENGERS - DENIED BOARDING ON FLIGHTS DEPARTING FROM EU AIRPORTS**

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**Dear Passenger**

### **DENIED BOARDING OF PASSENGERS DEPARTING FROM EU AIRPORTS**

This notice is required by Regulation (EC) 261/2004 of the European Parliament and of the Council of the European Union.

Sometimes it is necessary for us to deny boarding to a passenger even though he or she holds a confirmed reservation. We will try to avoid any need to deny you boarding by offering you and all other similar passengers the opportunity to volunteer to surrender one or more confirmed reservations in exchange for benefits. If an insufficient number of volunteers come forward, we may be required to deny you boarding against your will.

### **ELIGIBILITY**

If you are denied boarding, you will be entitled to certain benefits described in this notice, but only if (a) your flight is scheduled to depart from an airport in the EU, (b) you hold a confirmed reservation for the flight, (c) you have met the applicable check-in deadline or have been transferred by us from the flight for which you held a reservation onto another flight, (d) you are not traveling free of any fare charge or at a reduced fare not available directly or indirectly to the public, and (e) you are not precluded from boarding by reason of application of our conditions of carriage or for other reasonable grounds.

Traveling pursuant to a frequent flyer program or as part of a package holiday will not be treated as traveling free of any charge for the purposes of this notice. Any right to reimbursement in this notice will not apply where such right arises under Directive 90/314/EEC (as amended from time to time).

We shall give priority to carrying persons with reduced mobility and any persons or certified service dogs accompanying them, as well as unaccompanied children.

### **REIMBURSEMENT/RE-ROUTING**

If you are denied boarding, you may choose one of the following three options:

(a) we will reimburse you within seven days the fare you paid for your ticket, for the part or parts of the journey not made, and for the part or parts already made if, as a result of the denied boarding, the flight no longer serves any purpose in relation to your original travel plan, and (when relevant) we will carry you to your first point of departure at the earliest opportunity; or

(b) we will re-route you under comparable transport conditions to your final destination at the earliest opportunity; or

(c) we will re-route you, under comparable transport conditions, to your final destination at a later date at your convenience, subject to availability of seats.

If we offer to re-route you to an alternative airport which serves the same town, city or region as the airport originally booked, we shall provide surface transport to your original airport or another close by destination agreed with you.

### **ASSISTANCE**

If you are denied boarding against your will, you will be entitled to:

1. refreshments in reasonable relation to the waiting time;

2. two free telephone calls, telexes, faxes or e-mails upon request, or refund for usage of your private devices;

3. hotel accommodation and transport between the hotel and airport where a stay of one or more nights becomes necessary or a stay additional to that intended by the passenger becomes necessary.

## **COMPENSATION**

If you are denied boarding against your will, you will be entitled to the following compensation:

(a) EUR 400 for all flights between 1,500 km and 3,500 km;

(b) EUR 600 for all flights of more than 3,500 km

In determining the distance (which shall be measured by the great circle route method) the basis shall be the last destination reached (this means the last destination reached on a flight which departed an EU Member State) at which the denied boarding actually delayed your arrival at the scheduled time.

You may elect round trip flight ticket, for destinations up to 6 hours in economy class, as an alternative to monetary compensation.

Compensation will be reduced by 50% where the scheduled arrival time of the new flight does not exceed the scheduled arrival time of the original flight by:

(a) three hours in respect of all flights between 1,500 km and 3,500 km;

(b) four hours in respect of all flights of more than 3,500 km

Each EU Member State has designated a national enforcement body responsible for enforcement of EC Regulation 261/2004, details of which can be found at: [http://ec.europa.eu/transport/themes/passengers/air/doc/2004\\_261\\_national\\_enforcement\\_bodies.pdf](http://ec.europa.eu/transport/themes/passengers/air/doc/2004_261_national_enforcement_bodies.pdf)

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# **NOTICE TO BE HANDED TO PASSENGERS - CANCELLATION OF FLIGHTS DEPARTING FROM EU AIRPORTS**

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**Dear Passenger**

## **CANCELLATION OF FLIGHTS DEPARTING FROM EU AIRPORTS**

This notice is required by Regulation (EC) 261/2004 of the European Parliament and of the Council of the European Union.

### **ELIGIBILITY**

If your flight is cancelled, you will be entitled to certain benefits described in this notice, but only if (a) your flight is scheduled to depart from an airport in the EU, (b) you hold a confirmed reservation for the flight, (c) you are not traveling free of any fare charge or at a reduced fare not available directly or indirectly to the public, and (d) you are not precluded from boarding by reason of application of our conditions of carriage or for other reasonable grounds.

Traveling pursuant to a frequent flyer program or as part of a package holiday will not be treated as traveling free of any charge for the purposes of this notice. Any right to reimbursement in this notice will not apply where such right arises under Directive 90/314/EEC (as amended from time to time).

We shall give priority to carrying persons with reduced mobility and any persons or certified service dogs accompanying them, as well as unaccompanied children.

### **REIMBURSEMENT/RE-ROUTING**

If your flight is cancelled, you may choose one of the following three options:

(a) we will reimburse you within seven days the fare you paid for your ticket, for the part or parts of the journey not made and for the part or parts already made if, as a result of the cancellation, the flight no longer serves any purpose in relation to your original travel plan, and (when relevant) we will carry you to your first point of departure at the earliest opportunity; or

(b) we will re-route you under comparable transport conditions to your final destination at the earliest opportunity; or

(c) we will re-route you, under comparable transport conditions, to your final destination at a later date at your convenience, subject to availability of seats.

If we offer to re-route you to an alternative airport which serves the same town, city or region as the airport originally booked, we shall provide surface transport to your original airport or another close by destination agreed with you.

### **ASSISTANCE**

If your flight is cancelled, you will be entitled to:

1. refreshments in reasonable relation to the waiting time;
2. two free telephone calls, telexes, faxes or e-mails upon request, or refund for usage of your private devices;
3. hotel accommodation and transport between the hotel and airport where a stay of one or more nights becomes necessary or a stay additional to that intended by the passenger becomes necessary.

### **COMPENSATION**

If your flight is cancelled, you will be entitled to the following compensation (save if one of the exceptions

set out below applies):

- (a) EUR 400 for all flights between 1,500 km and 3,500 km;
- (b) EUR 600 for all flights of more than 3,500 km

In determining the distance (which shall be measured by the great circle route method) the basis shall be the last destination reached (this means the last destination reached on a flight which departed an EU Member State) at which the denied boarding actually delayed your arrival at the scheduled time.

You may elect round trip flight ticket, for destinations up to 6 hours in economy class, as an alternative to monetary compensation.

Compensation will be reduced by 50% where the scheduled arrival time of the new flight does not exceed the scheduled arrival time of the original flight by:

- (a) three hours in respect of all flights between 1,500 km and 3,500 km;
- (b) four hours in respect of all flights of more than 3,500 km

You will not be entitled to compensation if:

- (a) you are informed of the cancellation at least two weeks before the scheduled departure time; or
- (b) you are informed of the cancellation between two weeks and seven days before the scheduled departure time and are offered re-routing allowing you to depart no more than two hours before your original departure time and reach your final destination (this means the last destination reached on a flight which departed an EU Member State) less than four hours after your original arrival time; or
- (c) you are informed of the cancellation less than seven days before the scheduled departure time and are offered re-routing allowing you to depart no more than one hour before your original departure time and reach your final destination (this means the last destination reached on a flight which departed an EU Member State) less than two hours after your original arrival time; or
- (d) the cancellation was caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken.

Each EU Member State has a designated a national enforcement body responsible for enforcement of EC Regulation 261/2004, details of which can be found at: [http://ec.europa.eu/transport/themes/passengers/air/doc/2004\\_261\\_national\\_enforcement\\_bodies.pdf](http://ec.europa.eu/transport/themes/passengers/air/doc/2004_261_national_enforcement_bodies.pdf)

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