

EL AL Upgrade - Terms and Conditions

1. The following terms and conditions will apply to the submission of offers to upgrade a ticket purchased for economy class to a business/premium class ticket on an EL AL flight.
2. The EL AL Upgrade service is available on certain flights, in accordance with commercial laws, as determined by EL AL and at its sole discretion.
3. It is hereby clarified that an offer submitted to upgrade a ticket represents an addition to the ticket price that the bidder has paid before submitting the offer.
4. The person submitting the offer must be of legal age (over the age of 18).
5. It is hereby clarified that eligibility for an upgrade (as well as accepted offers) is individual and cannot be transferred to another party.
6. The bid offered for the upgrade refers to a one-way trip only, for each passenger in the reservation.
7. If your booking contains multiple passengers, the upgrade offer will be applied to all passengers included in the booking. If you wish to upgrade only some passengers, please split the booking by contacting our [customer service center](#). Once the booking is split, you can submit the upgrade offer, via the website, for the desired passengers.
8. EL AL reserves the right to accept or reject any offer for an upgrade on specific flights in accordance with certain commercial criteria determined by EL AL and updated from time to time at EL AL's sole discretion.
9. Deadline to submit an offer: Passengers may submit an offer up to 12 hours before departure.
10. Deadline to change or cancel an offer: Passengers who have submitted an offer may change or cancel said offer up to 6 hours before departure or until the offer gets approved, whichever comes first.
11. It is hereby clarified that if a passenger cancels or changes the flight to another flight after the upgrade has been confirmed, said passenger will not be entitled to a refund for the upgrade and the upgrade eligibility cannot be transferred to a flight at another time or to another person.
12. Deadline for notifications regarding approval/rejection: EL AL will notify passengers at the email address entered at the time they submitted the offer. Said notification will be sent to passengers who submitted the offer up to 4 hours before departure.
13. Passengers submitting an offer may change or cancel their upgrade offer through a link in the order confirmation message received at the email entered at the time the offer was submitted or on the Manage My Booking page by entering the order details.
14. This is to clarify that EL AL reserves the right to cancel the upgrade due to unexpected changes in department availability. If EL AL cancels an upgrade as mentioned, the passenger will receive a full refund to the



credit card used for the upgrade payment. The passenger will also be rebooked in Economy Class, subject to seat availability at the time of rebooking. Please note that EL AL does not guarantee the passenger will be reassigned to its originally booked seat before the upgrade.

15. It is hereby clarified that only if EL AL accepts a passenger's offer for an upgrade will the passenger's credit card that was entered upon submission of the offer be charged for the amount of the upgrade offer. The details of the confirmed upgrade will be updated on the passenger name record (PNR). EL AL does not guarantee a specific seat in business/premium class. The seat will be determined after the upgrade has been confirmed, based on seating availability in Business/Premium class at that time.
16. In the event that your upgrade to Business/Premium class is approved, EL AL will make every effort to provide you with the meal being served in the class you were upgraded to (Business/Premium), but we can not guaranty this.
17. If the upgrade offer is accepted, ticket conditions will remain the same as in the original booking, prior to the upgrade, including minimum and maximum stay conditions, listed travel class, fees and conditions for cancellation and changes etc. In addition, no refund will be given for products purchased before the upgrade.
18. If you are traveling with an infant and the original booking includes a bassinet, EL AL cannot assure to include a bassinet in the upgraded cabin.
19. It is hereby clarified that an upgrade through the EL AL UPGRADE auction (via the PLUSGRADE interface) provides a seat in a higher class, but does not alter the terms of the original ticket. An upgrade via PLUSGRADE does not grant eligibility for lounge access prior to the flight.
20. Upgrades cannot be paid for and/or offered using points or CASH&POINTS.
21. This is to clarify that the mentioned upgrade is offered as a special rate on selected flights. This rate is not offered to the wide public (directly or indirectly).
22. Offers cannot be submitted to upgrade on a connection or codeshare flight, as determined by EL AL and at its sole discretion.
23. It is hereby clarified that Award tickets are not eligible for an upgrade.
24. Points for Matmid frequent flyer club members who register and receive approval for their upgrade will be calculated according to the original class in which the booking was made and not according to the business or premium class in which the passenger actually traveled.
25. Please note that emails sent regarding the offer you submitted will be sent to the email address entered when submitting the offer (and not when purchasing the ticket).
26. The upgrade process is completed on the PLUSGRADE website. Your booking details will be transferred to the PLUSGRADE upgrade system.





27. EL AL reserves the right to change the above-listed terms and conditions at any time, at its sole discretion.
28. Errors and omissions excepted.