

Terms and Conditions – Credit Voucher

1. The credit voucher, which acts as a payment method, contains a 15-digit number and also includes, among other things, the following details: the credit voucher number, the amount of the credit voucher, the validity of the credit voucher and the amount of the original flight ticket.
2. The credit voucher is not personalized and is transferable to anyone subject to the customer's choice.
3. The credit voucher can be used for purchase as follows:
 - a. EL AL website - At the end of the reservation process, at the payment page in the credit card field, enter the credit voucher number and validity that appears on the credit voucher, leave the CVV field, ID card number and the number of payments blank.
 - b. EL AL Customer Service Center - At the outset of the conversation with the service center representative, you must indicate that payment will be made by the credit voucher.
 - c. Travel Agent - Please note when communicating with the travel agent that the payment will be made via a credit voucher.
4. The credit voucher will be sent to the email address entered when requesting the credit voucher on the website.
5. The credit voucher is valid for reservations made for one year from the date that the credit voucher was issued or the expiration date as detailed on the voucher (the latest).
6. The credit voucher cannot be exchanged or returned for a cash refund.
7. If the customer has not redeemed the credit voucher, in whole or in part, by the expiration date of the credit voucher, the amount of the credit voucher remaining cannot be converted into a cash refund, except in cases where the conversion is explicitly allowed.
8. When purchasing a ticket, only three forms of payment can be used, with a credit voucher being considered as one of the forms of payment. No more than two credit vouchers may be used in a single transaction (for example, you may use a credit card and two vouchers in a single transaction).
9. To redeem the credit voucher for products that are not supported on the EL AL website, please contact the EL AL Customer Service Center.
10. If a transaction was denied in the credit company by the customer, the customer will not be entitled to receive the proceeds, including the credit voucher back, as relevant, the credit voucher will be canceled without detracting from any other right the company has against the customer.
11. By choosing the credit voucher, you confirm that this choice replaces any or all your claims as a result of the cancellation of your flight, and that choosing the credit voucher constitutes a waiver of any claim and/or damage and/or demand against EL AL or anyone on their behalf, related, directly or indirectly, to the cancellation of the flight.
12. EL AL's Conditions of Carriage apply on EL AL flights. You can find the Conditions of Carriage here: <https://www.elal.com/eng/legal/conditions-of-carriage>
13. EL AL reserves the right to make changes to these terms and conditions at its sole discretion, subject to the provisions of the law.
14. Errors and omissions excepted.