

Legal Terms and Conditions – request for a credit voucher or a refund

Credit voucher

1. The credit voucher constitutes a payment method that includes 15 digits, and includes the following information, *inter alia*: voucher number, voucher amount, voucher expiration date and the amount of the original flight ticket.
2. The credit voucher is not intended for a specific person and may be provided to any person at the customer's choice. In order to transfer the voucher for the use of another person, the voucher holder is required to provide the following information: voucher number, name of the voucher holder and voucher expiration date. It is clarified that the provision of the voucher information constitutes a permission to the said person to use the voucher.
3. The credit voucher may be used for the purpose of purchasing in one of the following purchase options:
 - A. The El Al website – after completing the reservation process, when reaching the payment page in the credit card field, it is necessary to fill in the voucher number and the expiration date specified in the credit voucher; you are required to leave the CVV, the identity card number and the number of payments blank.
 - B. The El Al call center – in the beginning of the conversation with the service representative you are required to say that the payment is made by a credit voucher.
4. Travel agent – you are required to say in the conversation that the payment is made by a credit voucher.
5. A credit voucher may be used also for the purpose of reserving regular flights operated by El Al and Sun D'Or and for the purpose of purchasing products related to the flight ticket – sending a suitcase, selecting a seat in advance and the El Al Protect service.
6. The credit voucher will be delivered to the email that was provided at the time of submitting the request for the credit voucher.
7. The credit voucher is valid for making reservations until the date specified in it.
8. The credit voucher may be used in a number of purchases, up to the maximum credit voucher amount.
9. To the extent that the voucher is not fully used until its expiration date, the unused balance cannot be converted into a refund, unless otherwise stated expressly and subject to the provisions of the law.
10. Only three payment methods may be used in the purchase of each flight ticket, when each credit voucher is considered as one payment method. In addition, only a maximum of two credit vouchers may be

- used in one purchase (for example, you may pay for one reservation by using a credit card and two vouchers).
11. You may call the call center for the purpose of considering the option to realize the credit voucher in products that are not supported in the El Al website, to the extent that there are any.
 12. When you select a credit voucher you confirm that this selection constitutes waiver of any claim and/or damage and/or suit and/or demand against El Al (including anyone acting on its behalf) that is related, whether directly or indirectly, to the reason for which the credit voucher was issued for you.
 13. It is clarified that a credit voucher may not be issued for a flight ticket that was used in part, for group flight tickets and bonus tickets.
 14. The voucher recipient shall be solely liable for protecting the voucher information.
 15. Loss and/or theft of the voucher: a voucher that was lost and/or stolen will not be replaced with a new voucher.
 16. El Al shall not be held liable towards the voucher recipient and/or the person to whom the voucher information was provided and/or the voucher holder in respect of the use of a voucher made after presenting the necessary identification information for the purpose of using the voucher.
 17. The general conditions of carriage of El Al as stated in the following link apply to El Al flights: <https://www.elal.com/heb/legal/conditions-of-carriage>.
 18. El Al reserves the right to change these Terms and Conditions at any time, at its sole discretion and subject to the provisions of any law.
 19. EO&E

Refund

1. Refund shall be made by using the same payment method that was used for the purpose of performing the original transaction.
2. To the extent that according to the card terms and conditions and/or in accordance with the law the refund is subject to the payment of cancellation fees, the cancellation fees shall be deducted from the refund amount.
3. Refund shall be paid in 21 days as of the date of submitting the request for a refund in the website, unless the law specifies another date for the provision of the refund.
4. El Al reserves the right to amend these Terms and Conditions at any time, at its sole discretion and subject to the provisions of any law.
5. EO&E