

## ELAL ISRAEL AIRLINES USA - Refund Policy

We are experiencing extremely high call volumes. Presently we are focused on assisting passengers who are scheduled to travel in the next 72 hours. Please do not call unless you are scheduled to travel in the next 72 hours. We thank you for your patience during these challenging times. EL AL's highest commitment is to the safety of our passengers and crew. The special and rapidly evolving circumstances surrounding Coronavirus, including the reduction in EL AL operations, the necessity of maintaining EL AL's viability, and stringent quarantine requirements and other public health and safety measures imposed by the Ministry of Health all require EL AL to take the following measures, effective immediately, and applicable to all EL AL tickets for passenger travel through May 31, 2020:

If you wish to cancel your travel and if we cannot re-accommodate you on another [EL AL] flight, we will provide you with a credit for future travel with EL AL. This credit will be for the full, unused value of your ticket and may be applied toward the purchase of a new ticket. We will waive change fees for credit requests. Credits will be valid for one year and will include the flexibility to reticket your travel to any EL AL destination. If you do not wish to have a credit, please contact EL AL to discuss alternate options. If you do not travel with us at the end of this one year period we will, at your request, refund the credit to your original form of payment. Fare differences will apply to future travel and any difference will be collected from you at time of booking.

If EL AL cancels the flight on which you were originally scheduled to travel, we will re-accommodate you on another [EL AL] flight. If the alternate travel arrangements are not acceptable, we will provide you with the option for credit for future travel with EL AL. This credit will be for the full, unused value of your ticket and may be applied toward the purchase of a new ticket. Credits will be valid for one year and will include the flexibility to reticket your travel to any EL AL destination. If you do not wish to have a credit, please contact EL AL to discuss alternate options.

If you purchased your ticket from a third party please contact them directly. Please note that we are experiencing an extraordinarily high volume of calls and hold times may be lengthy. We appreciate your patience in these circumstances.