EL AL’s Customer Commitment

EL AL Israel Airlines is commited to providing the best service to our passengers. We at EL AL look forward to serving you to your complete satisfaction.

Our goal is to ensure that we provide you outstanding service every step of the way. Our EL AL Customer Commitment is made available to you in order that you are familiar with EL AL policies and what they mean for you. Our policies are explained below in a clear, consistent and understandable fashion.

We look forward to welcoming you aboard EL AL!

Disclosure of fares
We will offer the lowest fare for which you are eligible for the date, flight and class of service you request through our website; through our telephone reservation system; at airport ticket counters; and at city ticket offices. If you ask, our representatives will explore lower-cost alternative itineraries if your travel schedule is flexible.

Notification of known delays, cancellations and diversions
We work hard to get you to your destination on time, as scheduled. There may be times when weather, air traffic control, operational or service considerations lead to flight delays, cancellations or diversions. When this happens we will make available the most current, accurate information about your flight's status.
We will:

- Provide our gate agents, flight crew and other appropriate personnel the information that we know about flight delays, cancellations and diversions;
- Explain the reason for the delay, cancellation or diversion based on the information that we have;
- Update the information displayed at airport gates to show flight status;
- Make information on known delays, cancellations and diversions available if you call us and on our Web site.

Delivery of baggage
We work hard to get your checked bags to you on time. If your checked bags are delayed or misplaced, we will make every reasonable effort to deliver your bags within 24 hours. If you have expenses because of baggage delay and are eligible to receive compensation, we will compensate you for reasonable and necessary out-of-pocket expenses in line with our policies and applicable laws. In the unlikely event that your baggage is lost, we will reimburse you for any fee charged to transport that bag.

24 Hour Refund Policy
When you book and ticket a reservation through EL AL’s telephone reservations, through our website, at airport ticket counters, city ticket offices, or if you use Matmid points to book a bonus ticket on EL AL, we will allow you to cancel the ticketed reservation without penalty and receive a 100 percent refund provided that you cancel

the reservation within 24 hours of purchase and the reservation was made one week or more prior to departure.

Refunds

We will provide prompt refunds for eligible tickets once we receive your request accompanied by any required documentation. When refunds are allowed we will process requests in a timely manner and refund the purchase price, less any applicable service fees, to the original form of payment. If you paid any fees for optional services that you were unable to use due to an oversale situation or flight cancellation, we will refund those as well.

Where 14 CFR 374.3 and 12 CFR part 226 apply for flights to and from the United States, if you used a credit card to make your purchase we will submit the request for a refund to the credit card issuer within seven business days of receiving your completed request for refund. The credit card issuer will refund the purchase price under the terms of the credit card agreement; your credit card statement may not immediately reflect the refund. For purchases made with cash, check or other forms of payment, we will issue your refund within 20 business days of receipt of your completed request for refund.
Please make sure you have cancelled your reservation before requesting a refund and remember to provide the passenger's name, the address, the credit card number used for purchase, ticket number(s), the date of travel and departure and destination cities in your correspondence.

Passengers with disabilities and special needs

We are dedicated to offering convenient and comfortable service to all our customers. We will provide our customers who require additional assistance, including individuals with disabilities and unaccompanied minors, with the attention, respect and care they deserve.

A. Customers with disabilities

We work hard to ensure that our aircraft and our services are in full compliance with all applicable regulations, that our customers' needs are met and that we do not discriminate against passengers on the basis of disability. Our employees are specifically trained to support the commitment to our customers with disabilities.
You can ask for assistance when you arrive at the airport if you would like certain accommodations during your travel. There are, however, certain service requests which are required to be made in advance. This notice helps us plan ahead for your safe and comfortable travel. Please check our website for details. During lengthy tarmac delays, our flight crew will make every effort to properly accommodate customers with disabilities or special needs.
If your travel includes another carrier, please check directly with that carrier for any of your travel needs as different policies and procedures may apply.

B. Unaccompanied Minors

We welcome young customers on our flights. We do, however, have rules about when a minor passenger can travel alone and when an adult must accompany the minor during travel.

- Children under age 5 are not permitted to travel alone and must be accompanied on all flights by a ticketed adult.
- Children ages 5-14 may travel without an adult but are required to use our Unaccompanied Minor service. There is a fee for this service and some detailed paperwork to complete prior to travel. This service may not be permitted on some flights (for instance, connecting or codeshare flights).
- Children ages 15-18 may travel alone. Our Unaccompanied Minor service is not required, but is available for a fee if you would like to use it.

The above information may vary for domestic flights to and from Eilat, and local immigration authorities may have additional restrictions. It is the passenger's responsibility to ensure compliance with all applicable immigration requirements. Please ask us or your travel agent if you need additional information about making arrangements for a qualifying minor's travel.

Lengthy tarmac delays

We are committed to operating a reliable schedule for our customers. Safety considerations, weather, air traffic control, operations and other factors may occasionally cause lengthy tarmac delays. We have plans and processes in place to minimize such delays. Should a lengthy tarmac delay occur, and if safety and security considerations permit, we will make every reasonable effort to ensure that your essential needs are met through providing snack food and drinking water at specific intervals; restroom facilities; and adequate medical assistance.

Oversales Policy

Occasionally we may not be able to provide you with a seat on a specific flight, even if you hold a ticket and have checked in on time. This is called an oversale, and occurs when restrictions apply to operating a particular flight safely (such as aircraft weight limits); when we have to substitute a smaller aircraft in place of a larger aircraft that was originally scheduled; or if more customers have checked in and are prepared to board than we have available seats.

If your flight is in an oversale situation, you will not be denied a seat until we first ask for volunteers willing to give up their confirmed seats in exchange for compensation (as determined by EL AL) and travel on a later, specified flight. If there are not enough volunteers, we will deny boarding to passengers in accordance with our company policy on boarding priority. If you are involuntarily denied boarding and have complied with our check-in and other applicable rules, we will provide you a written statement that describes your rights and explains boarding priority for an oversold flight. You will generally be entitled to compensation and transportation on an alternate flight in accordance with applicable laws and regulations, provided you have checked-in on time and met other requirements.

Complete rules for the payment of compensation, as well as our policy about boarding priorities, are available at airports we serve. We will follow these rules to ensure you are treated fairly. Please be aware that if you do not check in on-time or do not meet certain other requirements you may be denied boarding without compensation.

Information about traveling on EL AL

We provide clear information about policies and service aspects that may be important to you on our website and, when you ask, through our telephone reservations staff and our representatives at the airport. This means telling you clearly about:

- Aircraft seating configuration, including lavaratory availability
- The important terms and conditions that apply to your ticket and travel, including cancellation policies

We also make information about our Matmid frequent flyer program available on our website, in materials provided upon enrollment and in updates to Matmid members.

Changes in your travel plans

If there are any changes in your travel itinerary, we will make every effort to notify you in a timely manner. We therefore encourage you to provide us with all of your contact information. If you booked your reservation through a travel agent, we will immediately notify the agent of any changes. If your reservation was made through EL AL's telephone reservations, through our website, at airport ticket counters, or at city ticket offices, we will try to contact you by e-mail, SMS, or telephone.

Responsiveness to customer complaints

We respond quickly to our customers' complaints. If you have a complaint regarding our services or our product, we want to hear from you. Information about where to direct your written complaint is available on our website, on board our flights, through our telephone reservations centre and is available upon request at the airports we serve. We will acknowledge written complaints within 30 days of receipt and we will send a substantive response within 60 days of receiving your written complaint.

Flight cancellations and misconnections

In order to reduce any inconvenience you experience during cancellations and misconnections, we will:

- Do our best to contact you in advance regarding a flight cancellation using the contact information in your reservation;
- Work to confirm you on the next flight we operate that has seats available in the same class of service when rebooking is necessary; and
- Make available information about your rebooking through our website and through our airport and reservations agents.

Please note: Some of our services may be subject to local rules and regulations. Your contractual rights and obligations associated with your travel are stipulated under our Contract of Carriage found on our website.