

Home > Passenger Information > Covid Info Center

Covid Info Center



Flexible Booking

Before You Fly

Extra Care

Below is general information that you will need to know about flying these days.

Flexible Ticket Changes and Cancellations

Customers who have purchased or will purchase a ticket until November 30, 2022, can change or freeze the ticket free of charge for departures until December 31, 2023, and will pay only the difference in fare, if the new fare is higher. If you purchase a Lite ticket, change and handling fees will apply.

For tickets purchased until this date, customers can cancel the ticket, receive a full credit voucher and save the cancellation fee. A cancellation fee will still apply to cancellations of Lite tickets, Award tickets and tickets purchased with cash&points during promotions.

[Read the full information >>](#)

Changing a ticket - If you purchased your ticket directly from EL AL you can change your ticket directly [via the website >>](#)

If you purchased your ticket via a travel agent you can contact your agent, or you can contact the service center via [chat on WhatsApp >>](#) You can contact us also via [Facebook messenger >>](#)

Flights Schedule

Due to the guidelines of the Ministry of Health and the regulations of the Coronavirus Cabinet, there may be changes in the flight schedule and in the policy of changes and cancellations. Passengers holding a ticket for flights on which a change is made will be notified by EL AL or the travel agency. We recommend you check for updates before your flight.

[Check our flight updates >>](#)

Request a credit voucher or a refund for flights canceled by EL AL

Due to the Coronavirus pandemic, EL AL needed to take extreme but necessary steps that included canceling many flights. We apologize to you and appreciate your patience and understanding during this difficult time.

We are not able to process refunds for flights canceled due to Coronavirus. Eligible customers can choose a credit voucher or a refund for their canceled flight. (subject to the terms & conditions).

Request a voucher or a refund

If you wish to cancel a flight ticket within 14 days from the date of transaction, but no less than 7 working days before the day of your flight, you may cancel it under the Consumer Protection Law. [More details >>](#)

How to use the voucher

- The voucher can be used for purchases via the EL AL website, the EL AL service center and via travel agents.
- On the payment page on the website, there is a specified area to enter the voucher details, the voucher number, validity and the owner's name. The voucher number has 15 digits, if you received a 6 digit number via email, you can see the full voucher number under ["My Vouchers"](#).
- When purchasing via the service center or a travel agent, you'll be asked for the voucher number and validity.
- If the purchase amount is lower than the value of the voucher, the excess amount will remain in the voucher under the same number. No new voucher will be issued in this case.
- If the purchase amount is higher than the value of the voucher, the payment can be completed with a credit card and/or Matmid points either on the website, the EL AL service center, or a travel agent.
- You can pay using a voucher, a credit card and Matmid points, all combined. You can use up to 2 vouchers in each purchase, as long as the number of the types of payment is 3 or fewer (each voucher is considered a type of payment).

Check your balance

Canceled Flight Tickets

In accordance with the Aviation Services Law (Compensation and Assistance due to Flight Cancellation or Change in Conditions) (New Corona Virus - Temporary Order - Amendment) 2020, the date to refund (in Israel) for flights canceled during the period of the revised law and until December 14, 2020, will be within 90 days for the date of the flight or until October 1, 2020, whichever date is later, due to the decrease in the

company's revenue as stipulated by law. Regarding flights canceled as of December 15, 2020, the date to refund (in Israel) is within 30 days from the date that appears on the flight ticket.

[Back to top](#)

- We would like to emphasize that it is the passenger's responsibility to check the conditions of entry into the destination country and to obtain all the required documents.
- EL AL Israel Airlines is not responsible for any restriction imposed or to be imposed by any entity that will prevent a passenger from boarding a flight or entering a destination.

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[Car Rental](#)
[Hotels](#)



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