

Dear Travel Partner,

In light of the current security situation, EL AL is committed to providing flexibility to our valued customers. We understand that your travel plans may be affected, and we are here to assist you with the following options:

**Customers holding tickets for flights until October 28, 2023 (inclusive)**

- Credit Voucher: You have the option to cancel your flight ticket without incurring any costs and receive a credit voucher in return (except for award tickets).
- Change your ticket to a flight departing until October 28, 2023 (inclusive): Is allowed within the same cabin and geographical area\*, without incurring "change of Reservation" fee or price differences (if any).

\*Flight zones are categorized by duration: flights up to 3 hours, flights over 3 hours and up to 6 hours, and flights over 6 hours.

- Change your ticket to a flight departing after October 28, 2023: Is allowed with no "change of Reservation" fee, but price differences (if any) will be applied.
- Flight Freeze: You have the option to freeze your flight reservation.
  - No refund will be granted for changing to a cheaper flight.

**Customers holding tickets for flights from October 29 until November 30, 2023 (inclusive):**

- Credit Voucher: You have the option to cancel your flight ticket without incurring any costs and receive a credit voucher in return (except for award tickets).
- Change your ticket: Is allowed with no "change of Reservation" fee, but price differences (if any) will be applied.
- Flight Freeze: You have the option to freeze your flight reservation.
  - No refund will be granted for changing to a cheaper flight.