

Dear Partner,

We wish to inform you of temporary changes to our Tel Aviv service.

We will be extending the period in which we make a short operational stop in Larnaca, Cyprus (LCA), on our London Heathrow (LHR) to Tel Aviv (TLV) service. We previously communicated that this would be in place until 31 May 2024, however, this will now stay in effect until 30 June 2024. This will add approximately 80 minutes to the scheduled flight duration.

This extension will mean that some existing bookings from London Heathrow to Tel Aviv between end of May and end of June, will no longer meet minimum connection times and will need to re-booked for your customers.

This operational stop will be kept under review, and we're sorry for any inconvenience caused. Flights from Tel Aviv (TLV) to London Heathrow (LHR), will continue to operate without an operational stop.

We're also cancelling the overnight rotation between 23 June and 1 Sep - standard cancellation policy applies.

Under the Israeli Aviation Services Law (Compensation and Assistance for Flight Cancellation or Change of Conditions) 5772-2012 (ASL), we will also offer a full refund if customers no longer wish to travel.