

Dear Travel Partner,

**In light of the current security situation, we have implemented a flexible policy for changes and cancellations to accommodate our customers' needs. Please find the details of this policy outlined below.**

Passengers whose flight is scheduled to depart from April 13 until April 20, 2024 (inclusive) are entitled to the following conditions:

1. Flight changing (advance or delay) will be allowed without change fees and without price differences, provided that the new departure date is until April 20, 2024 (inclusive), in the same cabin and area\*.
2. Flight cancellations will result in receiving a full-value voucher for future use on EL AL flights.

[Self-issuance of a full-value credit voucher >>](#)

- Rescheduling your flight to an earlier or later date is subject to operational feasibility in accordance with prevailing conditions.
- In the event of changing to a less expensive flight no credit or compensation will be provided.
- This policy is applicable exclusively to EL AL and Sun D'Or issued tickets, as well as Codeshare flights operated by EL AL.

\*Area divisions: Up to 3 hour flight, over 3 and up to 6 hour flight, above 6 hour flight.