

Dear Preferred 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 27, 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 27, 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.