

Dear Preferred Partner,

In light of the current security situation, we have implemented a flexible policy for cancellations to accommodate our customers' needs.

Please find the details of this policy outlined below:

Passengers holding a flight ticket for flights departing from **August 1, 2024, through September 30, 2024**, that was issued until August 4, 2024, may cancel their flight in exchange for a full-value voucher for future use on EL AL flights. Issuing a voucher is possible for tickets from all cabins, including Lite tickets.

Please note that vouchers cannot be issued for partially used flight tickets, Award tickets, or flight tickets purchased as part of groups.

This policy applies exclusively to EL AL and Sun D'Or tickets, as well as Codeshare flights operated under LY code.