

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:

Due to the current security situation, EL AL is updating its cancellation policy to provide more flexibility for flights departing until **October 31st 2024 (inclusive)**.

EL AL customers who purchased a ticket on or before October 1st, 2024, for a flight scheduled to depart **on or before October 31st, 2024**, may cancel their ticket without a cancellation fee and receive a voucher for future use on

EL AL flights. Vouchers can be redeemed until December 31st, 2025.

This voucher is available for all types of tickets sold by EL AL: LITE, CLASSIC, and FLEX.

Additionally, there will be no change fee for changing a flight to the same destination and service class (excluding applicable fare difference).

You can issue vouchers independently on the EL AL website.