

Summary of EL AL's terms of contract

Please note that your contract of carriage is subject to the transporting airline's conditions of contract and conditions of carriage, as incorporated in and made part of your contract of carriage at the time of booking. Those incorporated conditions (which include applicable tariffs on file with the us and other governments) vary between airlines and include, but are not limited to, rules and limitations on matters such as: (1) check-in and boarding requirements, (2) hand/cabin/checked baggage policy, (3) complaints about baggage, (4) security search, (5) dangerous articles in baggage, (6) denied boarding by overbooking, (7) government imposed taxes/ fees/ charges and other charges, (8) import of plant products and (9) passenger liability limitations. Please note the following link is to El Al's conditions only. You have the right to see conditions of contract and conditions of carriage of other transporting airlines by asking for a copy at any of the airlines' locations. For EL AL's conditions online, please click on this link: <http://www.elal.com/en/About-ELAL/Legal/Pages/default.aspx>

Check-in requirements

At check-in, please present your passport along with this receipt. For your convenience, El Al check-in counters open 4 hours before departure. After you shall have completed the security check, you are required to complete the check-in no later than 3 hours before departure for Economy class and 2 hours before departure for First and Business class. Late arrival at the check-in counter may deprive you of your rights to benefits, including those provided by virtue of the Aviation Services Law (Compensation and Assistance for Flight Cancellation or Change of Conditions), 5772 – 2012.

In light of the above, and since the security check must be completed before you reach the check-in counter, it is recommended to arrive at the airport four hours before the scheduled flight departure time. Passengers arriving late will not be boarded. For other transporting airlines' requirements, please check with the airline concerned or its agent. If you have a pre-printed boarding pass, then, after undergoing the security check, you are required to commence passport control formalities no later than 2 hours 15 minutes before departure for economy class and 1 hour 30 minutes before departure for First and Business class.

Boarding requirements

Please ensure that you arrive at the boarding gate at the time indicated on your boarding pass, or we may have to off-load your baggage at your cost and leave without you to avoid unnecessary delays. Boarding gates close no later than 10 minutes before the departure time indicated on your boarding pass. Flights cannot be delayed for passengers arriving late at the boarding gate.

If you arrive late at check-in or at the boarding gate: in addition to not boarding you, el al or other transporting airlines reserve the right not to give you a refund for your ticket or to refund you only partly and you may be liable for other losses suffered by el al or other transporting airline. El al or other transporting airline will not be liable for any delays you suffer or expenses you incur if you are not checked-in or boarded because you are late. For other transporting airlines' boarding requirements, please check with the airline concerned or its agent.

General information

For your own health: we suggest that during your flight you move around the cabin about every two hours and enjoy the exercises we recommend in El Al's in-flight magazine. We suggest you drink water often. Personal data: personal data, which has been provided to us in connection with your travel, may be passed to government authorities for border control, aviation security and emergency purposes.

Special dietary requirements or special boarding/in-flight assistance: kindly request at least 48 hours before check-in.

In-flight services: the provision of in flight entertainment, reading material, meals or special meals and the like do not form part of our commitment to you or the commitment of other transporting airlines or, if available, may be charged for.

Fares, and restrictions, including cancellations and change policies

Some fares do not permit endorsement of the ticket or limit or prohibit any change of booking or limit or not allow refund for cancellation or failure to travel or permit changes only upon additional payment. For details please contact the point of sale where the ticket was purchased. Insurance cover may be available in certain circumstances. Please consult your insurance or travel agent for details.

Notwithstanding the aforesaid, with regard to transactions made within the state of Israel only, the following terms shall apply:

With regard to "distance selling transaction", as defined in the Israeli consumer protection law, 5741-1981 (hereinafter: the "Israeli consumer protection law") - the transaction may be cancelled within 14 days of the date it is done, but at least 7 working days prior to the beginning of the travel (the departure of the first flight in the purchased ticket / in the flight confirmation letter).

With regard to transactions which are not "distance selling transactions" as defined in the Israeli consumer protection law, the transaction may be cancelled within 14 days of the date it is done, but at least 18 working days prior to the beginning of the travel (the departure of the first flight in the purchased ticket / in the flight confirmation letter). The right of cancellation will not apply on tourism services which wholly take place outside the state of Israel, including flights beyond operated by other air carriers and packages outside Israel, when the customer had been informed the cancellation policy of the providers of such services before the transaction was done.

The notice of cancellation of the transactions as detailed above has to be sent in writing – by email or facsimile, directly to the point of sale where the ticket was purchased.

If the above conditions are met, the consumer will be charged 5% of the total price of the ticket or ILS100, - whichever is lower.

Effective as of January 24, 2012: With regard to reservations made within the USA only, the reservation shall be held at the quoted fare without payment for twenty-four hours. Alternatively, the reservation may be cancelled without penalty, up to twenty-four hours after the reservation is made. The above is subject to reservations made 7(seven) days or more prior to the departure of the first flight in the reservation.

Flight / baggage coupons shall be honored only in sequence. The ticket will not be honored and will lose its validity if all coupons are not used in the sequence provided in the ticket.

If you have received this passenger e-ticket itinerary/receipt in error

if you are not the intended recipient of this email, please delete this email and kindly inform the sender by e-mail to backoffice@elal.co.il or at telephone in Israel 03-9771111 or from abroad +972-3-9771111 as soon as possible. Thank you for your cooperation.

Baggage Policy

Hand/cabin baggage

Civil aviation administration instructions stipulate that unchecked baggage carried by passengers into the aircraft must be placed only under the seat or in the overhead storage compartments.

Therefore, the dimensions of the pieces you are allowed to carry into the aircraft must not exceed 115 cm (45 inches) (not to exceed: length [56 cm/22"] plus depth [25 cm/10"] plus width [45cm/18"]).

The number of pieces you are allowed to carry into the aircraft on EL AL flights are:

First class passengers: two (2) pieces of 16kg/35 LBS and 8kg/17 LBS.

Business class passengers: one (1) piece not exceeding 16kg/35 LBS and one (1) laptop computer.

Economy class passengers: one (1) piece with a maximum weight of 8kg/17 LBS.

El Al frequent flyer gold and platinum member flying economy class: one (1) piece not exceeding 12kg/26 LBS including a laptop computer.

Spot checks may be performed during embarkation to ensure compliance with the instructions. For other transporting airlines' policies, please check with the airline concerned or its agent.

Checked baggage

The free baggage allowance is to be used solely for the carriage of your personal articles for the wear, personal use and comfort of yourself, excluding valuables, fragile or perishable articles or articles intended for commercial use.

The airline is not liable for loss of or delay in receipt of or damage to fragile or perishable items, medication, money, Jewelry including watches, cameras, electronic equipment including computers, precious metals, silverware, negotiable papers, securities, or other valuables, business documents, or samples or goods intended for trade, passports and other identification documents, which are included in the passenger's baggage or damage to over packed or oversized baggage or to minor exterior damage to your suitcase or baggage parts such as wheels, handles, pockets, locks, zippers, attached items or scratches.

This is the free baggage allowance applicable to all EL AL destinations*:

Economy

1 checked bag maximum weight shall not be more than 50Lb (23kg)

Business

2 checked bags maximum weight shall not be more than 70Lb (32kg) each bag

First

3 checked bags maximum weight shall not be more than 70Lb (32kg) each bag

The total dimensions of the checked bag shall not exceed 62 inches (158 cm)

- * **UP Flights:** passengers traveling on UP flights to/from Prague, Budapest, Berlin, Larnaca and Kiev are not entitled to 1 checked bag, except for Passengers booked in Y/S/M & TP/PL/GL frequent flyer members.

Baggage in excess of the free allowance is subject to extra charge and in any event may not exceed 32kg per bag/item.

Your infant is allowed up to 1 checked bag weighing up to 10 kg with dimensions not exceeding 45 inches/115 CMS. (Not applicable on UP flights).

Infant pushchairs, one pair of crutches upon which you are dependant or reduced mobility wheelchairs are carried in the baggage compartment free of charge.

All other articles are subject to excess baggage charges if the total weight of all your checked baggage and articles carried by you exceeds the free baggage allowance.

For other transporting airlines' checked baggage requirements, please check with the airline concerned or its agent.

Complaints about baggage

If baggage is damaged, delayed, lost or destroyed, you must submit your complaint in writing to the airline immediately after discovery of the damage or loss. In the case of damage to checked baggage, you must submit your complaint in writing within 7 days, and in the case of delay within 21 days, in both cases from the date on which the baggage was placed at your disposal. The airline shall not be liable for any damage, loss or delay if your complaint is not made within the times set out above.

Security search

You are responsible for complying with security rules in force at airports from which you will be departing during your travel. Security authorities worldwide are entitled to conduct intensive personal searches and we have no responsibility for discomfort caused or items confiscated by security authorities. Further, security authorities screen all checked baggage. Even though you are not present, locked baggage may be

opened and the contents searched by security services worldwide and neither we nor the security services will be liable for loss or damage caused to baggage due to the forced opening of your baggage or any delay in the delivery of your checked baggage due to this screening. Further, neither we nor security authorities are liable for damage caused by x-ray or scan to items in your checked baggage.

Dangerous Articles in Baggage

For safety reasons, dangerous articles such as those listed below, must not be carried in passengers baggage.

Compressed gases (deeply refrigerated, flammable, non-flammable and poisonous) such as butane, oxygen, liquid nitrogen, aqua-lung cylinders and compressed gas cylinders. Corrosives, such as acids, alkalis, wet cell batteries, and items containing mercury. Explosives, munitions, ammunition including blank cartridges, hand guns, fireworks, flares and pistol caps. Flammable liquids and solids, such as lighters that need inverting before ignition, lighter fuel, matches (safety matches may be carried on the person), fire lighters, paints and thinners. Radioactive materials. Briefcases and attaché cases with installed alarm devices. Oxidizing materials, such as bleaching powder and peroxides. Poisons and infectious substances, such as insecticides, weed killers and live virus materials. Other dangerous articles, such as magnetized material, offensive or irritating materials.

Medicines and toiletries in limited quantities required by passengers during the journey, such as hairsprays and perfumes may be carried.

Many of these listed articles may be carried as air cargo provided they are packed in accordance with cargo regulations.

LITHIUM Batteries in Passenger Luggage

As per IATA (International air transport association) provisions, LITHIUM batteries are allowed for transport within passenger baggage with the following restrictions

Spare batteries are allowed in carry-on baggage only:

LITHIUM METAL (non rechargeable) batteries are restricted to 2 grams of LITHIUM (up to size AA) per battery.

LITHIUM ION (rechargeable) batteries up to 100W/H rating* (or 8 grams ELC**).

Batteries with 100-160W/H rating (or 13 grams ELC): Allowed for transport, installed within their electronic device in carry-on or checked baggage.

Up to 2 spare batteries per passenger, in carry-on baggage only.

Spare batteries must be packed in their original packing or wrapped separated from one another in plastic/ nylon, with their terminals insulated to prevent short circuit.

Batteries with rating of more than 160W/H are not allowed for carriage in passenger's baggage.

* Battery rating is marked on the battery. If not, it can be calculated by multiplying battery nominal voltage (V) and capacity in AMPER/H (A/H): $A/H \times V = W/H$.

** Equivalent Lithium Content.

Denied boarding by overbooking

In those countries where denied boarding compensation regulations are in force, airlines operate compensation plans for passengers with confirmed reservations who are denied boarding because of non-availability of seats caused by overbooking. Details of these plans are available at the airline's transporting offices. In order to minimize the effect of "no shows" and to permit seats to be used by passengers who otherwise would not be able to travel on the chosen flight, airlines may overbook flights. Airlines make every effort to provide seats for which confirmed reservations exist, but seat availability is not absolutely guaranteed.

Notice of government imposed taxes/fees/charges and other charges

The price of the electronic ticket may include taxes, fees and charges which are imposed on air transportation by government authorities. These taxes, fees and charges, which may represent a significant portion of the cost of air travel, are either included in the fare, or shown separately in the "tax/fee/charge" box(es)/section of this passenger e-ticket itinerary/receipt. You may also be required to pay taxes, fees and

charges not already collected or imposed after you had already paid for this passenger-e-ticket itinerary/receipt. The " tax/fee/charge" box(es)/section may also show other charges separate from the fare which are not government imposed taxes, but are levied by third parties or the airline (such as passenger service charge to be paid by the airline to airport authorities in respect of your use of airport facilities or fuel/insurance/security surcharge required by airline).

Import of plants and plant products

Governmental authorities worldwide supervise the import and export of plants and plant products, including non-commercial imports in passenger baggage. The aim of this supervision is to prevent the entry of pests and plant diseases that might cause serious damage to local free-growing flora and agriculture. The import of plants and plant products at your destination without prior authorization is forbidden by law!

Notice to passengers of liability limitations

The Montreal convention or the Warsaw convention system may be applicable to your journey and these conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay. The Montreal convention will apply where the points of origin and destination of such carriage (as stated in the passenger's contract of carriage) are both within one or more Montreal convention states. Many states are party to the Montreal convention including Israel, the United States, Canada, EU states and South Africa. The limits in the conventions are expressed in special drawing rights and the limits specified below in euro and us dollars are provided as guidance only, are approximate and are subject to fluctuations in the rate of exchange.

Where the Montreal convention applies, the limits of liability are as follows:

1. Death or bodily injury– no financial limit
2. Destruction, loss of, or damage or delay to baggage - 1,131 special drawing rights (approximately EUR 1,350; us\$ 1,700) per passenger in most cases.
3. Damage occasioned by delay to your journey - 4,694 special drawing rights (approximately EUR 5,600 us\$ 7,100) per passenger in most cases.

Where the Warsaw convention system applies, the following limits of liability may apply:

1. 16,600 special drawing rights (approximately EUR 19,800; us\$ 25,400) in respect of death or bodily injury if the Hague protocol to the convention applies, or 8,300 special drawing rights (approximately EUR 9,900; us\$ 12,700) if only the Warsaw convention applies. Many carriers have voluntarily waived these limits in their entirety, and us regulation require that, for journeys to, from or with an agreed stopping place in the us, the limit may not be less than us\$ 75,000.
2. 17 special drawing rights (approximately EUR 20; USD 26) per kg for loss of or damage or delay to checked baggage, and 332 special drawing rights (approximately EUR 396; USD 500) for unchecked baggage.
3. The carrier may also be liable for damage occasioned by delay.

EC regulations require European community carriers to apply the provisions of the Montreal convention limits to all carriage by them of passengers and their baggage by air.

Many non-European community carriers have elected to apply limits of liability in respect of the carriage of passengers and their baggage in excess of the limits specified in the convention applicable to such passengers.

Further information may be obtained from the carrier as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability.

In the case of carriage by el al, there are no financial limits on the amount of the airline's liability for proven damages for death or personal injury. Regardless of which convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel.

Time limit for action:

any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived.

Baggage claims: written notice to the carrier must be made within 7 days of the receipt of checked baggage in the case of damage, and, in the case of delay, within 21 days from the date on which it was placed at the disposal of the passenger

Conditions of contract

1. As used in this contract: "electronic ticket" means an electronic entry/coupon stored in our reservations system (and, where applicable the reservations system of one or more other airlines) recording a flight booking for which the airline or its authorized agent has issued a passenger e-ticket itinerary/receipt and of which these conditions and all of the notices contained herein form part, "carriage" is equivalent to "transportation", "airline" means all airlines that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage. "Montreal convention" means the convention for the unification of certain rules relating to international carriage by air signed at Montreal, 28 May 1999. "SDR" means the composite unit of currency known as the special drawing right that is the official unit of exchange of the international monetary fund. "Warsaw convention" means, whichever may be applicable, the convention for the unification of certain rules relating to international carriage by air signed at Warsaw, 12 October 1929, or that convention as amended at the Hague, 28 September 1955, or either of those instruments as amended by further instruments of international law.
2. Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw convention or the Montreal convention unless such carriage is not "international carriage" as defined by the one of those conventions.
3. To the extent not in conflict with the foregoing carriage and other services performed by each airline are subject to: **(i) provisions contained in the passenger e-ticket itinerary/receipt; (ii) applicable tariffs; (iii) airline's conditions of carriage and related regulations which are made part hereof** (and are available on the airline's website or on application at the offices of the airline), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries shall also apply and prevail in the event of conflict with the conditions of carriage. Carriage by air where the places of departure and destination are situated within the territory of the State of Israel, and it was not agreed on a stopping place outside the territory of the State of Israel, shall be subject to Israeli law as it applies to domestic carriage.
4. The airline's name may be abbreviated in the passenger e-ticket itinerary/receipt, the full name and its abbreviation being set forth in the airline's tariffs, conditions of carriage, regulations or timetables: the airline's address shall be the airport of departure shown opposite the first abbreviation of the airline's name in the passenger e-ticket itinerary/receipt; the agreed stopping places are those places set forth in the passenger e-ticket itinerary/receipt or as shown in the airline's timetables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive airlines is regarded as a single operation. El Al's abbreviated name is LY and its address is Ben Gurion international airport, box 41, 7015001 Israel for attention manager customer services.
5. An airline entering an electronic ticket in a reservations system and delivering a passenger e-ticket itinerary/receipt for such ticket for carriage over the lines of another airline does so only as its agent. An airline checking-in baggage for carriage over the lines of another airline does so only as its agent.
6. Any exclusion or limitation of liability of the airline shall apply to and be for the benefit of agents, servants and representatives of the airline and any person whose aircraft is used by the airline for carriage and its agents, servants and representatives.
7. Checked baggage will be delivered to bearer of the baggage check and baggage identification tag.
8. An electronic ticket is good for carriage for one year from date of issue of the passenger e-ticket itinerary/receipt, except as otherwise provided therein, or in the airline's tariffs, conditions of carriage, or related regulations. An airline may refuse transportation if the applicable fare has not been paid. The airline reserves the right to refuse carriage to any person whose passport name does not match the passenger name stored in the airline's reservations system.
9. The airline undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables and elsewhere are not guaranteed and form no part of this contract. The airline may without notice substitute alternate airlines or aircraft, and may alter, add or omit stopping places shown on the passenger e-ticket itinerary/receipt in case of necessity. Schedules are subject to change without notice. The airline assumes no responsibility for making connections.

10. Passengers shall comply with government travel requirements, present exit, entry and other required documents and arrive at airport by time fixed by the airline or, if no time is fixed, early enough to complete departure procedures.
11. No agent, servant or representative of the airline has authority to alter, modify or waive any provision of this contract, save as permitted by the airline's conditions of carriage.
12. Inclusion of the LY airline designator code as the airline in this passenger e-ticket itinerary/receipt denotes el al as the operating airline unless the flight is listed in EL AL's timetables or notified to the passenger as being operated by another airline pursuant to a code share, or some other, arrangement.
13. For the purposes only of the requirements of the Warsaw convention and the Montreal convention, a passenger e-ticket itinerary/receipt is deemed to serve as a passenger ticket and a baggage check/document of carriage.