

EL AL

Dear Travel Partner,

EL AL will continue to maintain the air link between Israel and the USA, Canada, United Kingdom, France and South Africa.

We are offering full flexibility to customers who have tickets for travel through March 31, 2020 and want to advance their return. There will be no change fees or any difference in fare.

As of this Sunday, March 15th, EL AL will gradually adjust its flight schedule to Israel from most gateway cities in North America.

EL AL CEO Gonen Usishkin stated, "In recent days and hours, reports of a complete halt by foreign airlines to Ben Gurion International Airport are mounting in light of the new restrictions imposed by the Israel Ministry of Health as well as a decrease in demand.

After assessing the current situation, EL AL is forced to temporarily and gradually suspend flights on most of the airline's worldwide routes, including gateway cities in North America, starting this Sunday, March 15th. As the national airline of Israel, EL AL will maintain the air link between Israel and the New York (JFK/Newark), Toronto, London, Paris and Johannesburg for both passenger and cargo traffic."

EL AL continues to closely monitor new guidelines set forth by the Israel Ministry of Health and is fully prepared to resume flights very quickly to various destinations throughout the world, according to operational and commercial needs.

Here is the adjusted flight schedule from other USA gateway cities until we are able to resume normal operations asap.

- The last departure from Boston is this Sunday, March 15th.
- The last departure from San Francisco is Monday, March 16th.
- The last departure from Los Angeles and Miami is Wednesday, March 18th.
- The last departure from Las Vegas is Saturday, March 14th.

We are recommending to all our customers to advance their return flight to North America. For flight information, please visit www.elal.com or contact your travel agent or call EL AL directly at 800-223-6700.

Appreciate your patience as there is a longer than usual hold time due to the current situation.

We have added personnel to our phone lines to accommodate the enormous existing demand.

Reminder that EL AL is allowing customers holding tickets for travel through April 30, 2020 to postpone flights or freeze their tickets for departures starting May 1, 2020 until February 28, 2021, free of charge. No change or reissue fees will apply except for a difference in fare, if applicable.

Thank you for your understanding during these challenging days.

Thank You,
North America Team