



Dear Travel Partner,

Following an assessment of the current situation, EL AL has decided to temporarily suspend its flights departing Israel from midnight March 27 - April 4, 2020.

The decision to suspend the flights was made for a number of reasons: a sharp drop in demand for scheduled flights (almost zero demand), our concern for health of our passengers and air crew, and for the need to reduce expenses until the end of the crisis and the beginning of a recovery.

The flights scheduled for tonight (Thursday, March 26, 2020) from New York, Toronto, London, Paris, as well as rescue flights from Delhi (India) and Jan Jose (Costa Rica) to Ben Gurion Airport will continue as scheduled.

The company will continue to operate rescue flights to various destinations around the world as required by the Ministries of Foreign Affairs and Defense, and will continue to operate cargo flights from Israel to destinations around the world, including the use of passenger aircraft for this purpose. In addition, EL AL will operate essential flights as required.

All of us at EL AL, on the ground and in the air, flight attendants, pilots, technicians and management, wish and hope to return to regular operations soon. It is important to have our passengers fly EL AL safely and securely, with the highest levels of uncompromising service and continue and to be able to fly all over the world to support inbound and outbound tourism, promote industry and business, support the relationship between Israel and countries around the globe and continue to purchase goods from hundreds of Israeli suppliers who are all dependent on EL AL.

Thank You,

North America Team