



## Aviation Services Law (Compensation and Assistance for Flight Cancellation or Change of Conditions), 5772 -2012\*

### Definitions

#### 1. In this Law -

"Benefits" - any one of the following: reimbursement of consideration, a replacement flight ticket, financial compensation and assistance services;

"Reimbursement of Consideration" - as defined in Section 3(a)(2);

"Tourist Package" - the joining of at least two travel agency services, including the order or sale of a flight ticket;

"Stopover" - a stay at an interim destination for a connecting flight to the final destination;

"Flight" - a flight taking off from within the boundaries of the State of Israel or flying to Israel, including a flight including a stopover;

"A Canceled Flight" - any one of the following, however a change to the flight number will in itself not be deemed to be a flight which has been canceled:

- (1) a flight which has not occurred;
- (2) a flight which has taken off after a delay of at least eight hours from the time stipulated in the flight ticket or a delay which has been determined pursuant to Section 6(h);

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\* Passed by the Knesset on the 20<sup>th</sup> of Iyar, 5772 (May 21, 2012); the bill and explanatory notes were published in Knesset Bills - 413, dated the 3<sup>rd</sup> of Cheshvan, 5772 (October 31, 2011), p. 6.

"Final Destination" - the destination stipulated in the flight ticket in a direct flight or (in a flight including a stopover), the last destination specified in the flight ticket;

"Flight Ticket" - confirmation regarding the undertaking to fly the passenger as issued by the flight operator, organizer or anyone who has been authorized for such, even if the confirmation was produced as part of a tourist package; in this matter, "confirmation" - will include an e-mail message;

"Replacement Flight Ticket" - as defined in Section 3(a)(3);

"Organizer" - a person chartering capacity in an aircraft, fully or partially, for the transporting of passengers and their baggage, for the purpose of sale to others;

"Flight Operator" - the operator of an aircraft for the transporting of passengers and their baggage, for consideration, from, to or within the boundaries of the State of Israel;

"Travel Agency Service Provider" - someone providing, for consideration, or not for consideration but regularly, any travel agency service;

"Monetary Compensation" - as defined in Section 3(a)(4) or (5), as the case may be;

"Cause of Action" - a cause of action entitling the passenger to receive benefits as stated in Sections 5 to 9;

"The Airport Authority" - the Airport Authority established pursuant to the Airport Authority Law, 5737 - 1977;

"Travel Agency Services" - as defined in the Tourism Service Law, 5736 - 1976;

"Assistance Services" - services provided to a passenger as stipulated in Section 3(a)(1);

"The Minister" - The Minister of Transport, National Infrastructure and Road Safety.

Conditions for  
Entitlement to  
Benefits

2. (a) A passenger who has been issued with a Flight Ticket for a flight for which a cause of action exists, is entitled to Benefits, fully or partially, if he has presented himself on time at the check-in counter of the Flight Operator at the airport, and if the said check-in counter has not been allocated for that flight - has presented himself on time before the person who has been appointed on behalf of the Flight Operator pursuant to Section 8C(a1) of the Aviation Services Licensing Law, 5723 - 1963<sup>3</sup>, however the passenger is not obliged to present himself at the said date if the flight has been canceled; in this Sub Section, "presented himself on time" - to be present at the time set out for such and brought to the attention of the passenger by the Flight Operator, Organizer or Travel Agency Service Provider, provided that the passenger is not required to present himself more than three hours before the planned time for the flight take-off, and if no such time has been set - at least 90 minutes before the said flight time.
- (b) Notwithstanding that stated in Sub Section (a), a passenger will not be entitled to Benefits -

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<sup>2</sup> *Sefar Chukim* (Statute Book), 5737 (1976), p. 228.  
<sup>3</sup> *Sefar Chukim* (Statute Book), 5723 (1963), p. 104.



(1) if he has received notice from the Flight Operator, Organizer or Travel Agency Service Provider regarding his transfer to another flight other than that for which a Flight Ticket has been issued for him, and he has reached his Final Destination at the time which was stipulated in the original Flight Ticket;

(2) if he has received a Flight Ticket without payment or a Flight Ticket has been acquired at a special tariff which is not given directly or indirectly to the public, unless the ticket has been issued to him by virtue of his membership in a program for the giving of bonuses of a Flight Operator or Organizer.

Types of benefits 3. (a) Benefits under this Law are as follows:

(1) Assistance Services without payment, as detailed below:

(a) food and drink in accordance with the waiting time (in this Law - Food and Drink);

(b) accommodation at a hotel if an overnight stay, or longer, is required or if a stay is required which is longer than the planned stay of the passenger (in this Law - Accommodation Services);

(c) travel services between the airport and the hotel where the passenger is staying as stated in sub paragraph (b), and if the passenger has chosen to stay elsewhere at a reasonable distance from the airport during the said period of time, as stated in that sub paragraph - travel services between that place and the airport (in this Law - Travel Services);

(d) two telephone calls and the sending of a notice by fax or e-mail at the election of the passenger (in this Law - Communication Services).

(2) Reimbursement of consideration in the amount paid for the Flight Ticket, including any payment paid for the Flight Ticket, including fees, levies, taxes and other obligatory payments, and all subject to the provisions of Sub Section (b); the Flight Operator or Organizer will reimburse the passenger with the consideration within 21 days from the date that the passenger or the Travel Agency Service Provider, as stated in Section 15, as the case may be, has made written application to it;

(3) A replacement Flight Ticket to the Final Destination of the passenger, under as similar conditions as possible to the conditions of the original Flight Ticket issued to him and at the earliest time possible, or at a later date in coordination with the passenger, and subject to available places on the flight;

(4) The said Compensation in the First Schedule; the Flight Operator or Organizer will pay the said Compensation to the passenger within 45 days from the date at which the passenger or the Travel Agency Service Provider, as stated in Section 15, as the case may be, has made written application to it; the Compensation will be paid in cash, by bank transfer or by check, and if the passenger has expressly agreed to such in writing - by traveler's check or by other means of payment as shall be agreed upon with him;

(5) Monetary compensation for changes to the terms of the Flight Ticket, as stated in the Second Schedule; the Flight Operator or Organizer will pay the said Compensation to the passenger within 21 days from the date of the flight, in cash, by bank transfer or check, and if the passenger has expressly agreed to such in writing - by traveler's checks or by other means of payment as agreed upon with him.

(b) In the matter of the reimbursement of the consideration -

(1) Where a Flight Ticket has been acquired for a flight which includes a stopover operated by the same Flight Operator, and a cause of action exists in a segment of the flight - the passenger will be entitled to receive the full consideration paid for the Flight Ticket even if a segment of the flight did actually occur, provided that the passenger did not reach the Final Destination; where the passenger did reach the Stopover destination on the said flight and decided not to fly to the original Final Destination due to the cause of action, he will also be entitled to receive, from the Flight Operator, without consideration, a return Flight Ticket to the point of departure, in addition to the reimbursement of the consideration;

(2) Where a return Flight Ticket has been purchased, including a return ticket for a flight including a stopover, and a cause of action has occurred in the outgoing flight from the point of departure - the passenger will be entitled to receive the full consideration paid for the Flight Ticket; where the cause of action exists in the return flight from the destination to the point of departure - the passenger will be entitled to receive half the consideration paid for the Flight Ticket; in the matter of the said Flight Ticket containing a Stopover - where the cause of action exists in the outgoing flight and the passenger has reached the Stopover destination, and due to the cause of action has decided not to fly to the original Final Destination due to the cause of action, the passenger will also be entitled to receive, from the Flight Operator, without consideration, a return Flight Ticket to the point of departure, in addition to the reimbursement of the consideration;



(3) Where a Flight Ticket has been issued to a passenger as part of a Tourist Package, its price will be calculated in accordance with the distance of the flight in which the cause of action existed, for the type of flight and for the type of service department in which the passenger flew on the flight, all as detailed in the Third Schedule, unless it has been proven that another amount was paid for the Flight Ticket;

(4) Subject to the provisions of paragraphs (1) and (2), a passenger will not be entitled to a reimbursement of consideration if he has chosen a replacement Flight Ticket or if he has chosen to fly in a flight where a cause of action exists, provided that if he has been offered a Flight Ticket for a flight from another airport and he has accepted this offer - he will also be entitled to a reimbursement of expenses for travel to that airport.

(c) In subsection (b) -

"Stopover" - a stay at an interim destination, for 24 hours at most, for a connecting flight to the Final Destination;

"A Return Flight Ticket" - a Flight Ticket for a flight taking off from the point of departure to a certain destination and a flight from that destination back to the point of departure, provided that the flight is operated by the same Flight Operator;

"Flight Operator" - the flight operator who has issued the Flight Ticket, including an Organizer or someone on their behalf.

Liability of the Flight 4,  
Operator and  
Organizer

The Flight Operator or Organizer from whom the passenger received the service (even if there is no agreement between it and the passenger) will be viewed executing, on behalf of the party with whom the passenger contracted, the duties imposed under this Law.

Refusal to Fly a  
Passenger on a  
Flight

5. (a) A Flight Operator or Organizer refusing to fly a passenger for whom a Flight Ticket has been issued, including due to overbooking, will initially turn to the passengers registered on the flight and will check if there is a passenger amongst them who is prepared to waive his place on the flight for consideration which will be agreed upon between that passenger and the Flight Operator or Organizer; in this Sub Section, "overbooking" - registration of ordered places on an aircraft, which the Flight Operator, Organizer or anyone on their behalf has approved, in a number which is greater than the capacity for the aircraft.

(b) A passenger for whom the Flight Operator or Organizer has refused to fly him and has not agreed to waive his place on the flight for the agreed consideration as stated in Sub Section (a), is entitled to receive Assistance Services and monetary compensation from the Flight Operator or Organizer as stated in the First Schedule, and, at the election of the passenger - reimbursement of the consideration or a Replacement Flight Ticket.

(c) Notwithstanding that stated in Sub Section (b), where a Flight Operator or Organizer who has offered a passenger a Replacement Flight Ticket and the passenger has accepted this offer, it may reduce, by half, the amount of monetary compensation to which the passenger is entitled under the provisions of that Sub Section, save for the circumstances as stated in Section 6(d), provided that the delay in the landing time at the Final Destination of the passenger, compared with the original landing time at the same destination, is as detailed below:

(1) up to four hours - if the flight distance is not more than 2,000 km;

(2) up to five hours - if the flight distance is longer than 2,000 km and is not longer than 4,500 km;



(3) up to six hours - if the flight distance is longer than 4,500 km.

(d) The provisions of this Section will not apply if, for security reasons, due to the state of health of a passenger or due to concern of harm to flight safety, the passenger cannot be flown on the flight, or if the passenger does not have the appropriate travel documents.

(e) Notwithstanding the provisions of Sub Section (d), a passenger will be entitled to receive, from the Flight Operator or Organizer who has refused to fly him due to the said security concerns as stated in that Sub Section, monetary compensation in accordance with Sub Section (b), provided that all of the following prevail:

(1) he has come to the airport at least three hours before the take-off time stipulated in the Flight Ticket or at the planned time of the flight;

(2) he has cooperated in the security check conducted for him and at the end of the check it has been found that he can go onto the flight;

(3) his travel documents are in order.

A Canceled Flight 6.

(a) A passenger for whom a Flight Ticket has been issued which has been canceled, will be entitled to receive the following Benefits from the Flight Operator or Organizer:

(1) Assistance Services;

(2) reimbursement of the consideration or a Replacement Flight Ticket, at the election of the passenger;

(3) monetary compensation as stated in the First Schedule.

(b) A Flight Operator or Organizer who has offered a passenger a Replacement Flight Ticket as stated in Sub Section (a)(2), and the passenger has accepted this offer, may reduce, by half, the amount of the monetary compensation to which the passenger is entitled under the provisions of Sub Section (a)(3), provided that the delay in the landing time at the Final Destination of the passenger, compared with the original landing time at that destination, is as detailed below:

- (1) up to two hours - if the flight is at a distance which is not longer than 2,000 km;
- (2) up to three hours - if the flight is at a distance which is not longer than 4,500 km;
- (3) up to four hours - if the flight is at a distance which is longer than 4,500 km.

(c) Notwithstanding the above-said in Sub Section (a), a passenger whose flight has been canceled will not be entitled to monetary compensation as stated in the First Schedule, if the Flight Operator or Organizer has proved that the passenger received, from the Flight Operator, Organizer or from the Travel Agency Service Provider, notice of -

- (1) at least 14 days before the date of the flight stipulated in the Flight Ticket;
- (2) between seven to 14 days before the time of the flight stipulated on the Flight Ticket, and the Flight Operator or Organizer offered him an alternative flight for which the take-off time is at most two hours before the flight time stipulated in the original Flight Ticket, and the landing time at the Final Destination is no later than four hours after the original time for landing at the same destination;

(3) at least seven days before the time of the flight stipulated in the Flight Ticket, and the Flight Operator or Organizer has offered him an alternative flight for which the take-off time is at most one hour before the time stipulated in the original Flight Ticket, and the landing time at the Final Destination is no later than two hours after the original landing time at that destination.

(d) The provisions of Sub Section (c) will not apply if the passenger has refused to fly on the alternative flight which has been offered to him because the offer was not given to a person joining him on the flight in accordance with the passenger's notice, or because the passenger is unable to fly on the alternative flight for reasons of security, religion or medical limitations.

(e) Without derogating from the provisions of Sub Section (c), a passenger whose flight has been canceled will not be entitled to monetary compensation as stated in the First Schedule, if the Flight Operator or Organizer has proven that one of the following prevails:

(1) the flight has been canceled due to special circumstances which were not under its control, and even if it would have done whatever was under its control - it could not have prevented the cancelation due to those circumstances;

(2) the flight was canceled due to a strike or a protected work-by-rule strike;

(3) the flight has been canceled in order to prevent the desecration of the Sabbath or a (Jewish) holiday.

(f) A Flight Operator or Organizer notifying a customer on the cancelation of a flight will present alternatives to the passenger for arrival at the Final Destination.



(g) The onus of proof regarding the giving of the notice to the passenger about the flight which has been canceled shall apply to the Flight Operator or Organizer.

(h) The Minister, with the consent of the Minister of Industry, Trade and Labor, may increase or reduce the number of hours stipulated in the definition of a "canceled flight", provided that he does not change the number of hours by more than four hours compared with the above-stipulated number; where the Minister has reduced the number of hours, adjustment provisions will be determined in the matter of the Benefits for a flight which has taken off late.

A Flight Which Has  
Taken Off Late 7.

(a) A passenger for whom a Flight Ticket has been issued for a flight which has taken off late by at least two hours after the time stipulated in the Flight Ticket, will be entitled to receive, from the Flight Operator or Organizer, Food and Drink and Communication Services.

(b) Without derogating from the provisions of Sub Section (a), a passenger who has been issued a Flight Ticket for a flight which has taken off late by five hours and less than eight hours after the time stipulated in the Flight Ticket, shall be entitled to a reimbursement of the consideration or to an Replacement Flight Ticket, at his election; a passenger who has been offered a Replacement Flight Ticket for a flight which is supposed to take off on the following date, and has chosen to accept it, shall be entitled to also receive Accommodation Service and Travel Services; however, if a flight has taken off late as stated due to a strike or a protected go-slow strike, the passenger will be entitled to the reimbursement of the consideration and Food and Drink and Communication Services only.

A Flight for Which  
the Take-off Time  
Has Been Brought  
Forward

8. (a) A passenger for whom a Flight Ticket has been issued for a flight for which the take-off time has been brought forward by more than five hours and not more than eight hours, and has received notice of such from the Flight Operator, Organizer or from the Travel Agency Service Provider less than 14 days before the flight time stipulated in the Flight Ticket, will be entitled to a reimbursement of the consideration or a Replacement Flight Ticket, at the election of the passenger.

(b) A passenger for whom a Flight Ticket has been issued for a flight for which the take-off time has been brought forward by more than eight hours, and has received notice of such as stated in Sub Section (a), will be entitled to the following Benefits:

(1) monetary compensation as stated in the First Schedule, save for the circumstances stated in Section 6(e)(1) and (2);

(2) the reimbursement of the consideration or Replacement Flight Ticket, at his election.

Change to the  
Conditions of the  
Flight Ticket

9. (a) Where the Flight Operator or Organizer has decided on the transfer of a passenger to a class at a higher level than that stipulated in the Flight Ticket issued to him, the passenger will not demand additional payment for the said transfer.

(b) Where the Flight Operator or Organizer has decided on the transfer of a passenger to a class which is a lower level than that stipulated in the Flight Ticket issued to him, it will pay the passenger monetary compensation for the change to the terms of the Flight Ticket, as stated in the Second Schedule, in an amount which will be calculated as a rate of the Flight Ticket paid by the passenger, and if the flight includes a Stopover - in an amount equivalent to the price paid for the Flight Ticket, multiplied by the ratio between flight distance in which the passenger was transferred to a lower class, as stated, and the total flight distance; where the Flight Ticket has been purchased as part of a Tourist Package - the Flight Ticket price will be calculated, for the purposes of this Sub Section, in accordance with the provisions of Section 3(b)(3).

The Issuing of a Flight Ticket for a Flight for Which the Time Has Not Been Confirmed in Advance

10. (a) A Flight Operator, Organizer or anyone who has agreed to such, will not issue the passenger with a Flight Ticket for which the time of the flight stipulated in it is not a time which the Airport Authority has approved in advance and, as a result of such, the flight was not supposed to take off at the said stipulated time, unless -

(1) the passenger received notice of the flight time which has been approved from the Flight Operator, Organizer or anyone who has been authorized for such, at least three months before that time;

(2) the Airport Authority has retrospectively approved the flight time stipulated in the Flight Ticket.

(b) The provisions of this Section will not apply to a Travel Agency Service Provider who is not the Organizer.



Exemplary  
Damages

11. (a) The court may award compensation to a passenger who has been issued a Flight Ticket independent of the damages (in this Section - Exemplary Damages), in an amount which will not be greater than 10,000 New Israel Sheqels, if it has found that one of the following has been knowingly committed:

(1)The Flight Operator or Organizer -

- (a) has not given Benefits to a passenger which it has refused to fly, contrary to the provisions of Section 5;
- (b) has not given Benefits to a passenger whose flight has been canceled, contrary to the provisions of Section 6;
- (c) has not given Benefits to a passenger whose flight has taken off late, contrary to the provisions of Section 7;
- (d) has not given Benefits to a passenger where the take-off time of the flight has been brought forward, contrary to the provisions of Section 8;
- (e) has not given monetary compensation for the change to the terms of the Flight Ticket as stated in the Second Schedule, to a passenger who has been moved to a class which is lower than that stipulated in his Flight Ticket, contrary to the provisions of Section 9(b);

(2) The Flight Operator, Organizer or anyone authorized for such has issued a Flight Ticket to the passenger for which the flight time stipulated in it is not the time which the Airport Authority has approved in advance and, as a result of such, the flight was not supposed to take off at the time stipulated therein, contrary to the provisions of Section 10, and it has been canceled or it took off at a gap of more than two hours from the time stipulated in that Flight Ticket.

(b) When determining the rate of Exemplary Damages, the court will consider, inter alia, the considerations detailed below, and will not consider the extent of the damage caused to the passenger due to the cancelation of the flight or the change of the take-off time or its conditions:

- (1) the enforcement of the law and warning against its breach;
- (2) encouraging passengers to realize their rights;
- (3) the fact that the breach was a repeat breach;
- (4) the severity of the breach and its circumstances;
- (5) the monetary value of the transaction for which the breach was committed.

(c) The provisions of this Section shall not derogate from the passenger's right for Benefits due to that breach.

Calculation of  
Distances

12. The distances stipulated in this Law will be calculated in accordance with the shortest distance between two points on the surface of the globe.

Updating of  
Amounts

13. The amounts stipulated in this Law will be updated on the 1<sup>st</sup> of January of every year (in this Section - the Update Date) in accordance with the rate of the increase of the new index compared with the basic index, and will be rounded off to the closest amount which is a multiple of ten New Israel Sheqels; the Director General of the Ministry of Transport, National Infrastructures and Road Safety will publish the updated amounts in a notice in *Reshemoth* (Government Gazette) and on the website of the Ministry; and this Sub Section -

"The New index" - the index last published in November before the Update Date;

"The Basic Index" - the index published in January 2012;

"Index" - the Consumer Price Index published by the Central Bureau of Statistics.

Duty of Notification  
and Disclosure

14. (a) (1) The Flight Operator or Organizer will present, at the place at which it receives the public, a notice detailing the passenger's right to the Benefits in the case of the refusal to have him fly on the flight, a delay in the flight, a bringing-forward or cancelation of the flight (in this Section - Passenger Information), in a visible place and in clear and legible script.
- (2) The Flight Operator, Organizer and Travel Agency Service Provider offering flight tickets for sale will prominently publish Passenger Information on their websites, if any.
- (3) A license holder for the operating of an airport under the Flight Law, 5771 - 2011<sup>4</sup>, will place, at every airport operated by it, a sign presenting the Passenger Information in a visible location in clear and legible script.

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<sup>4</sup> *Safar Chukim* (Statute Book), 5771 (2011), p. 830.



(4) The Minister may set out provisions in the matter of the Passenger Information, including in the matter of the wording of the notice and sign as specified in this Sub Section.

(b) A passenger who has been issued a Flight Ticket for a flight for which there is a cause of action, is entitled to receive, from the Flight Operator or Organizer, a document detailing his right to the Benefits.

(c) A Flight Operator or Organizer who has issued a passenger with a Flight Ticket, will provide the passenger with details regarding the location in the airport of someone who has been appointed pursuant to the provisions of Section 8C(a1) of the Aviation Services Licensing Law, 5723 - 1963, to assist passengers in realizing their rights in accordance with the provisions of this Law and regarding the ways of contacting him; the duty to provide the said details will also apply to the Travel Agency Service Provider who sold the Flight Ticket to the passenger, provided that he has received the details from the Flight Operator or Organizer.

Assistance of the  
Travel Agency  
Service Provider in  
Receiving the  
Benefits

15. In order to receive monetary compensation or reimbursement of the consideration, the passenger may ask the Travel Agency Service Provider, from whom he purchased the Flight Ticket for which there is a cause of action, to assist him in receiving the said Benefits; where the passenger has made the said request, the Travel Agency Service Provider will turn to the Flight Operator, Organizer or anyone acting on their behalf, to realize the passenger's entitlement to those Benefits, in accordance with the provisions of this Law.

Preserving of Laws

16. The provisions of this Law shall not derogate from the provisions of any law, including the entitlement of the passenger to compensation under any law.

- Stipulations - to the Benefit of the Passenger 17. The provisions of this Law are not to be stipulated against, unless such is for the benefit of the passenger.
- Application to a Passenger in an Internal Flight 18. The provisions of this Law shall also apply, mutatis mutandis, to a passenger in a flight where the point of departure and the point of Final Destination are located within the territory of the State of Israel, however no monetary compensation will be given to the said passenger unless such is in accordance with the provisions set out by the Minister; in the regulations under this Section, the Minister may set out, inter alia, circumstances in which the said compensation will be given.
- Statute of Limitations 19. The period of the statute of limitations of a claim for a breach of the provisions of this Law is four years from the date at which the cause of action arose.
- Reservation for Entitlement Due to Receiving a Benefit Under a Foreign Law 20. A passenger who has received a benefit under foreign law due to circumstances giving rise to a cause of action, will not be entitled to benefits under this Law of the same sort which he has received as stated.
- Changes of the Schedules 21. The Minister may, in an order, change the schedules to this Law.
- Execution and Regulations 22. (a) The Minister is responsible for the execution of this Law.  
  
(b) Regulations and orders under this Law require the approval of the Economics Committee of the Knesset.
- Amendment of the Aviation Services Licensing Law [No. 4] 23. In the Aviation Services Licensing Law - 5723 - 1963<sup>5</sup> -  
  
(1) In Section 6, "flights" will be replaced by "operations";

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<sup>5</sup> *Sefer Chukim* (Statute Book), 5723 (1963), p. 104; 5771 (2011), p. 902.

(2) In Section 8, wherever "Minister of Transport appears, it will be replaced by "the Minister";

(3) In Section 8C., after Sub Section (a), the following will be inserted:

"(A1) (1) The administration will not give an operating permit, unless the permit applicant has undertaken to appoint a person on its behalf to assist passengers to realize their rights under the provisions of the Compensation and Assistance Law, on any flight that it operates, will be present at the airport at least three hours before the planned take-off time of the flight and up to 30 minutes after its take-off.

(2) The obligation to appoint a person under the provisions of paragraph (1) will also apply to an airport outside of Israel, for a flight to Israel, provided that a return Flight Ticket has been issued to the passenger for a flight from and to Israel, including a flight including a Stopover.

(3) In this Sub Section -

"Compensation and Assistance Law" - the Aviation Services Law (Compensation and Assistance for Flight Cancellation or Change of Conditions), 5772 -20126;

"Stopover" and "Travel Agency Service Provider"- as defined in the Compensation and Assistance Law;

"Return Flight Ticket" - as defined in Section 3(c) of the Compensation and Assistance Law."



Commencement  
and Initial  
Regulations

24. The commencement of this Law is on the 28<sup>th</sup> of Av, 5772 (August 16, 2012) (hereinafter - the Commencement Date).

The initial regulations under Section 18 will be brought for the approval of the Economics Committee of the Knesset within nine months from the Commencement Date; if regulations have not been brought as stated up until that time, the provisions of this Law in the matter of monetary compensation will also apply to a passenger on an internal flight.

A Flight Which Has  
Been Canceled -  
Provisional  
Measure

25. During the period from the Commencement Date and up until the 10<sup>th</sup> of Teveth, 5775 (January 1, 2015), paragraphs (1) to (3) of Section 6(b) will be read as follows:

(1) In paragraph (1), "up to four hours" will be read instead of "up to two hours" ;

(2) In paragraph (2), "up to five hours" will be read instead of "up to three hours" ;

(3) In paragraph (3), "up to six hours" will be read instead of "up to four hours" .

#### **First Schedule**

#### **(Section 3 (a) (4))**

#### **Monetary Compensation**

<b>Flight Distance (in Km.)</b>	<b>The Amount (In NIS)</b>
up to 2,000	1,250
up to 4,500	2,000
Above 4,500	3,000

#### **Second Schedule**

#### **(Section 3 (a) (5))**

### Monetary Compensation for Changes to Flight Ticket

#### Conditions

The Change to the Flight Ticket Conditions	The Rate of the Flight Ticket Paid by the Passenger
Transfer from First Class to Business Class	60%
Transfer from Business Class to Economy Class	80%
Transfer from First Class to Economy Class	90%
Transfer from First Class or from business Class to Economy Class in a Flight Longer than 4,500 Km.	100%

#### Third Schedule

(Section 3(b))

#### Price of Flight Ticket Issued as Part of a Tourist Package

Type of Flight and Type of Service Class	Flight Distance in One Direction (in Km.)		
	up to 2,000	up to 4,500	Above 4,500
	The Price (In NIS)		
Charter Flight or Regular Flight in Tourist Class	750	1,500	2,500
Regular Flight in Business Class	2,000	3,500	6,250
Regular Flight in First Class	4,000	7,000	12,500

Benjamin Netanyahu  
Prime Minister

Israel Katz  
Minister of Transport, National  
Infrastructure and Road Safety.

Shimon Peres  
State President

Reuven Rivlin  
Speaker of the Knesset