



A STAR ALLIANCE MEMBER 

Customer Care  
900 Grand Plaza Drive, Dept. NHCCR, Houston, Texas 77607  
Fax: 832-235-1806 / 800-214-0605

**In order for us to process your claim expeditiously, please supply your name, contact details (email address and/or mailing address), ticket number, flight number, booking reference and details of the claim you are making.**

**To make a claim for compensation, please contact United Customer Care online at: [united.com/feedback](http://united.com/feedback)**

**Notice of Your Rights for Flights To and From the State of Israel in the Event of a Flight Delay, Cancellation or Denied boarding; or your Seat is Downgraded**

This Notice contains important information about your rights established under Israeli Aviation Services Law (Compensation and Assistance for Flight Cancellation and Change of Conditions), 5772-2012 ("Aviation Services Law"), in the event that your flight is delayed or cancelled, you are denied boarding or are downgraded. This Notice explains your rights under the Aviation Services Law for flight operated by United Airlines.

You may be entitled to benefits under Aviation Services Law if:

- You have a confirmed reservation and United is the operating carrier for the flight concerned;
- You have presented yourself at the check-in counter at the airport at least ninety (90) minutes before the scheduled flight time;
- The ticket for your travel was purchased at a fare available to the public, including a frequent flyer program.

You are not entitled to these rights if you are denied boarding on the grounds of health, safety, security or invalid travel documentation.

#### **Flight Delay**

In the event that your flight is delayed by two (2) hours or more from its scheduled departure time, you are entitled to the benefits defined under subsection C of the Description of Your Rights section of this Notice.

If your flight is delayed by five (5) hours, but less than eight (8) hours, from its scheduled departure time, you are entitled to the benefits defined under subsection B of the Description of Your Rights section of this Notice, in addition to those defined under subsection C.

If your flight is delayed by at least eight (8) hours from its scheduled departure time, you are entitled to the benefits defined under subsections A and B of the Description of Your

Rights section of this Notice, in addition to those defined under subsection C. Please note that you may not be entitled to compensation for the same reasons as compensation can be denied in the event of a flight cancellation, as specified below.

#### **Flight Cancellation**

In the event that your flight is cancelled, you are entitled to the benefits defined under subsections A, B and C of the Description of Your Rights section of this Notice.

United is not obliged to pay you the flight compensation described in subsection A if:

- 1) You are informed of the cancellation of your flight at least two (2) weeks before the scheduled time of departure; or
- 2) You are informed of the cancellation between two (2) weeks and seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than two (2) hours before the scheduled time of departure and to reach your final destination less than four (4) hours after the scheduled time of arrival; or
- 3) You are informed of the cancellation less than seven (7) days before the scheduled time of departure and you are offered re-routing, allowing you to depart no more than one (1) hour before the scheduled time of departure and to reach your final destination less than two (2) hours after the scheduled time of arrival.

In addition, you may not be entitled to compensation if your flight was cancelled because of special circumstances which were not under our control, and the cancellation could not have been prevented even if we would have taken all reasonable measures possible to avoid the delay, or a labor strike.

#### **Denied Boarding**

Before we deny boarding to any passenger, we will request volunteers to surrender their seats in exchange for agreed upon compensation or benefits. In the event that there are insufficient volunteers and you are involuntarily denied boarding, you are entitled to the rights defined under subsections A, B and C in the Description of Your Rights section of this Notice.

#### **Downgrade**

If we are unable to seat you in the boarding class for which you purchased your ticket, you may be entitled to compensation as specified in subsection D in the Description of Your Rights section of this Notice.

### **Description of Your Rights**

#### **A. Right to Compensation**

- 1) If your flight is cancelled or delayed by at least eight (8) hours from the originally scheduled departure time, or you are involuntarily denied boarding, you are entitled to receive ₪3,000 in compensation from us. If, however, we offer you re-routing on an alternative flight that will arrive the destination stipulated in the flight ticket (in the case of a direct flight) or the last destination specified in the flight ticket (in the case of a stopover), within four (4) hours of the arrival time in the original ticket (in the case of a flight cancellation), or, six (6) hours of the original arrival time (in the case of denied boarding), your compensation can be reduced to ₪1,500.
- 2) We will pay any compensation due under this section in cash, by EFT, bank order or bank check or, with your written agreement, in a travel voucher within forty-five (45) days from the date of written application for such compensation.

#### **B. Right to Reimbursement or Re-routing**

- 1) If your flight is cancelled, you are involuntarily denied

boarding, or your flight is delayed by five (5) hours or more, you are entitled to choose between:

- a) Reimbursement within twenty-one (21) days of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight no longer serves any purpose in relation to your original travel plan and, if applicable, a return flight to the first point of departure at the earliest opportunity; or
- b) Re-routing under comparable transport conditions to your final destination at the earliest opportunity or, at a later date at your convenience, subject to the availability of seats.

If we offer you a flight to an airport other than that for which the booking was made (in case the town, city or region is served by several airports), we will pay the cost of transferring you from that alternative airport either to that for which the booking was made or to another close-by destination agreed with you.

- 2) We will reimburse you in cash, by EFT, bank order or bank check or, with your written agreement, in a travel voucher.

#### **C. Right to Care**

If you are involuntarily denied boarding, your flight is cancelled, or your flight is delayed by more than two (2) hours beyond its scheduled time of departure, United will offer you the following free of charge:

(a) if the expected departure time of your new flight (if any) is the same day as the departure date of your originally ticketed flight, you are entitled to receive:

-Meals and beverages commensurate with the expected waiting time; and

-Two telephone calls and sending of a notice by fax or e-mail, at your election.

(b) if a stay of one (1) or more nights becomes necessary or a stay additional to that intended by you becomes necessary:

-Hotel accommodations; and

-Transport between the airport and place of accommodation (hotel or other location if you have chosen to stay elsewhere at a reasonable distance from the airport)

We may also limit or decline your right to care if provision of care would itself cause further delay.

#### **D. Right to Compensation in the event of a Downgrade**

In the event that we are unable to accommodate you in the cabin class for which your ticket was purchased, and are only able to offer you a seat in the cabin class lower than the class for which your ticket was purchased, we will pay you the following compensation:

a) Transfer from First Class to Business Class - we will refund you 60% of the affected portion of the ticket;

b) Transfer from First or Business Class to Economy Class - we will refund you 100% of the affected portion of the ticket.

The affected portion of the ticket shall be determined based on the total price of the ticket multiplied by the ratio that the flight distance of the portion of your trip for which your ticket has been downgraded bears to the total distance for which your ticket was purchased.

#### **Other Rights Not Prejudiced**

The foregoing rights apply without prejudice to any additional rights that you may have to further compensation. Compensation described in this notice may be deducted from such additional compensation.