

Aviation Services Law (Compensation and Assistance Due to Flight Cancellation or Change in
Its Conditions), 5772-2012

Authorities and Administrative Law – **Infrastructure – Aviation – Aviation**

Private Law and Economics – **Charges – Contracts**

Private Law and Economics – **Commerce – Consumer Protection**

Table of Contents

| | | | |
|------------|---|--------------------|---|
| Section 1 | Definitions | Go | 2 |
| Section 2 | Conditions for Eligibility for Benefits | Go | 3 |
| Section 3 | Types of Benefits | Go | 3 |
| Section 4 | Liability of Flight Operator and Organizer | Go | 4 |
| Section 5 | Refusal to Fly a Passenger on a Flight | Go | 4 |
| Section 6 | Canceled Flight | Go | 5 |
| Section 7 | Lat Departure Flight | Go | 6 |
| Section 8 | Scheduled Departure Time Moved Up | Go | 6 |
| Section 9 | Change in the Terms of the Flight Ticket | Go | 6 |
| Section 10 | Issuance of Flight Ticket for Flight whose Dates Not Confirmed in Advance | Go | 6 |
| Section 11 | Exemplary Damages Notice 5780-2020 | Go | 6 |
| Section 12 | Calculation of Distances | Go | 6 |
| Section 13 | Updating Amounts | Go | 7 |
| Section 14 | Information and Disclosure Obligations | Go | 7 |
| Section 15 | Assistance of a Travel Agency Service Provider in Receiving Benefits | Go | 8 |
| Section 16 | Compliance with Laws | Go | 8 |
| Section 17 | Provision in Favor of the Passenger | Go | 8 |
| Section 18 | Applicability to a Passenger on a Domestic Flight | Go | 8 |
| Section 19 | Prescription | Go | 8 |
| Section 20 | Reservation of Eligibility Due to Receipt of a Benefit under Foreign Law | Go | 8 |
| Section 21 | Change in Supplements | Go | 8 |
| Section 22 | Implementation and Regulations | Go | 8 |
| Section 23 | Amendment to the Aviation Services Licensing Law No.4 | Go | 8 |
| Section 24 | Commencement and First Regulations | Go | 8 |
| Section 25 | Canceled Flight Temporary Provision | Go | 8 |
| | First Supplement | Go | 9 |
| | Second Supplement | Go | 9 |
| | Third Supplement | Go | 9 |

**Airline Services Law (Compensation and Assistance Due to Flight Cancellation or Change
in Its Conditions), 5772-2012***

Definitions

(Temporary
Provision –
Amendment No.
1) 5780-2020

1. In this Law –
- "Temporary Provision" – (expired);
- "Benefits" – each of the following: refund of consideration, replacement flight ticket, financial compensation, and assistance services;
- "Refund" – as defined in Section 3(a)(2)
- "Travel package" – a combination of at least two travel agency services, including the booking or sale of a flight ticket;
- "Stopover" – a stay at an intermediate destination for the purpose of a connecting flight to the final destination;
- "Flight" – a flight departing from or to the territory of the State of Israel, including a flight that includes a stopover;
- "Cancelled Flight" – any of the following, however, a change in the flight number in itself will not be considered a canceled flight:
- 1) A flight that did not take place;
 - 2) A flight that departed at least eight hours late from the time specified in the flight ticket or with a delay determined in accordance with Section 6(h);
- "Final Destination" – the destination specified in the flight ticket on a direct flight, or – on a flight that includes a stopover – the final destination specified in the flight ticket;
- "Flight ticket" – a confirmation of an obligation to fly a passenger issued by a flight operator, organizer or someone authorized to do so, even if the confirmation was issued as part of a travel package; for this purpose, "confirmation" – including in an electronic message;
- "Alternative flight ticket" – as defined in Section 3(a)(3);
- "Organizer" – a person who leases capacity in an aircraft, in whole or in part, for the transport of passengers and their baggage, for the purpose of selling it to others;
- "Flight operator" – an operator of an aircraft for the purpose of transporting passengers and their baggage, for consideration, from, to or within the State of Israel;
- "Travel agency service provider" – a person who provides, for consideration, or not for consideration but on a regular basis, a travel agency service;
- "Financial compensation" – as defined in Section 3(a)(4) or (5), as the case may be;
- "Qualifying reason" – a ground that entitles a passenger to receive benefits as stated in Sections 5 to 9;
- "Airports Authority" – the Airports Authority established under the Airports Authority Law, 5737-1977;
- "Travel agency services" – as defined in the Tourism Services Law, 5736-1976;
- "Assistance services" – passenger services listed in Section 3(a)(1);
- "The Minister" – the Minister of Transport, National Infrastructure and Road Safety.

* Published in [B.L. 5772 No.2360](#) dated 29.5.2012 p. 414 p. 414 ([Knesset Bill 5772 No. 413](#) p. 6)
Amended [M.N. 5773 No. 6521](#) dated 30.12.2012 p. 1941 – Notice 5773- 2012; effective 1.1.2013
[M.N. 5774 No. 6731](#) dated 9.1.2014 p. 2888 – Notice 5774- 2014; effective 1.1.2014
[M.N. 5775 No. 6957](#) dated 31.12.2014 p. 2437 – Notice 5775- 2014; effective 1.1.2015

[M.N. 5776 No. 7183](#) dated 11.1.2016 p. 2621 – Notice 5756-2016- ; effective 1.1.2016

[M.N. 5776 No. 7412](#) dated 1.1.2017 p. 1136 – Notice 5776-2017- ; effective 1.1.2017

[M.N. 5777 No. 7657](#) dated 28.12.2017 p. 3742 – Notice 5777- 2017- ; effective 1.1.2018

[M.N. 5779 No. 8075](#) dated 10.1.2019 p. 6165 – Notice 5759-2019- ; effective 1.1.2019

[M.N. 5780 No. 8626](#) dated 7.1.2020 p. 2941 – Notice 5780- 2020; effective 1.1.2020

B.L. 5780 No. 2826 dated 14.7.2020 p. 224 ([Government Bill 5774 No. 1300](#) p. 50) – Temporary Provision – Amendment No. 1; effective from 1.3.2020 to 31.3.2021 and see sections 2 to 3 for application. Amended by [B.L. 5780 No. 2841](#) dated 13.8.2020 p. 376 ([Government Bill 5780 No. 1355](#) p. 646) – Temporary Provision – Amendment No. 1 (Amendment) 5780- 2020- [C.R. 5780 No. 8711](#) dated 25.8.2020 p. 2076 – Order 5780- 2020 (Amended by [C.R. 5781 No. 8845](#) dated 25.10.2020 p. 248 – Order 5781-2020 [C.R. 5781 No. 8949](#) dated 30.11.2020 p. 694 – Order (No. 2) 5781- 2020 [C.R. 5781 No. 9039](#) dated 31.12.2020 p. 1268 – Order (No. 3) 5781- 2020- ([B.L. 5781 No. 2877](#) dated 14.12.2020 p. 138 ([Government Bill 5781 No. 1373](#) p. 78) – Temporary Provision – Amendment No. 1 (Amendment No. 2) 5771-2020

[M.N. 5781 No. 9350](#) dated 6.1.2021 p. 2798 – Notice 5771-2021; effective 1.1.2021.

[M.N. 5782 No. 10120](#) dated 9.1.2022 p. 2728 – Notice 5782-2022; effective 1.1.2022.

[M.N. 5783 No. 11135](#) dated 22.2.2023 p. 3962 – Notice 5783-2023; effective 1.1.2023

2. The provisions of Section 1 shall also apply to a flight for which the departure date specified in the flight ticket issued for it is prior to the 5th of Adar 5771 (March 1, 2020), provided that the flight was from a destination from which, on the said departure date, a person returning from it was subject to home quarantine under a home quarantine order or that the flight was to a destination as aforesaid; in this section, “home quarantine order” – the Public Health Order (New Coronavirus) (Home Quarantine and Miscellaneous Provisions) (Temporary Provision), 5771-2020, as amended from time to time.

2A. Notwithstanding the provisions of this Law, with regard to a flight for which the departure date specified in the flight ticket issued for it is from the 29th of Kislev 5771 (December 15, 2020) onwards, Section 1 shall be read with these changes:

(1) In place of paragraph (2), there shall be substituted:

“(2) In section 3(a)(2), instead of “21 days from the date on which the passenger or travel agency service provider as stated in section 15, as the case may be, contacted him in writing”, there shall be substituted “30 days from the date specified in the flight ticket.”;

(2) Paragraph (2a) – shall not be read;

(2) In paragraph 4, subsections (a)(2) and (a1)(2), contained therein – the words “or (2a)” – shall not be read.

3. The Minister of Transport and Road Safety, in consultation with the Minister of Economy and Industry and with the approval of the Knesset Economy Committee, may, by order, extend the Effective Period for additional periods, provided that the total period of extension shall not exceed nine months in total, and all as long as there are restrictions imposed by countries on The entry of people into their territory or on flights to their territory, in order to protect against the new coronavirus, which significantly affects the movement of passengers to and from Israel.

2. (a) A passenger who has been issued a flight ticket for a flight for which a qualifying reason exists is entitled benefits, all or some, if he presents himself on time at the check-in counter of flight operator at the airport, and if no such check-in counter has been assigned to that flight – presents himself on time before a person appointed by the flight operator under Section 8c(a1) of the Aviation Services Licensing Law, 5723-1963, however, a passenger is not obliged to present himself on time if the

flight has been canceled; in this subsection, “presenting himself on time” – presenting himself on time at the time set for this purpose and brought to the passenger’s attention by the flight operator, the organizer or the provider of travel agency services, provided that the passenger is not required to present himself more than three hours before the scheduled time of departure of the flight, and if no such time has been set – at least 90 minutes before the said time of departure.

(b) Notwithstanding the provisions of subsection (a) a passenger shall not be entitled to benefits –

- (1) if he received a notification from the flight operator, the organizer, or the travel agency service provider (of his transfer to a flight other than that for which the flight ticket was issued to him, and he arrived at his final destination on the date specified in the original flight ticket;
- (2) if he received the flight ticket free of charge or if the flight ticket was purchased at a special rate not directly or indirectly given to the public unless the ticket was issued to him by virtue of his membership in a flight operator or organizer's benefit program.

Types of benefits

3. (a) The benefits under this Law are:

- (1) Assistance services free of charge, as specified below:
 - (a) Food and beverages according to the waiting time (in this Law – food and beverages);
 - (b) Hotel accommodation if a stay of one or more nights is required or if a stay longer than the stay planned by the passenger is required (in this Law – accommodation services);
 - (c) Transportation services between the airport and the hotel where the passenger as stated in subparagraph (b), and if the passenger chose to stay at another place within a reasonable distance from the airport, during the period of time as stated in that subparagraph – transportation services between that place and the airport (in this Law – transportation services);
 - (d) two telephone calls, as well as sending a message via facsimile or electronic mail at the passenger’s choice (in this Law – communication services);
- (2) Refund of consideration in the amount paid for a flight ticket, including any payment made for the flight ticket, including fees, levies, taxes and other mandatory payments, all subject to the provisions of subparagraph (b); a flight operator or organizer shall refund the passenger the consideration within 21 days from the date on which the passenger or travel agency service provider as stated in section 15, as the case may be, contacted him in writing;
- (2a) (expired);
- (3) An alternative flight ticket to the passenger's final destination, under conditions as similar as possible to the conditions of the original flight ticket issued to him and at the earliest possible date, or at a later date in coordination with the passenger, and subject to the existence of available seats on the flight;
- (4) Financial compensation as stated in the First Supplement; A flight operator or organizer shall pay the said compensation to the passenger within 45 days from the date on which the passenger or the travel agency service provider as stated in Section 15, as the case may be, contacted him in writing; The compensation shall be paid in cash, by bank transfer or by check, and if the passenger has expressly agreed to this in writing – in travelers’ checks or by another means of payment as agreed with him;
- (5) Financial compensation due to a change in the conditions of the flight ticket, as stated in the Second Supplement; A flight operator or organizer shall pay the said compensation to

(Temporary
provision -
Amendment No.
5780-2020

the passenger within 21 days from the date of the flight, in cash, by bank transfer or by check, and if the passenger has expressly agreed to this in writing – in travelers' checks or by another means of payment as agreed with him.

(b) Regarding the refund of consideration –

- (1) If a flight ticket was purchased for a flight that includes an intermediate stopover which is operated by that flight operator, and a qualifying reason existed for a leg of the flight – the passenger shall be entitled to receive the full consideration paid for the flight ticket even if a leg of the flight actually took place, provided that the passenger did not reach the final destination; If the passenger reached the intermediate destination on the flight as stated and decided not to fly to his original final destination due to the qualifying reason, he shall be entitled to receive from the flight operator, without compensation, also a flight ticket back to the point of departure, in addition to the refund of the consideration;
- (2) If a round-trip flight ticket was purchased, including a round-trip flight ticket for a flight that includes a stopover, and there was a qualifying reason for the outbound flight to be from the point of departure to be cancelled– the passenger will be entitled to receive the full amount paid for the flight ticket; If a qualifying reason exists for the return flight from the destination to the point of departure – the passenger will be entitled to receive half of the amount paid for the flight ticket; With regard to a flight ticket as stated for a flight that includes an intermediate stopover – if the flight, and the passenger has reached the intermediate destination, and due to the qualifying reason, he decided not to fly to his original final destination due to the qualifying reason, he will be entitled to receive from the flight operator, free of charge, a return flight ticket to the point of departure, in addition to a refund of the amount;
- (3) If a passenger is issued a flight ticket as part of a travel package, its price will be calculated according to the distance of the flight on which the qualifying reason existed, the type of flight and the type of service class in which the passenger flew on the flight, all as specified in the Third Supplement, unless it is 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 refund if he chose to receive an alternative flight ticket or if he chose to fly on a flight on which the qualifying reason existed, provided that if he was offered a flight ticket for a flight from another airport and he accepted this offer – he will also be entitled to reimbursement of expenses for transportation to that airport.

(c) In subsection (b) –

“Stopover” – a stay at an intermediate destination, for a maximum of 24 hours, for the purpose of a continuing flight to the final destination;

“Round-trip flight ticket” – a flight ticket for a flight departing from a point of departure to a specific destination and for a flight from the same destination back to the point of departure, provided that the flights are operated by the same flight operator;

“Flight operator” – the flight operator that issued the flight ticket, including an organizer or someone on their behalf.

4. A flight operator or organizer from whom the passenger receives service, even if there is no agreement between him and the passenger, shall be deemed to be performing on behalf of the person with whom the passenger entered into an agreement the obligations imposed under this Law.
5. (a) A flight operator or organizer who refuses to fly a passenger to whom a flight ticket has been issued, including due to overbooking, shall first contact the passengers registered on the flight and

Liability of the
flight operator
and organizer

Refusal to fly a
passenger on a
flight

check whether there is a passenger among them who is willing to give up his seat on the flight for a consideration to be agreed upon between that passenger and the flight operator or organizer; in this subsection, "overbooking" – the registration of reserved seats on an aircraft, approved by a flight operator, organizer or someone on their behalf, in a number exceeding the capacity of the aircraft.

(b) A passenger whom a flight operator or organizer refused to fly and who did not agree to give up his seat on the flight for an agreed fee as stated in subsection (a), is entitled to receive from the flight operator or organizer assistance services and financial compensation as stated in the First Supplement, and also at the passenger's choice - refund of the fee or an alternative flight ticket.

(c) Notwithstanding the provisions of subsection (b), a flight operator or organizer who offered a passenger an alternative flight ticket, and the passenger accepted this offer, may reduce by half the amount of the financial compensation to which the passenger is entitled under the provisions of that subsection, except in the circumstances as stated in section 6(d), provided that the delay in the landing date at the passenger's final destination compared to the original landing date at that destination is as detailed below:

- (1) Up to four hours – if the flight distance does not exceed 2,000 km;
- (2) Up to five hours – if the flight distance exceeds 2,000 km and does not exceed 4,500 km;
- (3) Up to six hours – if the flight distance exceeds 4,500 km.

(d) The provisions of this section shall not apply if, for security reasons, due to the passenger's health condition or due to concerns about the safety of the flight, the passenger cannot be flown on the flight, or if he does not have adequate travel documents.

(e) Notwithstanding the provisions of subsection (d), a passenger shall be entitled to receive from a flight operator or organizer who has refused to fly him for security reasons as stated in that subsection, financial compensation according to subsection (b), provided that all of the following have been met:

- (1) He arrived at the airport at least three hours before the departure time stated in the flight ticket (or the scheduled flight time);
- (2) He cooperated in the security check that was conducted regarding him, and at the end of the check it was found that he could be flown;

6. (a) A passenger who was issued a flight ticket for a canceled flight shall be entitled to receive from a flight operator or the organizer the following benefits:

- (1) Assistance services;
- (2) Refund or an alternative flight ticket, at the passenger's choice;
- (3) Financial compensation as stated in the First Supplement.

(b) A flight operator or organizer who offered a passenger an alternative flight ticket as stated in subsection (a)(2) and the passenger accepted this offer, may reduce by half the amount of financial compensation to which the passenger is entitled under the provisions of subsection (a)(3), provided that the delay in the time of landing at the passenger's final destination compared to the original time of landing at that destination is as detailed below:

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

(c) Notwithstanding the provisions of subsection (a), a passenger whose flight has been cancelled shall not be entitled to financial compensation as stated in the First Supplement, if the flight operator or organizer proves that the passenger received a notice of this from the flight operator, the organizer, or the travel agency service provider -

A flight that was
cancelled
(Temporary
provision –
Amendment No.
1) 5780-2020

- (1) at least 14 days before the flight time specified in the flight ticket;
 - (2) between seven and 14 days before the flight date specified in the flight ticket, and the flight operator (or organizer) offered him an alternative flight whose departure time is at most two hours before the flight time stated in the original flight ticket, and whose landing time at the final destination is no later than four hours after the original landing time at that destination;
 - (3) less than seven days before the flight time stated in the flight ticket, and the flight operator or the organizer has offered him an alternative flight whose departure time is at most one hour before the flight time stated in the original flight ticket, and whose landing time at the final destination is no later than two hours after the original landing time at that destination.
- (d) The provisions of subsection (c) shall not apply if the passenger refused to fly on an alternative flight offered to him because the offer was not given to the person joining him on the flight according to the passenger's notice, or because the passenger is unable to fly on the alternative flight for security, religious or medical reasons.
- (e) Without derogating from the provisions of subsection (c), a passenger whose flight was cancelled shall not be entitled to financial compensation as stated in the First Supplement, if the flight operator or organizer proves that one of the following has occurred:
- (1) The flight was cancelled due to special circumstances beyond its control, and even if it had done everything in its power – it could not have prevented its cancellation due to those circumstances;
 - (2) The flight was cancelled due to a strike or a protected shutdown;
 - (3) The flight was cancelled in order to avoid desecrating Shabbat or a holiday.
- (f) A flight operator or organizer who notifies a passenger of a cancelled flight shall present him with alternatives for reaching the final destination.
- (g) The burden of proof regarding the provision of notice to the passenger of a cancelled flight shall apply to the flight operator or organizer.
- (h) The Minister, with the consent of the Minister of Industry, Trade and Employment, may increase or decrease the number of hours specified in the definition of "cancelled flight", provided that it does not change the number of hours by more than four hours compared to the number specified as aforesaid; if the Minister reduces the number of hours, he shall determine adjustment provisions regarding benefits due to a flight that departed late.
7. (a) A passenger who was issued a flight ticket for a flight that departed at least two hours late from the time specified in the flight ticket is entitled to receive from the flight operator or the organizer food and beverages and communication services.
- (b) Without derogating from the provisions of subsection (a), a passenger who was issued a flight ticket for a flight that departed five hours and less than eight hours late from the time specified in the flight ticket is entitled to a refund or an alternative flight ticket, at his choice; a passenger who was offered an alternative flight ticket for a flight that was supposed to depart the next day and chose to accept it is also entitled to receive accommodation and transportation services; however, if the flight departed late as aforesaid due to a strike or a protected shutdown, the passenger will be entitled to a refund and only food and beverages and communication services.
8. (a) A passenger who has been issued a ticket for a flight whose departure time has been brought forward by more than five hours and not more than eight hours, and has received notice thereof from the flight operator, the organizer or the travel agency service provider less than 14 days before the flight time stated in the flight ticket, shall be entitled to a refund or a replacement flight ticket, at his option.

A flight that
departed late

A flight whose
departure time
has been
brought
forward.

(b) A passenger who has been issued a ticket for a flight whose departure time has been advanced by more than eight hours, and has received notice thereof as stated in subsection (a), shall be entitled to the following benefits:

(1) Financial compensation as stated in the First Supplement, except for circumstances as stated in section 6(e)(1) and (2);

(2) Refund of payment or an alternative flight ticket, at his option.

9. (a) If a flight operator or organizer decides to transfer a passenger to a class higher than that specified in the flight ticket issued to him, he shall not demand an additional payment from the passenger for such transfer.

(b) A flight operator or organizer who transfers a passenger to a class lower than that specified in the flight ticket issued to him shall pay the passenger financial compensation for a change in the terms of the flight ticket, as stated in the Second Supplement, in an amount calculated as a percentage of the price of the flight ticket paid by the passenger, and if the flight includes a stopover – in an amount equal to the price paid for the flight ticket multiplied by the ratio between the distance of the flight in which the passenger was transferred to a class lower than that specified and the total flight distance; If the flight ticket was purchased as part of a travel package – the price of the flight ticket for the purposes of this subsection shall be calculated according to the provisions of Section 3(b)(3)

10. (a) A flight operator, organizer or anyone authorized to do so shall not issue a passenger a flight ticket whose flight date is not the date approved in advance by the Airports Authority and as a result the flight was not supposed to take off on the date specified as aforesaid, unless –

(1) the passenger received notification of the flight date approved by the flight operator, from the organizer or from someone who authorized it, at least three months before that date;

(2) the Airports Authority has retrospectively approved the flight date specified in the flight ticket.

(b) The provisions of this section shall not apply to a travel agency service provider who is not an organizer.

11. (a) The court may award a passenger who was issued a flight ticket compensation that is not dependent on the damage (in this section – exemplary damages), in an amount not exceeding 11,120 new shekels, if it finds that one of the following was knowingly done:

(1) the flight operator or organizer -

(a) did not provide benefits to a passenger who refused to fly, in violation of the provisions of section 5;

(b) did not provide benefits to a passenger whose flight was canceled, in violation of the provisions of section 6;

(c) did not provide benefits to a passenger whose flight departed late, contrary to the provisions of Section 7;

(d) did not provide benefits to a passenger whose flight departure date was brought forward, contrary to the provisions of Section 8;

(e) did not provide financial compensation due to a change in the terms of the flight ticket as stated in the Second Supplement, to a passenger who was transferred to a class lower than that specified in his flight ticket, contrary to the provisions of Section 9(b);

(2) a flight operator, organizer or someone authorized to do so issued a flight ticket to a passenger whose flight date specified therein is not the date approved in advance by the Airports Authority, and as a result the flight was not supposed to take off on the specified date as stated, contrary to the provisions of Section 10, and it was canceled or took off with a gap exceeding two hours from the time specified in that flight ticket.

(Temporary provisions
– Amendment No. 1)
5780-2020

Change in the
terms of the
flight ticket

Issue of flight
ticket for a flight
whose dates
were not
approved in
advance

Exemplary
damages
Notice 5783-
2023

(b) In determining the amount of compensation, the court shall, inter alia, take into account the considerations detailed below, and shall not take into account the amount of the damage caused to the passenger due to the cancellation of the flight or the change in the departure date or conditions:

- (1) Enforcement of the Law and deterrence against its violation;
- (2) Encouraging the passenger to exercise his rights;
- (3) Whether the violation is a repeated violation;
- (4) The seriousness of the violation and its circumstances;
- (5) The monetary value of the transaction in connection with respect to which the violation was committed.

(c) The provisions of this section shall not detract from a passenger's right to benefits due to that violation.

Calculation of
distances 12. The distances specified in this Law shall be calculated according to the shortest distance between two points on a spherical surface.

Update of
amounts 13. The amounts specified in this Law shall be updated on January 1 of each year (in this section - the update day) according to the rate of increase of the new index compared to the basic index, and shall be rounded to the nearest amount that is a multiple of ten new shekels; The Director General of the Ministry of Transport, National Infrastructure and Road Safety shall publish the updated amounts in a notice in the Official Gazette and on the Ministry's website; In this subsection –

"The new index" – the index most recently published in November preceding the date of the update;

"The basic index" – the index published in January 2012;

"Index" – the consumer price index published by the Central Bureau of Statistics.

Duties of
notification and
disclosure 14 . (a) (1) A flight operator or organizer shall display, in a place where it receives the public, an advertisement detailing the passenger's right to benefits in the event of a refusal to board a flight, a flight delay, a flight advance or its cancellation (in this section - passenger information), in a visible place and in clear and legible letters;

(2) A flight operator, organizer and provider of travel agency services offering flight tickets for sale shall publish passenger information on their websites, if any, in a prominent manner;

(3) A holder of a license to operate an airport under the Aviation Law, 5771-2011, shall install at each airport that it operates signage displaying passenger information, in a visible place in clear and legible letters;

(4) The Minister may establish provisions regarding passenger information, including the wording of the advertisements and the signage as stated in this subsection.

(b) A passenger who has been issued a flight ticket for a flight for which there is a qualifying reason, is entitled to receive from the flight operator or the organizer a document detailing his right to benefits.

(c) A flight operator or organizer who issues a flight ticket to a passenger shall provide him with details regarding the whereabouts at the airport of a person appointed under the provisions of Section 8C(A1) of the Aviation Services Licensing Law, 5723-1963, in order to assist passengers in exercising their rights in accordance with the provisions of this Law and regarding methods of the contract with him; the obligation to provide such details shall also apply to a travel agency service provider who sells a flight ticket to a passenger, provided that he received the details from the flight operator or the organizer.

Assistance of
travel agency
service provider in
receiving benefits
(Temporary
provision –
Amendment No.
1) (Amendment
No. 2) 5781-2020 15. In order to receive financial compensation or a refund of consideration, a passenger may request the travel agency service provider from whom he purchased the flight ticket for a flight on which a qualifying cause existed, to assist him in receiving the said benefits; if the passenger so requests, the

Aviation Services Law (Compensation and Assistance Due to Flight Cancellation
or Change in Its Conditions), 5772-2012

Complete and Updated Version

travel agency service provider shall contact the operator the flight, to the organizer or to someone on their behalf, to exercise the passenger's entitlement to those benefits, in accordance with the provisions of this Law.

- | | | |
|---|-----|---|
| Compliance with the Law | 16. | The provisions of this Law do not derogate from the provisions of any law, including the passenger's right to compensation under any law. |
| Condition – in favor of the passenger | 17. | The provisions of this Law may not be conditioned, except in favor of the passenger. |
| Application to passenger in domestic flight (Temporary provision - Amendment No. 1) 5780-2020 | 18. | The provisions of this Law shall also apply, with the necessary changes, to a passenger on a flight whose point of departure and final destination are in the territory of the State of Israel, however, no financial compensation shall be given to the passenger as aforesaid except according to the provisions determined by the Minister; in regulations under this section, the Minister may determine, among other things, circumstances in which such compensation shall not be given. |
| Prescription | 19. | The prescription period for a claim for violation of the provisions of this Law is four years from the date on which the qualifying cause arose. |
| Restriction to entitlement for benefits according to foreign law | 20. | A passenger who has received a benefit under a foreign law due to circumstances that establish a qualifying cause shall not be entitled to benefits under this Law of the same type as he received as aforesaid. |
| Change to Addendums | 21. | The Minister may, by order, amend the addendums to this Law. |
| Implementation and Regulations | 22. | (a) The Minister is responsible for the implementation of this Law. (b) Regulations and orders under this Law require the approval of the Knesset Economics Committee. |
| Amendment of the Aviation Services Licensing Law – No. 4 | 23. | In the Aviation Services Licensing Law, 5723 1963- (1) In section 6, “flights” will be replaced by “operations”; (2) In section 8, everywhere, “the Minister of Transport” will be replaced by “the Minister”; (3) In section 8C, after subsection (a) there shall be: “(A1)(1) The Director shall not grant an operating permit, unless the applicant for the permit has undertaken to appoint a person on his behalf for the purpose of assisting passengers to exercise their rights in accordance with the provisions of the Compensation and Assistance Law, on each flight he operates, who shall be present at the airport at least three hours before the scheduled departure time of the flight, and until 30 minutes after departure; (2) The obligation to appoint a person according to the provisions of paragraph (1) shall also apply at an airport outside Israel, with respect to a flight to Israel, provided that the passenger has been issued a round-trip flight ticket for a flight from and to Israel, including a flight that includes a stopover; (3) In this subsection – ("Compensation and Assistance Law" – Aviation Services Law (Compensation and Assistance Due to Flight Cancellation or Change or Its Terms), 5772 2012; "Stopover" and "Travel Agency Service Provider" – as defined in the Compensation and Assistance Law; "Round-trip flight ticket" – as defined in section 3(c) of the Compensation and Assistance Law." |
| Commencement and first regulations | 24. | (a) This Law shall come into effect on 28th Av 5772 (August 16, 2012) (hereinafter – the Commencement Date). (b) First regulations under section 18 shall be submitted for approval by the Knesset Economy Committee within nine months of the Commcenenent Date; if no such regulations have been brought by that date, the provisions of this Law shall also apply to a passenger on a domestic flight. |

Aviation Services Law (Compensation and Assistance Due to Flight Cancellation
or Change in Its Conditions), 5772-2012

Complete and Updated Version

25. During the period from the Commencement Date until the 10th day of Tevet 5775 (January 1, 2015), paragraphs (1) to (3) of section 6(b) shall be read as follows:
- (1) In paragraph (1), instead of "up to two hours" shall be read "up to four hours";
 - (2) In paragraph (2), instead of "up to three hours" shall be read "up to five hours";
 - (3) In paragraph (3), instead of "up to four hours" shall be read "up to six hours".

A flight that
has been
cancelled –
Temporary
provision

Notice 5783-2023

First Supplement
(Section 3(a)(4))
Monetary Compensation

| Flight distance (in kilometers) | Amount (in new shekels) |
|---------------------------------|-------------------------|
| Up to 2,000 | 1,390 |
| Up to 4,500 | 2,200 |
| Above 4,500 | 3,340 |

Second Supplement
(Section 3(a)(5))
Monetary compensation due to change in the terms of the flight ticket

| Change in the terms of the flight ticket | Percentage of the ticket price 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 business class to economy class, on a flight exceeding 4,500 km | 100% |

Third Supplement
Section 3(b)(3))
Price of a flight ticket issued as part of a travel package

| Type of flight and type of service class | One-way flight distance (in km) | | |
|---|---------------------------------|-------------|------------|
| | Up to 2,000 | Up to 4,500 | Over 4,500 |
| | Price (in new shekels) | | |
| Charter flight or scheduled flight in economy class | 830 | 1,670 | 2,780 |
| Scheduled flight in business class | 2,200 | 3,890 | 6,950 |
| Scheduled flight in first class | 4,450 | 7,790 | 13,900 |

Benjamin Netanyahu
Prime Minister

Israel Katz
Minister of Transportation National Infrastructure
and Road Safety

Aviation Services Law (Compensation and Assistance Due to Flight Cancellation
or Change in Its Conditions), 5772-2012

Complete and Updated Version

Shimon Peres
President of the State

Reuven Rivlin
Speaker of the Knesset

[Notice to subscribers about drafting and changes to case law, legislation and more on the Nevo website - click here](#)