

EL AL'S POLICY FOR TRAVEL AGENTS

In cases of flight
changes or
cancellations

INVOL

A short and unplanned irregularity, including a flight change or cancellation of more than 5 hours from the original departure time, occurring within 48 hours of the scheduled departure

SKCHG

A planned long-term schedule change, including time changes and cancellations occurring more than 48 hours before the scheduled departure



EL AL TICKET (114)

> **Online Journey**
(Journey with direct flights)

> **Interline Journey**
(Journey with connecting flights)

> Cancellation /
schedule change
of 5 hours or more



> Cancellation /
schedule change
of 5 hours or more

> Schedule change
of less than 5 hours

> Flight is within the
next 48 hours

> Flight is more than
the next 48 hours

> Flight is within the
next 48 hours

> Flight is more than
the next 48 hours

> Flight is within the
next 48 hours

> Flight is more than
the next 48 hours

> Amendment 1

> Amendment 3

> Amendment 2

> Amendment 4

> Amendment 5

> Amendment 6

Handling Procedure

Amendment 1 - INVOL:

Direct Flights, Cancellation / Schedule Change of 5 Hours or More, Within the Next 48 Hours

Possible Alternatives via Self-Service	Permitted time range for alternative flight	Allowed cabin for alternative flight	Allowed Reservation Booking Designator (RBD) for Alternative Flight	Change fee	Cancellation fee	Fare Difference	Tax Difference	INVO Identification in Booking	INVO Identification on Ticket
Direct alternative flight by EL AL / Sundor to the same destination	UP to- /+3 days from the original flight	Original	Original	X	X	X	X	OSI LY INVOL REISSUED DUE TO LY IROP	FE INVOL LY MORE THAN FIVE HRS
Direct alternative codeshare flight marketed by EL AL to the same destination			If the original Reservation Booking Designator (RBD) is unavailable, the lowest available Reservation Booking Designator (RBD), should be used	X	X	X	X		
Alternative flight with a connection – EL AL / Sundor flight + connecting flight with partner airline				X	X	X	X		
Issuance of a voucher for the full ticket value (prior to departure), including ancillaries	To be executed through EL AL website								
Partial refund for the affected segment, including ancillaries	To be executed through XXX (BSP/ARC..)							OSI LY INVOL REFUNDED DUE TO LY IROP	FE INVOL LY MORE THAN FIVE HRS
Full refund (prior to departure), including ancillaries	To be executed through GDS								

Amendment 2 - INVOL:

EL AL / Sundor flight with **connecting flight**, Cancellation / Schedule Change of 5 Hours or More,
Within the Next 48 Hours

Possible Alternatives via Self-Service	Permitted time range for alternative flight	Allowed cabin for alternative flight	Allowed Reservation Booking Designator (RBD) for Alternative Flight	Change fee	Cancellation fee	Fare Difference	Tax Difference	INVO Identification in Booking	INVO Identification on Ticket
EL AL / Sundor / EL AL-marketing codeshare flight matching original connection	UP to- /+3 days from the original flight	Original	Original	X	X	X	X	OSI LY INVOL REISSUED DUE TO LY IROP	FE INVOL LY MORE THAN FIVE HRS
Alternative connecting flight matching new schedule – preference for EL AL codeshare			If the original Reservation Booking Designator (RBD) is unavailable, the lowest available Reservation Booking Designator (RBD), should be used	X	X	X	X		
Route change leading to the original destination (e.g., TLV-JFK-LAX to TLV-BOS-LAX)			X	X	X	X			
Change to an available direct EL AL / Sundor flight to the original destination (e.g., TLV-JFK-LAX to TLV-LAX)			X	X	X	X			
Issuance of a voucher for the full ticket value (prior to departure), including ancillaries	To be executed through EL AL website								
Partial refund for the affected segment, including ancillaries	To be executed through XXX (BSP/ARC..)							OSI LY INVOL REFUNDED DUE TO LY IROP	FE INVOL LY MORE THAN FIVE HRS
Full refund (prior to departure), including ancillaries	To be executed through GDS								

Amendment 3 – SKCHG:

Direct Flight, Cancellation / Schedule Change of 5 Hours or More,
more than the next 48 Hours

Possible Alternatives via Self-Service	Permitted time range for alternative flight	Allowed Cabin for Alternative Flight	Allowed Reservation Booking Designator (RBD) for Alternative Flight	Change fee	Cancellation fee	Fare Difference	Tax Difference	SCHG Identification in Booking	SCHG Identification on Ticket
Direct alternative flight by EL AL / Sundor to the same destination	UP to ±3 days from the original flight	Original	Original	X	X	X	X	OSI LY REISSUED DUE TO LY SKCHG	FE SKCHG LY MORE THAN FIVE HRS
Direct alternative codeshare flight marketed by EL AL to the same destination	UP to ±3 days from the original flight	Original	Original	X	X	X	X		
Alternative flight with a connection – EL AL / Sundor flight + connecting flight per EL AL's published routings to the original destination	UP to -/+3 days from the original flight	Original	EL AL / Sundor – Original Connecting flight – book the other carrier's Reservation Booking Designator (RBD), according to EL AL's fare structure for the original destination	X	X	X	X		
Issuance of a voucher for the full ticket value (prior to departure), including ancillaries	To be executed through EL AL website								
Partial refund for the affected segment, including ancillaries	To be executed through XXX (BSP/ARC..)							OSI LY REFUNDED DUE TO LY SKCHG	FE SKCHG LY MORE THAN FIVE HRS
Full refund (prior to departure), including ancillaries	To be executed through GDS								

Amendment 4 - SKCHG:

EL AL / Sundor flight with **connecting** flight, Cancellation / Schedule Change of 5 Hours or more to the final destination, more than the next 48 hours

Possible Alternatives via Self-Service	Permitted time range for alternative flight	Allowed Cabin for Alternative Flight	Allowed Reservation Booking Designator (RBD) for Alternative Flight	Change fee	Cancellation fee	Fare Difference	Tax Difference	SCHG Identification in Booking	SCHG Identification on Ticket
El Al / Sundor / El Al-marketing codeshare flight matching original connection	UP to - /+3 days from the original flight	Original	EL AL / Sundor – Original -----	X	X	X	X	OSI LY REISSUED DUE TO LY SKCHG	FE SKCHG LY MORE THAN FIVE HRS
Alternative flight with a connection – EL AL / Sundor flight + connecting flight per El Al's published routings to the original destination			Connecting flight – book the other carrier's Reservation Booking Designator (RBD), according to EL AL's fare structure for the original destination	X	X	X	X		
Route change leading to the original destination (e.g., TLV-JFK-LAX to TLV-BOS-LAX)				X	X	X	X		
Issuance of a voucher for the full ticket value (prior to departure),including ancillaries	To be executed through EL AL website								
Partial refund for the affected segment, including ancillaries	To be executed through XXX (BSP/ARC..)							OSI LY REFUNDED DUE TO LY SKCHG	FE SKCHG LY MORE THAN FIVE HRS
Full refund (prior to departure), including ancillaries	To be executed through GDS								

Amendment 5

EL AL / Sundor flight with **connecting flight**, Cancellation / Schedule Change of less than 5 Hours accumulated to the final destination, Within the Next 48 Hours

Possible Alternatives via Self-Service	Permitted time range for alternative flight	Allowed Cabin for Alternative Flight	Allowed Reservation Booking Designator (RBD) for Alternative Flight	Change fee	Cancellation fee	Fare Difference	Tax Difference	SCHG Identification in Booking	SCHG Identification on Ticket
EL AL / Sundor / EL AL-marketing codeshare flight matching original connection	UP to - /+3 days from the original flight	Original	Original	X	V	X	X	OSI LY INVOL REISSUED DUE TO LY IROP	FE INVOL LY LESS THAN FIVE HRS
Alternative connecting flight matching new schedule – preference for EL AL codeshare			If the original Reservation Booking Designator (RBD) is unavailable, the lowest available Reservation Booking Designator (RBD), should be used	X	V	X	X		
Route change leading to the original destination (e.g., TLV-JFK-LAX to TLV-BOS-LAX)				X	V	X	X		

Amendment 6

EL AL / Sundor flights with **connecting flight**, Cancellation / Schedule Change of less than 5 Hours accumulated to the final destination, more than the next 48 Hours

Possible Alternatives via Self-Service	Permitted time range for alternative flight	Allowed Cabin for Alternative Flight	Allowed Reservation Booking Designator (RBD) for Alternative Flight	Change fee	Cancellation fee	Fare Difference	Tax Difference	SCHG Identification in Booking	SCHG Identification on Ticket
EL AL / Sundor / EL AL-marketing codeshare flight matching original connection	UP to - /+3 days from the original flight	Original or any cabin	EL AL / Sundor - Original -----	X	V	V	V	OSI LY REISSUED DUE TO LY SKCHG	FE SKCHG LY LESS THAN FIVE HRS
Alternative connecting flight matching new schedule – preference for EL AL codeshare			Connecting flight – book the other carrier's Reservation Booking Designator (RBD), according to EL AL's fare structure for the original destination	X	V	V	V		
Route change according to available options to the original destination in EL AL's fare structure – preference for EL AL codeshare connections				X	V	V	V		

Ancillary Handling Procedure



Ancillary (EMD)
Seating / baggage /
all ancillary products

New ancillary is identical to the original service in type and cost, with no change in destination

***example 1**



The ancillary must be rebooked in the GDS for automatic association

New ancillary is different from the original service in type and cost

****example 2**



A full refund must be processed in the BSP/ARC and the ancillary must be rebooked in the GDS

*** Example 1**

Seating – The originally selected seat was purchased in row 22 for Front seat type, the new seat is also of the same Front seat type.

Baggage – The second bag was purchased for \$50, and the new baggage charge is still \$50.

**** Example 2**

Seating – The original selected seat was purchased in row 22 for Front seat type, the new seat is for **EXTRA SPACE** seat type.

Baggage – The second bag was purchased for \$50, and the new charge is \$70.

****In case the procedure above can not be handled independently, contact the agent support Call center/ EL AL offices for assistance**

Additional instructions

