



## Notification of Rights under Israel Aviation Services Law 5772-2012

This Notification contains important information about your rights under the Israel's Aviation Services Law (Compensation and Assistance for Flight Cancellation and Change of Conditions), 5772-2012 (the "ASL"). The rights established under the ASL applies to all flights operating To and From the State of Israel in the Event of a Flight Cancellation, Flight Delay, or Denied Boarding or Downgrading, provided that:

- You have a confirmed reservation on a flight operated by Air India to/from Israel, purchased at a fare available directly to the public, including a frequent flyer program; and
- You have presented yourself at the check-in counter at least ninety (90) minutes before the scheduled flight time (except in case where the flight has been cancelled); and
- You have not been denied boarding by reason of a matter set out in our General Terms & Conditions of Travel or related regulations; and
- You have been denied boarding involuntarily or your flight is delayed by more than two (2) hours beyond its scheduled departure time or cancelled.

### Flight Cancellation and delays by more than eight (8) hours:

In the event your flight is cancelled, was brought forward, delayed by more than 8 hours, you are entitled to the rights set out in Part A,B and C of the Description of Your Rights section of this Notice. In addition, you may not be entitled to compensation if the following exemptions apply (the "Exemptions"):

- You are informed of the cancellation at least two weeks before the scheduled time of departure; or
- You are informed of the cancellation between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than two hours before the scheduled time of departure and reach your final destination less than four hours after the scheduled time of arrival; or
- You are informed of the cancellation less than seven days before the scheduled time of departure and are offered re-routing, allowing you to depart no more than one hour before the scheduled time of departure and to reach your final destination less than two hours after the scheduled time of arrival; or
- The cancellation is due to extraordinary circumstances which were not under the Airline's control even if the Airline had done whatever was under its control; the flight was cancelled due to strike or protected work-by-rule strike; the flight has been cancelled in order to prevent the desecration of the Sabbath or a Jewish holiday.

### Flight delays between two (2) and eight (8) hours:

In the event your flight is delayed for two (2) hours or more, but less than eight (8) hours, beyond its scheduled time of departure, you will be entitled to the relevant benefits stipulated in Part C of the Description of Your Rights section of this notice.

### Denied Boarding:

Before we deny boarding to any passenger, we will check if there is a volunteer amongst the passengers who is willing to surrender their seat in exchange for agreed upon consideration. If there are insufficient volunteers and we deny you boarding involuntarily, you are entitled to the relevant rights set out in Part A, B and C of the Description of Your Rights section of this notice.

Please note that you may not be entitled to any benefit in case your boarding has been denied in circumstances where there are reasonable grounds to deny boarding such as reasons of health, safety, or inadequate travel documentation.

### Downgrade:

In the event we are unable to seat you in a class for which you purchased your tickets, you may be entitled to compensation as set out in Part D of the Description of Your Rights section of this notice.

### Description of Your Rights:

#### A. Right to Compensation:

If your flight is cancelled or delayed by eight (8) hours or more with respect to the scheduled departure time or you are involuntarily denied boarding, you are entitled to receive, subject to exemptions provided hereinabove, the following amount from us:

1. For flights up to 2000 km- NIS 1490
2. For flights up to 4500 km- NIS 2390
3. For flights above 4500 km- NIS 3580

Note: Amount may change annually in accordance to index update.

The amount of compensation shall be reduced by 50% provided that the delay in the landing time at the final destination compared with the original landing time does not exceed the scheduled arrival time of the flight originally booked by 2 hours (flights falling under 1), 3 hours (flights falling under 2) or 4 hours (flights falling under 3). Compensation, if due, will be made within 45 days of receipt of written request on Customer Affairs Department. Please note that Air India is entitled to refuse compensation if any of the Exemptions apply.

#### B. Right to Reimbursement or Re-Routing:

If you were denied boarding or your flight is cancelled or delayed at least 5 hours, you may choose between:

- Reimbursement in the amount paid for the flight ticket, including fees, levies, taxes and other obligatory payments within 21 days of receipt of written application Replacement flight ticket to your final destination; or
- re-routing, under comparable transport conditions, to your final destination at the earliest opportunity; or
- re-routing, under comparable transport conditions, to your final destination at a later date at your convenience, subject to availability of seats.

If your flight is delayed by at least five hours and you elect not to travel, you are entitled to receive reimbursement as set out in point (a) above, together with, when relevant, a return flight to the first point of departure, at the earliest opportunity.

If you do not wish to continue with your initial travel plans when there is a delay of at least 5 hours, you may choose reimbursement or rerouting. However, if the flight's delay is due to a protected strike, you will only be entitled to reimbursement; and a) and b) above. Where it is not feasible for the Airline to arrange the care set out above, it will reimburse you for your reasonable receipted expenses upon application to the Airline Customer Affairs Department.

Reimbursement in the amount paid for the Flight Ticket, including fees, levies, taxes, and other obligatory payments within 21 days of receipt of written application.

#### C. Right to Care

The assistance as described in this section is provided in the event that a flight time of departure is delayed by at least two hours from the scheduled departure.

If the Airline expects a flight to be delayed by at least 2 hours you will be offered free of charge:

- meals and refreshment vouchers in reasonable relation to the waiting time, as long as it will not further delay the departure of the aircraft
- two telephone calls, telex or fax messages or e-mails;

If the Airline expects a flight to be delayed by 5 hours and less than 8 hours, you will also be offered free of charge, if applicable:

- hotel accommodation in cases where a stay of one or more nights becomes necessary, or where a stay additional to that intended by you becomes necessary;
- transport between the airport and place of accommodation (hotel or other).

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

If we are unable to seat you in the class for which your ticket was purchased, and are only able to offer you a seat in a class which is lower than the class for which your ticket was purchased, you will be entitled to the following compensation that will be calculated on the basis of the ratio between the total paid rate and the portion of flight in which a seat in a lower class was provided :

- 60 % of the rate of flight ticket paid by the passenger in case of transfer from First Class to Business Class,
- 80 % of the rate of flight ticket paid by the passenger in case of transfer from Business Class to Economy Class,
- 90 % of the rate of flight ticket paid by the passenger in case of transfer from First Class to Economy Class,
- 100 % of the rate of flight ticket paid by the passenger in case of transfer from First Class or from Business Class to Economy Class in a flight longer than 4500 km.