THE RIGHTS REFERED TO IN THIS DOCUMENT APPLY IN THE FOLLOWING CIRCUMSTANCES:

- Delta Air Lines is the flight operator;
- You are traveling on a flight departing from an airport in Israel or a flight arriving at an airport in Israel;
- You have a confirmed reservation on a flight operated by Delta;
- You are fully checked-in by the time indicated on your Delta Flight Ticket
- You are traveling on a fare available directly or indirectly to the public, or on a ticket issued under a frequent flyer program.

----------CANCELLATIONS AND DELAYS OF 8 HOURS OR MORE----------

ASSISTANCE
If your flight is cancelled or delayed at least 8 hours, you may choose between:
- Replacement Flight Ticket to your final destination; or
- 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

In addition, you will receive free of charge:
- food and drink in accordance to the waiting time (Food and Drink);
- hotel accommodation in cases where an overnight stay or a stay in addition to that which you originally intended becomes necessary, including transport (Accommodation and Travel Services); and
- 2 telephone calls, fax messages or e-mails (Communication Services).

COMPENSATION
Monetary compensation for a cancellation or delay greater than 8 hours is not payable if the cancellation is brought to your attention:
1. 14 days or more before the scheduled time of departure;
2. between 7 and 14 days before the scheduled time of departure and you were offered re-routing with a departure no more than 2 hours before the scheduled time of departure and an arrival at your final destination less than 4 hours after the scheduled time of arrival; or
3. less than 7 days before the scheduled time of departure and you were offered re-routing with a departure no more than 1 hour before the scheduled time of departure and an arrival at your final destination less than 2 hours after the scheduled time of arrival.

The above provisions do not apply if you refuse to fly on the alternative flight because the alternative flight was not offered to your travel companion(s) or for reasons of security, religion or medical limitations.

The Compensation amounts are as follows:*:

<table>
<thead>
<tr>
<th>Flight Distance</th>
<th>CASH (IN NIS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Flights up to 2000 km</td>
<td>1,270</td>
</tr>
<tr>
<td>B Flights up to 4,500 km</td>
<td>2,040</td>
</tr>
<tr>
<td>C Flights above 4,500 km</td>
<td>3,060</td>
</tr>
</tbody>
</table>

1 kilometer = 0.62 mile
NIS = New Israel Sheqels (Israel currency)

* This compensation may 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 4 hours (flights falling under A), 5 hours (flights falling under B) or 6 hours (flights falling under C).

Compensation will be made within 45 days of receipt of a written request. Compensation will be made by bank transfer or check, or by other means as agreed to in writing by the passenger. For information on requesting compensation, please see "Reimbursement Requests, Compensation Claims and Other Inquiries" below.

----------DELAYS BETWEEN 2 AND 8 HOURS----------

The assistance as described in this section is provided in the event that a flight time of departure is delayed by at least 2 hours and less than 8 hours from the scheduled departure.

If the airline expects a flight to be delayed by at least 2 you will be offered free of charge:
- Food and Drink in accordance with the waiting time
- Communication Services

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:
- Accommodation Service
- Travel Services

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 a replacement flight ticket. However, if the flight's delay is due to a protected strike, you will only be entitled to reimbursement; Food and Drink and Communication Services.
In the event of an overbooked flight departing from an airport in Israel, Delta will call for volunteers to surrender their place on the flight in exchange for an agreed compensation. If not enough volunteers can be found and you are denied boarding against your will due to an overbooked flight, you are entitled to Assistance Services, Reimbursement or Replacement Ticket and monetary compensation as described below providing you have met the latest check-in time requirements. You are not entitled to this assistance and compensation if there are reasonable grounds to deny boarding such as reasons of health, safety, security or inadequate travel documentation.

**DENIED BOARDING ASSISTANCE**

You may choose between:
- Replacement Flight Ticket to your final destination; or
- Reimbursement of consideration in the amount paid for the Flight Ticket, including fees, levies, taxes and other obligatory payments.

In addition, you will receive free of charge:
- Food and Drink in accordance with the waiting time;
- Accommodation and Travel Services; and
- Communication Services.

**DENIED BOARDING COMPENSATION**

Subject to the conditions noted above, if you have been denied boarding against your will, compensation will be offered at the airport.

The amount of compensation due is as follows:

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* This compensation will be reduced by 50% if you have accepted a Replacement Ticket and the delay in the landing time at the final destination compared with the original landing time does not exceed 4 hours (flights falling under A), 5 hours (flights falling under B) or 6 hours (flights falling under C).

**---CHANGES TO THE TERMS---**

If you are placed in a higher class of service than that stipulated on the Flight Ticket, you will not be subject to any extra charges nor are you entitled to any monetary compensation. If you are involuntarily placed in a lower class of service than that stipulated on the Flight Ticket, you will receive reimbursement of 100% of the price of the ticket for all flight segments longer than 4500 km. For flight segments less than 4500 km, Delta will pay an amount equal to the flight fare paid, multiplied by the ratio between the affected flight distance and the total flight distance.

**---REIMBURSEMENT REQUESTS, COMPENSATION CLAIMS AND OTHER INQUIRIES---**

As described above, if you do not wish to pursue your initial travel plans, you may request reimbursement for the part or parts of the journey you have not made and for the part or parts already made if the flight no longer serves any useful purpose, taking into consideration your original flight plan, and:
- if your flight is cancelled; or
- if your flight is delayed for at least 5 hours; or
- if you have been denied boarding against your will.

If you wish to submit a reimbursement request, a compensation claim or any other inquiries, please contact Delta’s Customer Care Department directly via www.delta.com (go to> Need help?> Customer Care).

Claims are handled according to Delta’s International Conditions of Carriage. A printed copy of the International Conditions of Carriage is available from the Delta Customer Care Department or from Delta travel agents. A digital version is available on the website (go to>Legal>Contract of Carriage).

*This Notice is required by Israel’s Aviation Services Law (Compensation and Assistance for Flight Cancellations and Changes in Conditions), 5772-2012
Any legal claim or action taken in the event of a dispute should be based solely on the legal text of the Law.*

August 2013