

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

### Below are the rights established by the new law that applies to all flights operated by Iberia to/from Israel as of 16 August 2012

Situations can occasionally occur when we will not be able to board you on the flight for which you have a confirmed reservation (denied boarding) or when extraordinary circumstances force us to cancel your flight or it is going to be delayed by more than two hours.

In all of these exceptional situations, Iberia offers you assistance and, when necessary, compensation, depending on the specific circumstances of each case. Here you will find more information on these matters and we also encourage you to check the information on our website [www.iberia.com](http://www.iberia.com).

We apologise for any inconvenience caused. We are doing everything possible for your trip to go ahead under the best conditions.

Thank you for choosing to fly with us.

Ground Operations Management

This information is based on Israel Aviation Services Law 5772-2012 in force since 16 August 2012 to all flights operated by Iberia to/from Israel.

This Regulation applies in the event of denied boarding and of cancellation or long delay of flights provided that:

- You are the holder of a confirmed reservation on any flight operated by Iberia to/from Israel. Including flights with layovers.
  - The ticket acquired corresponds to a tariff published or related to the Iberia Plus program.
  - You have checked in and arrived at the airport at least 90 minutes prior to the scheduled departure time of your flight.
- At Iberia we always shall give priority and pay particular attention to the needs of persons with reduced mobility and any persons accompanying them, as well as to the needs of unaccompanied children.

#### 1. CANCELLATION

If your flight was cancelled without prior notification and the cancellation is not due to extraordinary circumstances beyond our control, we shall provide you with:

- Free assistance to make two telephone calls, or to send a fax or an e-mail; food and drink in accordance with the waiting time. Accommodation and transfers, as appropriate.
- The refund of your ticket or an alternative ticket for the earliest possible date for the contracted destination.
- The corresponding compensation as detailed below:

A	Flight distance	Compensation (Shékels)
B	Up to 2,000 km	1,290
C	Up to 4,500 km	2,080
D	Over 4,500 km	3,120

- However, the amount of compensation shall be reduced by 50% when changing to an alternative flight that will take you to your destination:
  - With up to a 4 hour difference for flights of 2,000 km.
  - With up to a 5 hour difference for flights of more than 2,000 km and less than 4,500 km.
  - With up to a 6 hour difference for flights of more than 4,500 km.

#### 2. DENIED BOARDING

If we have denied your boarding, it will have been as a result of not being able to find enough volunteers willing to opt for our financial compensation in exchange for giving up their seat and transferring to a later flight. Under these circumstances we will award compensation equal to that described in the cancellations table, maintaining the 50% discount for each flight distance range and destination arrival time.

#### 3. DELAYED FLIGHTS

If the departure of your flight is delayed, we will assist you according to the waiting time, as detailed:

- From 2 to 5 hours:
  - Food and drink in accordance with the waiting time.
  - Communication services similar to those detailed for cancellations, as well as accommodation and transport if an overnight stay is necessary.
- More than 5 hours and up to 8 hours: in addition to the aforementioned protection, the following is added:
  - The offer of a refund or relocation to a later flight.
- Greater than 8 hours: under these circumstances, we offer our customer the protection as per cancelled flights.

#### 4. CHANGE OF CLASS

If for any reason we are forced to change your Business Class seat for a seat in Tourist Class, you shall be compensated, within 21 days, for an amount equal to 80% of the price of your ticket.

We apologise for any inconvenience caused. If you consider it necessary, you can contact our Customer Service Centre at:

Iberia, Líneas Aéreas de España  
Centro de Atención al Cliente  
Apdo. Correos 36315  
28080 MADRID (España)  
[www.iberia.com](http://www.iberia.com)

This notification contains a summary of the rights to benefits available under the Law. In the event of inconsistency between the terms of this notification and the provisions of the said Law, the provisions of the Law will apply.

Aviation Services Law of Israel 5772-2012: Enacted by the Parliament (Knesset) on the 29 Iyar, 5772 (21 May 2012).