



Finnair Notice on Passenger Rights (Israel)

This Notice is based on Israel's Aviation Services Law (Compensation and Assistance for Flight Cancellations and Changes in Conditions), 5772-2012 (the "ASL"). This Notice applies only to Finnair flights departing from an airport in Israel or a flight arriving at an airport in Israel and to tickets that are purchased at a fare available directly or indirectly to the general public.

Denied boarding

When the number of passengers exceeds the number of seats on a flight, Finnair will call for volunteers to surrender their reservation in exchange of agreed benefits. If an insufficient number of volunteers come forward, Finnair will compensate passengers who have been denied boarding against their will, with a one-time compensation amounting to

1. NIS 1,390 in respect of all flights 2 000 km or less; or
2. NIS 2,220 in respect of all flights between 2 000 km and 4 500 km; or
3. NIS 3,340 in respect of all flights over 4,500 km

The above-mentioned compensations are reduced by half if an alternative transport does not exceed the scheduled arrival time of the flight originally booked by more than four hours (in the first case), by more than five hours (in the second case) or by more than six hours (in the third case).

The compensation will be paid except where there are reasonable grounds to deny boarding such as reasons of health, safety or security, or inadequate travel documents, late arrival in check-in or other matters set out in Finnair Conditions of Carriage.

In such cases Finnair will additionally offer

- refreshments and/or a meal as well as communication facilities and if an overnight stay becomes necessary, hotel accommodation including transport between the airport and place of accommodation; and
- the choice between either an alternative transport to the final destination at the earliest opportunity; or at the later date at the passenger's convenience, subject to availability of seats; or
- reimbursement of the ticket if the flight is no longer serving any purpose in relation to the passenger's original travel plans, and the passenger decides to cancel the journey. In case the journey has already started, Finnair will then transport the passenger back to the first point of departure indicated in the ticket.

Care

Finnair will offer refreshments and/or a meal as well as communication facilities, when a flight is expected to be delayed for more than two hours from its scheduled departure time.

In case the estimated flight departure is postponed to the next day, Finnair will offer hotel accommodation if necessary.

Flight cancellation and long delay

If a flight is cancelled or delayed at least five hours, Finnair will offer the choice between reimbursement of the ticket or re-routing to the final destination including assistance and care as previously mentioned in case of denied boarding. In delays of at least five hours, if the flight is no longer serving any purpose in relation to the passenger's original travel plans, the passenger has the right to cancel the journey, in which case Finnair will reimburse the ticket. In case the journey has already started, Finnair will then transport the passenger back to the first point of departure indicated in the ticket.

If a flight is cancelled or delayed for at least eight hours and it has not been due to extraordinary circumstances, strike, a protected work-by-rule strike or the passenger has not been informed about the cancellation or delay in reasonable time, Finnair might be liable to pay the same amount of compensation as if the passenger had been denied boarding.

The right to compensation does not apply if:

- the passenger is informed of the cancellation at least two weeks before the scheduled time of departure; or
- between two weeks and seven days before the scheduled time of departure and offered re-routing, allowing to depart no more than two hours before the scheduled time of departure and to reach the final destination less than four hours after the scheduled time of arrival; or
- less than seven days before the scheduled time of departure and are offered re-routing, allowing to depart no more than one hour before the scheduled time of departure and to reach the final destination less than two hours after the scheduled time of arrival; or
- the cancellation is caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken. Such are for instance strikes, meteorological conditions, unexpected flight safety shortcomings and air traffic management decisions.

In all the above cases, reimbursement may be paid either in cash, by electronic bank transfer, bank orders or bank cheques, or with the signed agreement of the passenger, in travel vouchers. The ticket shall be reimbursed within twenty-one days.

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.

