

אל על EL AL



Booking Policy UPDATE

Dear Agents,

We recently updated our Booking Policy.

The updated policy aims to establish a clear, consistent, and transparent framework for working with all travel agencies. It seeks to prevent prohibited manipulations in the booking system that could disrupt the daily operations of agents, EL AL customers, and the company.

Following a discussion with the Travel Agencies Association of Israel and attentive consideration of feedback from travel agents, we have updated the sections regarding NO SHOW and Hidden Groups.

We also decided to allow an adjustment period in the following subjects:

- Inactive flight segments
- Flight sections on the waiting list
- Contact details for passengers in destinations where this is mandatory
- TSA secured passenger data to the USA

The control of the above sections will begin on March 1, 2025.

We recommend entering the attached link and reviewing the updated [booking policy](#).