



**Legal Update: Aviation Law**

**July 2020**

**Dear Clients and Colleagues,**

We are pleased to provide you with an important update from the aviation sector.

**Aviation Services Law (Compensation and Assistance for Flight Cancellation or Change of Conditions) (Temporary Order – Novel Coronavirus), 5780-2020**

We are pleased to update that the Knesset approved the Proposed Amendment to the Aviation Services Law and the amendment has come into force.

Below please see the principal changes made to the Law:

1. A passenger who has been issued a flight ticket for a flight from March 1, 2020 until August 31, 2020, which was cancelled by the flight operator or organizer, will be entitled to receive benefits, as follows:
  - A. A refund of consideration or an alternative flight ticket or a credit voucher; notice regarding the passenger's entitlement to select between the benefits and the passenger's agreement to receive a credit voucher instead of reimbursement shall be in writing.
    - A.1. A refund of consideration - The refund of the consideration to the passenger will be carried out **within 90 days from the date on the flight ticket or until August 14, 2020, the later of the two**.
    - A.2. A credit voucher - (1) The credit voucher will be at least be for the total amount of the consideration paid for the original flight ticket, and if the flight ticket was issued as part of a travel package, the amount of the voucher will be calculated in accordance with the third addendum of the main Law;  
(2) The voucher will be issued within 14 days from the date of receipt of the passenger's agreement and in any case within the reimbursement period;  
(3) The voucher will be **valid for at least one year** for the purchase of any service

which the airline offers for sale, even if such service is provided after the termination of the validity period of the voucher;

(4) A passenger may transfer the credit voucher to another person, and the airline may not condition such transfer with any conditions or with an additional payment.

(5) If the passenger did not use the credit voucher during the validity period or he only used part thereof, he will be entitled to receive the consideration which he paid for the original flight ticket, or the balance, as the case may be, within 21 days from the date when the passenger or the travel agency made written application to the airline, and the passenger may make such application commencing from 21 days before the termination of the voucher's validity.

B. The passenger will be entitled to receive assistance services, however, the entitlement to accommodations is limited to two nights.

C. The passenger **will not be entitled** to monetary compensation.

D. The Temporary Order will also apply to a flight for which the date of departure on the flight ticket was before March 1, 2020 if the flight was to or from a destination which returning passengers are required to home quarantine according to the Order for Public Health (the Novel Coronavirus) (Home Quarantine and Miscellaneous Provisions) (Temporary Order), 5780-2020.

**Sincerely,  
Fischer Behar Chen Well Orion & Co**

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