



Operational Update - Extension

Because of the security situation in Tel Aviv (TLV), we are issuing the following voluntary rebook policy for customers ticketed to fly to/from/via TLV.

KL Rebook Policy

The following voluntary re-book options may be offered to customers travelling to/from/via Tel Aviv, TLV on **07 October 2023 up to and including 31 January 2024**.

This is eligible only for customers with an original ticket issue date on or before 24 November 2023.

Change of Travel Dates

- Customers may re-schedule their travel, using the following guidelines:
 - Re-booking is permitted on KL/AF/DL/VS.
 - Outbound Travel should occur no later than **29 February 2024** – the original duration of stay may be preserved.
 - All penalties/change fees must be waived, even if required by the ticketed fare basis.
 - Re-booking is only permitted **within the same cabin of travel**, i.e. re-book in the ticketed class and if not available, the lowest class in the same cabin.
 - Re-booking/Re-issue must be completed by the end of the day on **29 February 2024**.
 - Travel Agents should apply the AFKL Standard Schedule Change Handling Guidelines.

Change of Destination

- For travels planned between 07 October 2023 and 30 November 2023, these instructions allow customers to change the origin or destination of their trip by replacing TLV with one of the station of the following countries: Cyprus (LCA), Germany (all airport), Greece (ATH), Italy (FCO), Turkey (IST), UK (LON all airports), Netherlands (AMS) and France (CDG).

- For travels planned between 01 December 2023 to 31 December 2023, these instructions allow customers to change the origin or destination of their trip by replacing TLV with one of the station of the following countries: Cyprus (LCA), Greece (ATH), Italy (FCO), Netherlands (AMS) and France (CDG).
- For travels planned from 01 January, 2024, these instructions allow customers to change the origin or destination of their trip within the 300-miles limit.
- In all cases, any other expenses related to this change (travel, accommodation, etc.) will be the responsibility of the customer.
- Travel Agents should apply the AFKL Standard Schedule Change Handling Guidelines.

Please note:

- The above rebook policy offers alternatives in addition to the AFKL Standard Schedule Change Handling Guidelines in case of cancelled or delayed flights.
- In the event of a **cancelled flight**, the **involuntary commercial instructions apply**.
- Please note that any modification or refund is possible until 29 February 2024, provided that the initial booking has been cancelled no later than the day scheduled for the original flight.
- Refund is permitted the full value of unused flight coupons in the ticket. (for both refundable or nonrefundable fares)
- Refund of paid options: Only if the service is not available on the new flight or if no new flight has been rebooked. Refund conditions of the option follow refund conditions of the ticket
- Full refunds may be offered in case of cancelled flights and flights delayed more than three hours.
- Travel agents can process refunds for fully un-used tickets directly in their GDS – refunds for partially used tickets may be requested via BSP link.
- The 'trip in vain' principle applies to refunds, when customers choose to return to their point of origin.
- Waiver Code: TLV10

Please note: All the information given is subject to change.