A. Right to Compensation

1) If your flight is cancelled or delayed by at least eight (8) hours from the originally scheduled departure time, or you are involuntarily denied boarding, you are entitled to receive compensation from us in accordance with the statutory amount determined by the Israeli Ministry of Transportation.

2) We will pay any compensation due under this section in cash, by EFT, bank order or bank check or, with your written agreement, in a travel voucher within forty-five (45) days from the date of written application for such compensation.

B. Right to Reimbursement or Re-routing

1) If your flight is cancelled, you are involuntarily denied boarding, or your flight is delayed by five (5) hours or more, you are entitled to choose between:

A) Reimbursement within twenty-one (21) days of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made if the flight no longer serves any purpose in relation to your original travel plan and, if applicable, a return flight to the first point of departure at the earliest opportunity; or

B) Re-routing under comparable transport conditions to your final destination at the earliest opportunity or, at a later date at your convenience, subject to the availability of seats.

If we offer you a flight to an airport other than that for which the booking was made (in the case the town, city or region is served by several airports), we will pay the cost of transferring you from that alternative airport either to that for which the booking was made or to another close-by destination agreed with you.

2) We will reimburse you in cash, by EFT, bank order or bank check or, with your written agreement, in a travel voucher.

C. Right to Care

If you are involuntarily denied boarding, your flight is cancelled, or your flight is delayed by more than two (2) hours beyond its scheduled time of departure, United will offer you the following free of charge:

A) If the expected departure time of your new flight (if any) is the same day as the departure date of your originally ticketed flight, you are entitled to receive:

- Meals and beverages commensurate with the expected waiting time; and
- Two telephone calls and sending of a notice by fax or e-mail, at your election.

B) If a stay of one (1) or more nights becomes necessary or a stay additional to that intended by you becomes necessary:

- Hotel accommodations; and
- Transport between the airport and place of accommodation (hotel or other location if you have chosen to stay elsewhere at a reasonable distance from the airport)

We may also limit or decline your right to care if provision of care would itself cause further delay.

D. Right to Compensation in the event of a Downgrade

In the event that we are unable to accommodate you in the cabin class for which your ticket was purchased, and are only able to offer you a seat in the cabin class lower than the class for which your ticket was purchased, we will pay you the following compensation:

A) Transfer from First Class to Business Class—we will refund you 60% of the affected portion of the ticket;

B) Transfer from First or Business Class to Economy Class—we will refund you 100% of the affected portion of the ticket.

The affected portion of the ticket shall be determined based on the total price of the ticket multiplied by the ratio that the flight distance of the portion of your trip for which your ticket has been downgraded bears to the total distance for which your ticket was purchased.

Other Rights Not Prejudiced

The foregoing rights apply without prejudice to any additional rights that you may have to further compensation. Compensation described in this notice may be deducted from such additional compensation.