In order for us to process your claim expeditiously, please supply your name, contact details (email address and/or mailing address), ticket number, flight number, booking reference and details of the claim you are making.

To make a claim for compensation, please contact United Customer Care online at: united.com/feedback

Notice of Your Rights for Flights To and From the State of Israel in the Event of a Flight Delay, Cancellation or Denied boarding; or your Seat is Downgraded

This Notice contains important information about your rights established under Israeli Aviation Services Law (Compensation and Assisting Procedure in the Event of Flight Cancellation and Change of Destinations), 5772-2012 ("Aviation Services Law"). In the event that your flight is delayed or cancelled, you are entitled to the rights defined under subsections A, B and C of the Description of Your Rights section of this Notice.

If your flight is cancelled, you are entitled to the benefits defined under subsections A, B and C of the Description of Your Rights section of this Notice.

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: $3,000 in compensation from us. If, however, we offer you re-routing on an alternative flight that will arrive at the destination stipulated in the flight ticket (in the case of a direct flight) or the last destination specified in the flight ticket (in the case of a stopover), within (four) 4 hours of the original arrival time (in the original ticket or case of your flight’s cancellation), or, six (6) hours of the original arrival time (in the case of denied boarding), your compensation can be reduced to $1,500.

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 particular 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 and, if applicable, a return flight 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 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 airport closest 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:

- One or more offers re-routing, allowing you to depart no more than one (1) hour before the scheduled time of departure and to reach your final destination less than two (2) hours after the scheduled time of arrival.

In addition, you may not be entitled to compensation if your flight was cancelled because of special circumstances which were not under our control, and the cancellation could not have been prevented even if we would have taken all reasonable measures possible to avoid the delay, or a labor strike.

D. Right to Compensation in the event of a Downgrade

In the event that your flight is cancelled, you are involuntarily denied boarding, you are entitled to the rights defined under subsections A, B and C in the Description of Your Rights section of this Notice.

Downgrade

Before we deny boarding to any passenger, we will request volunteers to surrender their seats in exchange for agreed upon compensation or benefits. In the event that there are insufficient volunteers and you are involuntarily denied boarding, you are entitled to the rights defined under subsections A, B and C in the Description of Your Rights section of this Notice.

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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.

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