



Contractual Terms between Arkia International (1981) Ltd., Arkia Israeli Airlines Ltd, ("Arkia") and the Passenger on "Arkia Express" International Flights (For flights departing after 1st April, 2011 to October 2011)

"Arkia Express":

Within the framework of "Arkia Express" flights, **Arkia International** may from time to time offer seats at especially attractive prices on flights from Tel Aviv to various destinations abroad and return, at prices starting at 99 U.S. Dollars per seat per direction to those who book in advance.

The seat prices offered may be changed, at the decision of Arkia International, to the extent that the time of making the booking approaches flight departure date. In addition, the supply of seats in each price category is limited, and when the supply of seats in one price category is exhausted, seats in a different price category may be offered for sale without any connection between the range of time between the time of the booking and the time of the flight.

The purchasers of "Arkia Express" tickets can upgrade the service components that they receive with a supplementary payment, as detailed below.

The Flight Destinations:

"Arkia Express" flights are international flights on the Tel Aviv – Paris; Paris – Tel Aviv; Tel Aviv – Amsterdam; Amsterdam – Tel Aviv; Tel Aviv – Rome; Rome - Tel Aviv; Tel Aviv – Kiev; Kiev - Tel Aviv; Tel Aviv – Moscow; Moscow – Tel Aviv route.

Special Terms:

Additional Services –

1. The transportation of baggage at the time of check-in at the check-in counter with an additional charge, as detailed below in the Transportation of Luggage section.
2. The service on "Arkia Express" flights does not include drinks and snacks. One can purchase a snack and a drink in return for payment. One can order the drink and snack service at the time of purchasing the ticket (at the booking center or on the internet) and/or at any other time prior to the commencement of the check-in process at a reduced fee.
3. Seating: The boarding pass will not indicate a seat number. Nevertheless, one can purchase "express boarding" that grants the right to board the plane prior to the passengers who did not purchase this product (as shall be detailed below in the Seating section). One can order the express boarding service at the time of purchasing the ticket (at the booking center or on the internet) and/or at any other time prior to the commencement of the check-in process at a reduced fee.

No discount of any kind will be given on the flight ticket price and the accompanying services on the "Arkia Express" product, including discounts at the time of payment.

Arkia Express flights do not earn mileage points on the Arkia Customer Club. Likewise, one cannot acquire tickets with Arkia Customer Club points.



The purchasers of “Arkia Express” tickets cannot make any change in the details of the booking, including a change in the passenger’s name and/or a change in the time of the flight and/or any other change.

The purchasers of “Arkia Express” tickets cannot cancel the booking and no monetary refund will be given for it other than in accordance with the provisions of the Consumer Protection Law.

If a passenger who books an “Arkia Express” flight, misses the flight for any reason whatsoever, he will not be allowed to fly on another flight on the basis of space available.

On “Arkia Express” flights, the price of a child’s seat (ages 2-12) is identical to the price of an adult seat.

On “Arkia Express” flights, the price of flying an infant up to two years of age is identical to the price set for flying an infant on Arkia flights to the desired destination; so as to avoid doubt, it is clarified that an infant is not entitled to a seat and luggage.

Arkia International reserves the right to increase or decrease the allotment of places at the initial price of 99 U.S. Dollars per seat per direction (a minimal supply of 2,500 seats on “Arkia Express” flights during the months April 2011 to October 2011).

Transportation of Luggage

On “Arkia Express” flights, the ticket price does not include the transportation of luggage.

One can board the plane with a single hand luggage whose size does not exceed 55*40*20 cm. and which weighs up to 7 kg,

A passenger may order baggage transportation service. The no checked in items is limited to one suitcase weighing not more than 20kg. Such service can be purchased on line (as further described hereunder) or at the time of check-in at the check-in counter by paying 34 U.S. Dollars for the checked in baggage.. If a checked baggage weight exceeds 20 kg. and operational conditions permit, the passenger will be charged for overweight baggage in accordance with Arkia’s procedures on international flights. Otherwise – such excess baggage will be denied.

It is clarified that any additional checked baggage item will be treated as overweight (whether purchased during booking or at the terminal). Further, any checked baggage will be weigh separately. Weighing baggage units together (for demonstrating combined weight) is not permitted.

Please note that one can order the baggage transportation service at the time of purchasing the ticket (at the booking center or on the internet) and/or at any other time prior to the commencement of the check-in process at a discount compared to the price that would have been charged at the flight check-in counter (that is, U.S. \$19 for each item of baggage that weighs up to 20 kg.) A similar discount will be granted on the purchase of overweight. These amounts (for pre-purchase) will not be refunded in the event of the cancellation of the booking or in the event that the baggage is not sent.

The transportation of animals and sports equipment is subject to a charge, in accordance with Arkia’s procedures on international flights.

A wheelchair linked to a passenger with physical limitations is not subject to a charge.



An infant carriage and carry cot are not subject to a charge if the booking includes the flying of the infant.

Seating:

As stated, the boarding pass will not indicate a seat number. Nevertheless, one can purchase "express boarding" that grants the right to board the plane prior to the passengers who did not purchase this product. A passenger who purchases express boarding will be entitled to be included in the group of passengers who receive the right to board the plane prior to the passengers who did not purchase this product and therefore to choose his seat prior to the boarding of the rest of the passengers. A special announcement will be made at the boarding gate inviting those having express boarding to board the plane. A passenger who does not present himself at the gate at that time will lose his right to such prior boarding of the plane, and will not be entitled to a monetary refund for the right he purchased.

Making the Booking:

The prices provided on the internet site www.arkia.co.il include a discount at the rate of 5% from the set ticket price sold at the Company's booking centers. One can also make a booking (at the full express price) through the Arkia sales center *5758. Note: The additional services may be purchased in advance at reduced price as stipulated here above, up to six hours prior to scheduled departure of the first flight leg.

Cancellations Pursuant to the Consumer Protection Law:

The cancellation of a distant sales transaction pursuant to the Consumer Protection Law 5741 (1981): upon the fulfillment of all the conditions specified below (without exception), the decreased cancellation charge at the rate of the lesser of 5% of the price of the transaction or NIS 100:

- The consumer made the booking directly through the telephone or the internet, as that term is defined in the Consumer Protection Law (the "Consumer" – someone who purchases an asset or receives a service from a business during the course of his business for a use that is primarily personal, residential or family);
- The booking was placed eight days or more (which are not days of rest) from the time of the departure; the Consumer cancelled the booking in writing within 14 days from the time of making the booking; the cancellation was made at least seven days that are not days of rest prior to the time of departure.

The written cancellation must be sent solely to fax no. 03 6900806. The consumer must provide on the fax transmission a phone number for our representative to call back. The cancellation will enter into effect upon the receipt of a cancellation approval number from an Arkia representative.