

Airline Extension Policies

Extension request prior to departure are made through their website Gil Travel's Israel Trip Flight Extensions not by telephone.

It is highly recommended that extensions be arranged prior to departure as the seats, contract specifications, and specific class of service are subject to availability by the airlines. Some fees may be less to process once in Israel however the availability of seats are limited and may actually cost more, not guaranteed and time consuming to finalize in Israel during the trip.

Although the airlines stipulate dollar amounts for changes before and once in Israel, the final cost may be escalated due to lack of available seats. It is the participant's choice whether to pay the additional costs. Flights with a connection must be brought to the participant's attention that two flights are required to be available in the same class of service/airfare for the desired return date. Extending our ticket is a privilege and is not guaranteed.

Extensions are NOT guaranteed. It is NOT recommended for you to make on-going plans prior to departure until Gil Travel has notified you that your return is confirmed from Israel.

You as the traveler must ensure that you are in possession of a valid passport with an expiration date of six months or more from the intended return date.

It is the participants' responsibility to contact the airline if they are not flying on the original or new extended return date. Participants who are no-show on their return flight risk having their return ticket marked as "NULL and VOID" by the airline and will be responsible to buy a one-way return ticket at their own expense.

Participants who are no-show for their domestic flight will be subject to forfeiting their deposit.

Change of return date are NOT permitted at the airport.

Flights with domestic connection:

Forfeiting a domestic return flight is possible with the approval of the airline and must be requested a minimum of 10 business days before departure from North America via Gil Travel's website.

Gil travel needs to obtain approval from the airline that the ticket is permitted to be amended per the request and participants are subject to applicable fees from the airline and Gil Travel.

Flights with international connection:

A return flight from Israel to North America with a connection in Europe/Canada requires the participant/staff to fly both flights. They are not permitted to disembark and return on a

different day or fly on their own to Europe and return from the European city. This is not permitted on the Birthright Israel ticket.

The overall requirements for all airlines:

- Participants must check with the airline regarding baggage allowances.
- Gil Travel handles all extensions prior to departure for all airlines, minimum of 10 business days for all requests.
- Passport MUST be valid for 6 months after the requested extended date.
- Participants that are ticketed for extensions and cancels their trip, forfeits all fees paid to Gil Travel and the airline.

Please review carefully the requirements and fees for each airline:

Aeroflot Russian Airlines:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket.
- Reissue of ticket due to correction of name within 14 business days of departure possible charge of EUR100.00 may be charged to the organizer.
- “Cancel and replace” not permitted within 24hrs of departure or less than one business day if participant/staff is ticketed or when extended.
- Complete cancel or no-show ticket is non-refundable
- Term & conditions for extension:
 - Maximum stay is 90 days
 - Stopover is not permitted
- Extension prior to departure submitted more than 15 days before departure is USD265.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, fee is USD265.00 plus the difference in airfare.
- Change of return once in Israel USD175.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, fee is USD175.00 plus the difference in airfare.
- CLAL Aviation is the handling agent for Aeroflot Airlines.

Once in Israel: CLAL Aviation 03-521-4222 Sun- Thu 9:30AM – 5:30PM

DO NOT call Aeroflot Russian Airlines they cannot assist.

Air Canada: **For trips departing from North America ONLY.**

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket. Penalty for the seat will be charged to the Trip Organizer.
- Complete cancel or no-show ticket non-refundable.

- Once ticketed, penalties may be less to BRINA for seats canceled/released more than 5 days prior to departure.
- Term & conditions for extension (for departures for USA Trip Organizers only):
 - Maximum stay is 90 days
 - Stopover is not permitted
 - Valid for return flights AC081/AC083 only.
 - Extension prior to departure USD390.00 subject to seat availability in the same class/code fare of service. If the original class/code fare is not available, the difference to the next higher airfare may apply plus fee of USD390.00.
 - Change of return date once in Israel is USD300.00 subject to the seat availability in the same class/code fare of service. If the original class/code fare is not available, the difference to the next higher airfare may apply plus fee of USD300.00.
 - Once in Israel contact Air Canada directly more than one (1) business day before departure. *Exception:* changes for departures scheduled for Sunday from Israel must be completed by Thursday before.
 - By phone in Tel Aviv 03-6072111 Sun-Thu 8:30AM-5PM

Austrian Airlines:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket. Penalty for the seat will be charged to the Trip Organizer.
- Complete cancel or no-show ticket is non-refundable.
- Term & conditions for extension:
 - Maximum stay is 90 days
 - Stopover is not permitted
 - Extensions are limited to 50% per group.
 - Extension prior to departure USD140.00 subject to seat availability in the same class/code fare of service.
 - Change of return once in Israel is USD150.00 subject to seat availability in the same class/code fare of service.
 - Changed is based upon availability at the time requested.
 - Once in Israel contact Austrian directly:
 - In Tel Aviv 03-9058049 Sun-Thu 9AM-5PM

Brussels Airlines:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket. Penalty for the seat will be charged to the Trip Organizer.
- Complete cancel or no-show ticket is non-refundable.
- Term & conditions for extension:
 - Maximum stay is 90 days
 - Stopover is not permitted

- Extensions permitted for 65% per group.
- Extension prior to departure is USD90.00 subject to seat availability in the same class/code fare of service. If the original class/code fare is not available, the difference to the next higher airfare may apply plus fee of USD90.00.
- Once in Israel the change of return fee is USD75.00 subject to seat availability in the same class/code fare of service. If the original class/code fare is not available, the difference to the next higher airfare may apply plus fee of USD75.00.
- Once in Israel contact Brussels Airlines directly:
- Email tlv.groups@dlh.de or call in Israel 03-5135629 Sun-Thu 10-1PM. All payments via valid credit card only. ***Change of return date must be made more than 5 business days before group's original return date.***

Delta Airlines:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket. Penalty for the seat will be charged to the Trip Organizer.
- Complete cancel or no-show ticket is non-refundable.
- Term & conditions for extension:
 - Maximum stay is 90 days
 - Stopover is not permitted
 - Extension processed more than 30days prior to departure in the same class of service USD90.00, upsell NOT permitted. Within 30days of departure extension fee is USD240.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, the fee is USD240.00 plus the difference to the next class code/fare.
 - Change of return date once in Israel is USD150.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, the fee is USD150.00 plus the difference to the next class code/fare.
 - Change is based upon availability at the time requested.
 - Once in Israel contact Delta directly:
 - In Tel Aviv 03-5138000 extension 3 Sun-Thu 9AM-5PM

EL AL Israel Airlines: subject to change

- Release of seats required more than 62 days prior to departure to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket. Penalty for the seat will be charged to the Trip Organizer.
- Applicants are required to be assigned in RegAdmin 30 days prior to departure.
- Complete cancel or no-show ticket is non-refundable.
- Term & conditions for extension:
 - Maximum stay is 3 months.
 - Stopover is not permitted.

- Extension prior to departure is **minimum** USD 165.00 subject to seat availability in the same class/code fare of service. If the original class code/fare is not available and a higher airfare is available, fee is difference in airfare plus USD 90.00.
- Change of return date once in Israel is USD 50.00 service fee for a seat in the same class/code fare of service. If the same class/code fare in economy is not available, then the charge will be the service fee of USD 50.00 plus the difference to the next available seat in economy.
- Changed is based upon availability at the time requested.
- Once in Israel contact EL AL directly:
 - In Tel Aviv 03-9771111 call center open 24hours

Iberia Airlines:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket. Penalty for the seat will be charged to the Trip Organizer.
- Reissue of ticket due to correction of name within 10 business days of departure will result in a charge of USD150.00 to the Trip Organizer.
- Cancel and replace not guaranteed within 3 days of departure.
- Complete cancel or no-show ticket is non-refundable.
- Once ticketed, penalties may be less to BRINA for seats canceled/released more than 5 days prior to departure.
- Term & conditions for extension:
 - Maximum stay is 90 days
 - Stopover is not permitted
 - Extension prior to departure is USD290.00 subject to seat availability in the same class/code fare of service. Changes prior to departure based on same class code/fare of service ONLY.
 - Change of return date once in Israel is USD215.00 subject to seat availability in the same class/code fare of service ONLY.
 - Changed is based upon availability at the time requested, must be requested more than 3 business days prior to departure.
 - Once in Israel contact Iberia directly:
 - Via email (recommended) TAGLIT.IB@BA.COM or
 - 180 9344 538 OPTION 2 Sun-Thu 9AM-5PM.

LOT Polish Airlines:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket.
- “Cancel and replace” not permitted within 24 hours of departure.
- Complete cancel or no-show ticket is non-refundable
- Term & conditions for extension:
 - Maximum stay is 90 days.
 - Stopover is not permitted.

- Maximum 40% permitted to extend.
- Extension processed more than 14 days before departure USD90.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, fee is USD90.00 plus the difference in airfare.
- Once in Israel contact LOT Polish Airlines, must submit EXTENSION document for request.
- Change of return once in Israel USD50.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, fee is USD50.00 plus the difference in airfare.
- Once in Israel contact LOT Polish Airlines directly:
 - [Email completed extension document to lot@open-sky.co.il](mailto:lot@open-sky.co.il)
 - In Tel Aviv 03-795-1550 Sun- Thu 9AM – 5PM

Deutsche Lufthansa:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket. Penalty for the seat will be charged to the Trip Organizer.
- Complete cancel or no-show ticket is non-refundable.
- Term & conditions for extensions:
 - Maximum stay is 90 days.
 - Stopover is not permitted.
 - Extensions are limited to 50% per group.
 - Extension prior to departure is USD90.00 subject to seat availability in the same class/code fare of service.
 - Change of return once in Israel is USD300.00 subject to seat availability in the same class/code fare of service ONLY.
 - Changes are based upon availability at the time requested.
 - Once in Israel contact Lufthansa directly:
 - In Tel Aviv 03-9058049 Sun-Thu 9AM-5PM

TAP Portugal Airlines:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket. Penalty for the seat will be charged to the Trip Organizer.
- Complete cancel or no-show ticket is non-refundable.
- Term & condition for extension:
 - Maximum stay is 90days
 - Stopover is not permitted.
 - Extensions are limited to 50% per group.

- Extension prior to departure is USD140.00 subject to seat availability in the same class/code fare of service. If the original class/code fare is not available, the difference to the next higher airfare may apply plus fee of USD140.00.
- Change of return once in Israel is USD50.00 subject to availability in the same class /code fare of service.
- Changes are based upon availability at the time requested.
- Once in Israel contact Orly @Open Sky email: orly@open-sky.co.il
 - In Tel Aviv 03-7951331 Sun-Thu 9AM-5PM

DO NOT call TAP Portugal Airlines as they CANNOT assist.

Ukraine Airlines:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket.
- Reissue of ticket due to correction of name within 14 business days of departure possible charge of USD50.00 charged to the organizer.
- "Cancel and replace" not permitted within 24hr of departure or less than one business day when extended or participant has been ticketed by the airline.
- Complete cancel or no-show ticket is non-refundable
- Term & conditions for extension:
- Maximum stay is 90 days
- Stopover not permitted
- 40% of the group are permitted to extend
- Prior to departure is USD160.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, fee is USD160.00 plus the difference in airfare.
 - Change of return once in Israel USD100.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, fee is USD100.00 plus the difference in airfare.
- Caspi Aviation is the handling agent for Ukraine Airlines.
- Once in Israel: Caspi Aviation 03-5100213/4 Sun- Thu 9AM – 6PM and

Fri 9AM- 1PM Israel time.

DO NOT call Ukraine Airlines they cannot assist.

United Airlines:

- Release seats more than 62 days prior to departure date to avoid penalty.
- Seats released within 61 days of departure will result in no refund for the airline ticket. Penalty for the seat will be charged to the Trip Organizer.
- Complete cancel or no-show ticket is non-refundable.
- Term & conditions for extension:
 - Maximum stay is 90 days.
 - Stopover is not permitted.
 - Extensions are limited to 30% per group.

- Extension prior to departure USD 390.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, fee is USD 390.00 plus the difference in airfare.
- Change of return once in Israel is USD300.00 subject to seat availability in the same class/code fare of service. If original class/code fare is not available and a higher airfare is available, the fee is USD300.00 plus the difference in to the next class code/fare.
- Change is based upon availability at the time requested.
- Once in Israel contact United Airlines
 - 1 809 344363 in BUE. Phone number only works from Israel. Toll-free provided it is dialed from an Israel phone number.
 - Sun-Thu 8:30AM-5PM during local times in Israel.