



**State of Israel
Ministry of Tourism**

08.10.2023

To: Managers of foreign airlines operating in Israel

Re: continued operation, fair pricing and flexibility in flight changes

I hope this message finds you well. I am not reporting anything new; but must reiterate about the ongoing situation that you are undoubtedly aware of - terrorists have breached Israel's southern border, launching indiscriminate attacks on innocent people, including infants, children and the elderly.

The State of Israel is engaged in a conflict that we are confident we will ultimately overcome. Regrettably, we acknowledge the uncertainty the duration of this security situation. Unfortunately, the brutal attacks caught incoming tourism just as it was reaching its peak and we were looking forward to a significant impact on the economic situation.

It is obvious that tourists who had made arrangements to come to our country canceled their trip and in light of the situation many tourists currently in Israel, wish to leave.

I would like to note that during normal times, your company enjoys positive economic activity and outlook.

We really believe that this is not the time to seek profit from customers in distress. Insisting on charging fines for changes and/or cancellations at this time is unreasonable and we feel morally and commercially unfair.

Not only do the customers expect consideration and some empathy, but so does the Israeli government. Israel expects the airlines to continue their services and continue flying to and from Israel. It is important to emphasize that both Ben Gurion Airport and Ramon Airport are operating as usual and are open to receiving flights.

With hope for continued cooperation,
Respectfully yours,

**Haim Katz
Minister of Tourism**

A handwritten signature in black ink, appearing to be 'Haim Katz', written over a light blue rectangular background.

C.C. Miri Regev, Minister of Transport