

Essential Information Summary Assistance to Passengers with Disabilities

Eran Franco BPT, MID. Certified Service Accessibility.

Accessibility Statement and Essential Information for Assistance to Passengers with Disabilities

We at the Israil Group invest great efforts to provide equal, respectful, independent, and safe service to all our customers. We are happy to assist you to ensure your enjoyment of the service and to make the necessary accessibility adjustments.

To provide you with the best service tailored to your needs, it is important to inform us of how we can assist you as early as possible (preferably at the time of booking).

Important:

We emphasize that passengers with disabilities must submit their accessibility request at least **48 hours before the flight** to the entity with whom the booking was made.

Travel agents must **immediately** notify the airline about passengers with disabilities and the required accessibility.

Notification of a deficiency in accessibility adjustments or a request for accessibility implementation should be sent to the email SPECIAL_ASSISTANCE@israil.co.il

To contact the Israil team:

- ✦ **Israil website - personal area MY ISRAIR.** It is highly recommended to update the details of bookings made on the Israil website, in the personal area MY ISRAIR, or by clicking on the link [here](#).
- ✦ Reservations center by phone / WhatsApp: 03-7955777 or *2737 Fax: 03-5409079 Email: site@israil.co.il
- ✦ **Customer service:** You can send an inquiry on the website by clicking on the link here or by email: SERVICE@israil.co.il
- ✦ Agent center by email: Israil_agents@israil.co.il
- ✦ **Accessibility Team** phone / WhatsApp: 0733944238 SPECIAL_ASSISTANCE@israil.co.il

This page contains important information regarding the assistance you can receive before, during, and after the flight, according to your type of disability.

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Important Information for All Passengers

- **Mobility assistance at the airport:** We can help you move from place to place within the airport. Before the flight, we will help you get from the check-in counter to the aircraft and after the flight, we can help you get from the aircraft to the arrivals hall. If you need this, it is important to update us when booking the flight.
- There is a meeting point at Ben Gurion Airport for passengers requesting assistance or escort. **For passengers departing from Terminal 3 at Gate 32, and from Terminal 1 at Gate 4.** For your convenience, there are reserved benches in the terminal for people with disabilities where you can wait away from the crowd until it is necessary to identify yourself to security/check-in.



- We will update that due to congestion at Ben Gurion Airport, limited resources, and staff shortages, the waiting time for receiving accessibility services is expected to be at least 45 minutes.
- **Assistance to passengers with disabilities is provided at no extra charge.**
- According to the guidelines of the International Air Transport Association (IATA), it is recommended that a passenger whose disability might prevent them from assisting in their evacuation from the aircraft in an emergency during the flight (for example, a passenger with severe mobility disability, significant cognitive disability, or severe vision and hearing disability simultaneously) should be accompanied by a companion who can assist them in evacuating the aircraft in an emergency.
- **Queue exemption:**
 - If you have a queue exemption certificate, please present it to the security teams and at the counters. The Israil teams are familiar with the certificate.
 - If you do not have this certificate, please identify yourself to the Israil team upon arrival, and they will make an effort, subject to the specific situation, to assist you.
 - We emphasize that queue exemption is an Israeli initiative and that abroad, queue exemption depends on the local practice.
- **Boarding and disembarking the aircraft:**
 - If crew or adapted vehicle assistance is required, boarding the aircraft is done, as far as possible, after all the flight passengers have boarded.
 - If crew or adapted vehicle assistance is required, disembarking from the aircraft is usually done after all passengers have disembarked.

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- **Seating on the aircraft:**

- The seats on Israir aircraft are accessible and have armrests that can be lowered and raised except for emergency exits and 1st row.
- Seat dimensions: 44 cm width / 43 cm depth.
- You can choose independent seating in the personal area MY ISRAIR or by clicking on the link [here](#)
- According to flight safety guidelines, we cannot allocate you a seat at the emergency exits or sometimes next to the aisle.



- **Service animal:**

- If you use a guide dog or a service animal (dog or cat), you can fly with it. During the flight, the animal will be at your feet in a way that does not cause a safety hazard.
 - According to the regulations and guidelines of the Commissioner, if you use a **service animal**, we request to present a certificate from an authorized government body attesting that it is a service animal or provide a letter from the training body explaining who the training body is and what actions the animal was trained to perform for the passenger with the disability, and that it successfully passed a public place competency test.
 - **It should be emphasized that an emotional support animal is not a service animal.**
- According to the Accessibility Regulations, assistance to passengers with disabilities does not include nursing care, including assistance with feeding, dressing, and hygiene, or care for the passenger's service animal.

- **Accessibility arrangements for visitors at the offices in Givatayim:**

- There is an accessible entrance to the building from the parking lot and from the ground floor.
- There are disabled parking spaces on the street and in nearby parking lots. In the building's parking lot, there are several accessible parking spaces suitable for a high vehicle.
- There are disabled toilets in the building on floor 0 (entrance).
- You can enter the company offices with a service animal.
- You can enter the company offices with a manual or motorized wheelchair.
- The meeting room is adapted and has adapted chairs and a hearing assistance system of the induction loop type.
- There is a special evacuation chair in the building for emergency evacuation.

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Passengers with Mobility Disabilities / Motorized Wheelchair Users

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- Please inform us if you use a wheelchair or are assisted by a mobility aid device, such as crutches or a walker, so we can prepare to assist you.
- If mobility assistance is required within the airport and/or within the aircraft, please specify this when booking the flight.
- The mobility assistance service within the airport is provided before the flight - to reach the aircraft (from the check-in counter to the aircraft) and after the flight - to exit the aircraft (from the aircraft to the arrivals hall).
- We recommend inquiring with us about the type of aircraft you are scheduled to fly on, according to your booking, so that you can know in advance its physical conditions. However, please take into account that there may be cases where the type of aircraft is changed close to the flight date due to unforeseen constraints or the use of leased aircraft.
- You can fly with your wheelchair or other mobility aid device in addition to the allowed baggage at no extra charge and at no additional cost.
- In your notification, please specify the weight of the wheelchair/mobility scooter when folded.
- For flight safety reasons, if you use a motorized wheelchair, please provide the battery specifications for checking the possibility of flying with them. You or your companion will be required to disconnect the battery or isolate contacts before loading the motorized wheelchair. Further details on this matter are provided in detail on the next page.
- Usually, you can stay in your wheelchair until you reach the vicinity of the aircraft. However, to help you reach your seat on the aircraft, it is necessary to transfer, with our assistance, to a narrow wheelchair. This type of chair is also available on Israir aircraft during the flight. Further details below. Your chair will be returned to you by the ground crew near the aircraft after arrival at the destination.
- Please note, **airport characteristics around the world are different**. In most airports, you can stay in your wheelchair until you reach the vicinity of the aircraft, but in some airports, where this is not possible, you will be required to hand over your wheelchair at the check-in counter and transfer to another wheelchair, with which we will assist you to the aircraft and at the end of the flight to the baggage claim area at the destination airport, where your chair will be returned to you.

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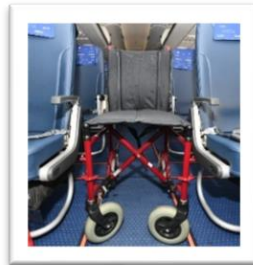
Eran Franco BPT, MID. Certified Service Accessibility.

- Boarding and disembarking the aircraft will be done in one of the following ways: through a jet bridge, using a vehicle with a dedicated lifting device (see picture of the AmbuLift vehicle), an elevator, or a dedicated ramp.

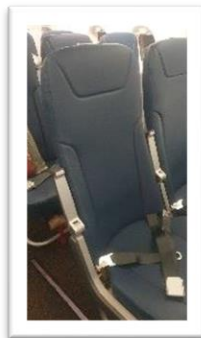


More detail regarding the availability of these ways in the Station Accessibility Arrangements Section.

- Your wheelchair will be stored in the aircraft's cargo hold and will be made available to you after landing.
- Mobility aids, such as crutches and walkers, will be stored near you in the passenger compartment if they fit the compartment's dimensions.
- Israir aircraft are equipped with a special narrow wheelchair designed for use in the passenger cabin. It can be used to move from your seat to the aircraft's restroom during the flight. The chair has armrests and footrests. See picture of the chair.



- On Israir aircraft, except at the emergency exits, all aisle armrests can be lowered to allow you to easily enter and exit your seat. See picture of the armrest.



- It is not possible to enter the aircraft restroom with the narrow wheelchair, but the restroom is equipped with handrails for easy transfer to the toilet seat.

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Passengers Using a Motorized Wheelchair

- For flight safety reasons, it is your responsibility to provide detailed information about your wheelchair and its battery type when booking the flight. It is important to specify:
 - The weight and dimensions of the wheelchair when folded
 - The type of batteries (Dry Cell – Non Spillable, Wet Cell – Spillable, or Lithium or Lithium-Ion) and their capacity (WH)
 - Whether the battery can be disconnected by the user
 - If you have spare batteries for the wheelchair and their capacity

Accordingly, we request:

- To fill out a declaration form available by clicking on the link [Here](#)
 - To attach a technical specification of the mobility device
 - To attach a technical document of the battery/a photo showing the battery specifications
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- For your convenience, a site where most specifications can be found: <http://bhta.com/air-transport-advice>
 - To ensure the safe transportation of your wheelchair, according to the type of wheelchair and batteries, we request you take several safety steps before the flight, such as disconnecting the battery and protecting it from short circuits by covering its terminals with insulating material.
 - According to IATA (International Air Transport Association) and ICAO (International Civil Aviation Organization) guidelines, a manufacturer's certificate of battery integrity and a manufacturer's approval for transport must be presented. This certificate should be shown at the flight check-in counters.
 - To allow us to assist you in preparing your wheelchair for the flight, you must provide us with accurate information on how to operate the battery and pack the wheelchair. It is recommended to bring the manufacturer's manual to the airport.
 - For flight safety reasons, a wheelchair with a non-sealed wet battery will not be approved for transport. Motorized wheelchairs are permitted for transport only if equipped with a dry or gel battery.
 - Lithium-Ion batteries are approved for transport only up to 300WH. Additional batteries up to 160WH. Therefore, at the check-in counter, you will be asked to present proof that the chair is equipped with a battery type approved for transport according to the company's procedures.

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- We request you to carry the charger for the wheelchair battery with you and avoid sending the battery charger in the checked luggage.



Passengers with Visual/Hearing Disabilities

Vision impairment

- If you are visually impaired or blind, we can assist with escorting to and from the aircraft.
- You can receive a customized personal safety briefing from the flight attendants, detailing and demonstrating the safety measures available on the aircraft and the safety instructions.
- The flight attendants will be happy to assist you during the flight in navigating your personal and public space, filling out forms, and any other difficulties you may encounter.
- On Israir aircraft, there is service information available in Braille through the flight attendants.
- To ensure the best service, please inform us as early as possible if you need assistance and if you are flying with a service animal or guide dog.

Hearing Impairment



- If you are hearing impaired or deaf, we can assist with escorting to and from the aircraft if requested.
- The flight attendants, on the ground and in the air, will be happy to communicate with you easily through writing and are instructed to allow you comfortable lip reading. It should be noted that some of the air and ground crew are trained to communicate slightly in Israeli sign language and will be happy to do so.
- You can receive personal updates from the flight attendants regarding the flight's progress, which are announced to all passengers over the PA system.
- The films shown on the aircraft are accompanied by Hebrew subtitles.
- To ensure the best service, please inform us as early as possible if you require assistance.



Passengers with Other Disabilities (Communication, Cognitive, Mental)

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- If you are dealing with another disability, such as communication, cognitive, or mental disability, and need assistance before, during, or after the flight, please specify this to us as early as possible, and we will be happy to assist you to the best of our ability.
- A passenger with an intellectual or mental disability is entitled to receive service without waiting in line upon presenting a valid disability certificate indicating their eligibility for this accessibility adjustment.
- For your convenience, there are reserved benches in the terminal for people with disabilities where you can wait away from the crowd until it is necessary to identify yourself to security/check-in.
- We suggest informing the crew if you prefer to board the aircraft first or last.
- Information in simple language is available at the link [Here](#).

Passengers with Active Illness/Allergy

- The flight attendants are trained as first aid providers, but the medical procedures they are authorized to perform are limited in their complexity, and they are not authorized to administer medications. Therefore, if you require medical treatment, you must fly with a companion.
- Our aircraft are equipped with a first aid kit, a defibrillator, and a doctor's kit. Therefore, in the event of an injury or severe incident during the flight, there is appropriate equipment to treat the passenger.
- Please ensure you carry the medications you need and avoid sending them in the checked luggage.
- If you carry medication that requires refrigeration, we can provide you with a sealed bag for liquids with ice cubes. You will keep the bag and medication during the flight. Unfortunately, we cannot store passengers' medications in the refrigerator or other cold storage.
- It is strictly forbidden to transport blood samples of any quantity on Israil aircraft.
- According to IATA (International Air Transport Association) and ICAO (International Civil Aviation Organization) guidelines, passengers can carry self-use medications (non-radioactive) with them, provided that one unit does not exceed 500 grams/ml, and the total medications do not exceed 2 kg or liters.
- Medical equipment: Due to special restrictions and permissions for transporting medical equipment, any passenger wishing to transport any type of medical device must provide the original specification from the manufacturer to the sales representative. This original specification will be checked by an authorized Israil representative, and based on their

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determination, the device will be approved for transport or not. Without the original specification, the device cannot be approved for transport. The device must operate on an internal battery and under no circumstances will it be approved for connection to external power from the aircraft systems. The passenger must consider the battery life versus the flight duration. A passenger presenting at the counter with a device without prior notice and written approval from an Israir representative (48 hours in advance) will not be allowed to transport the device.

- **Transporting an oxygen concentrator** is according to the information provided in the attached link and with prior approval. We request you consult a doctor and be equipped in advance with a personal oxygen concentrator according to the guidelines below and in carry-on baggage only.
- It should be emphasized that filled oxygen cylinders cannot be transported on our flights.
- For flight safety reasons, guidelines regarding transporting an oxygen concentrator (from the approved list only) and a form to be filled are available at the following [link](#):

<https://www.israir.co.il/clients/isra2016/document/Portable%20Oxygen%20Concentrator%20Statement%20rev%207.pdf>

- Please submit the completed signed form to the reservations center and bring it with you for the flights. It must be presented to the ground and aircraft crew.
- A passenger who has recently undergone significant surgery or is ill in a way that may prevent them from assisting in their evacuation from the aircraft in an emergency during the flight is recommended to be accompanied by a companion who can assist them in evacuating the aircraft in an emergency. Additionally, the passenger must present a doctor's certificate issued no later than two days before the flight, confirming they are fit to fly.

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Passengers with Food Allergies

- **Important: We cannot ensure that other passengers on the flight will not bring allergens (such as foods containing peanuts) into the passenger cabin. Therefore, we cannot guarantee that the passenger cabin will be a completely allergen-free environment.**

Accordingly, we recommend taking maximum precautionary measures:

- Consult a physician before the flight regarding coping with the risk during the flight.
 - Bring suitable food for the flight in advance.
 - Carry a medical certificate for carrying an adrenaline injector, to present it at the security check at the airport.
 - Wear an alert bracelet indicating the passenger's medical condition.
 - Carry on the passenger's body during the flight, in an accessible location, the medications prescribed by the doctor for treating an allergy attack, such as an adrenaline auto-injector (like EpiPen), for use in an emergency.
 - Inform companions of the medication's location, usage instructions, and how to use it.
 - Inform the flight attendants and the surrounding passengers of your condition.
- It is important that companions on the flight know how to administer emergency medication (e.g., how to use the adrenaline injector). While the flight attendants are trained as first aid providers and are familiar with ways to handle a passenger experiencing an allergy attack, they are not authorized to administer medications.
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Accessibility Arrangements at Stations, Accessibility in Organized Tours, and Additional Information

- At airports in Israel, there is a means to lift or lower a passenger with disabilities according to the details below:

	Ambulift	Wheelchair Lift	Ramp
Ben Gurion Airport	Yes	Yes	-
Eilat (Ramon)	Yes	Yes	Yes

It should be noted that the AmbuLift vehicle is operated by an external ground service provider. In the absence of the operator or vehicle, passenger boarding and disembarking will be carried out by a crawling elevator/ramp/with the assistance of the station staff.

- Abroad, at the following stations, the AmbuLift service does not exist, and boarding/disembarking from the aircraft is done manually using a dedicated chair operated by the airport staff:
 - TIV Tivat, Montenegro
 - RVN Rovaniemi, Finland
 - GNB Grenoble, France
- We recommend that passengers check airport publications regarding accessibility arrangements.

For your convenience, the relevant links as published by the Israel Airports Authority:

- ✦ Ben Gurion Airport <http://www.iaa.gov.il/he-IL/airports/BenGurion/Pages/default.aspx>
- ✦ Haifa <http://www.iaa.gov.il/he-IL/airports/Haifa/Pages/default.aspx>
- ✦ Eilat (Ramon) <http://www.pti.org.il/ramon/http://www.iaa.gov.il/he-IL/airports/ramonairport/Pages/default.aspx>

Accessibility in Organized Tours

- Passengers with disabilities requiring accessibility adjustments must report the need at the time of booking. It should be emphasized that due to operational complexity, adjustments for an organized tour are recommended to be made at least 45 days in advance.
- It should be emphasized that not all countries can provide fully accessible services.
- At the request of a person with a disability, the tour guide can offer simple language guidance.
- Some sections of the tour are for fit walkers, and some routes are accessible routes. Please read the notes carefully.

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- At the request of a person with a disability, a tour will be accompanied by a wireless hearing aid system suitable for guided services.
- At the request of a person with a disability, an audio description of major visual exhibits and tactile accessibility to major 3D exhibits will be provided according to what is permitted at the tourist site.